

Avtex Project Team

Role	Responsibilities
Program Manager	<ul style="list-style-type: none"> Coordinating the overall project tasks and ensuring the success of the project Serves as the single point of contact between the Contractor and the State for all communications on all key activities Ensures service level agreements are sustained, and deliverables are submitted on a timely basis. Following the transition of solutions in 2022, this person may serve in a part-time capacity on this project.
Project Manager	<ul style="list-style-type: none"> <i>Primary point of contact for aFit</i> Manage the design and the Solution Design Document deliverable Create and manage the timeline and deliverables Identify and communicate risks Run project status meetings Deliver project status reports to Project Sponsor/Coordinator Manage Avtex QA Test Plan Manage UAT Issues List Manage general project tasks Change control Manage Go-Live Support Manage Post Go-Live Support Manage Hand-off to Support
Application Consultant / Business Analyst / Solution Architect	<ul style="list-style-type: none"> Conduct business analysis design sessions Identify business requirements Call flow design & creation Cover Application Data Collection Workbook Manage & Complete Application Data Collection & Workbook Complete Solution Design Documents with business analysis design decisions.
Implementation Engineer / Application Consultant	<ul style="list-style-type: none"> Configure Systems per Design
Implementation Engineer	<ul style="list-style-type: none"> Install hardware/software System integration Establish remote connectivity Execute Base System Functionality Test Plan SIT / QA Support & Stabilization UAT Support & Stabilization Cutover / System Deployment Go Live / First Day of Service Support Post Go-Live support
Application Consultant / Application Developer	<ul style="list-style-type: none"> Complete call flow development Execute Unit Testing QA /SIT Support & Stabilization UAT Support & Stabilization Cutover Support Go Live / First Day of Service Support Post Go-Live support
Application Developer	<ul style="list-style-type: none"> Complete CTI/Screen Pop development Complete custom integration development Execute Unit Testing
Training Consultant	<ul style="list-style-type: none"> Develop Training Plan Conduct Train-the-Trainer Training Sessions Conduct End User Training Sessions (if included) Go Live / First Day of Service Support Post Go-Live support
Quality Analyst	<ul style="list-style-type: none"> Build QA / SIT Test Plan Execution of the QA / SIT Test Plan Lead / Support UAT Support
Customer Account Manager	<ul style="list-style-type: none"> Post-implementation account management

	<ul style="list-style-type: none">▪ Assists in enhancing and leveraging system capabilities
Account Executive	<ul style="list-style-type: none">▪ New Customer Client Relationship▪ New Customer Contract Knowledge Transfer
Client Services Manager, PMO	<ul style="list-style-type: none">▪ Point of escalation for any project related items.
VP Client Services	<ul style="list-style-type: none">▪ Additional point of escalation
COO	<ul style="list-style-type: none">▪ Executive Sponsor

State of Indiana Project Team

Role	Responsibilities
Project Sponsor	<ul style="list-style-type: none"> ▪ Authorize financial decisions ▪ Approve documents and changes ▪ Approve change control for timeline, budget, scope or specification changes
Project Manager / Project Lead	<ul style="list-style-type: none"> ▪ <i>Primary point of contact for project</i> ▪ Assist in site preparation ▪ Assign tasks to team members ▪ Provide all user and station configuration information ▪ Manage site deliverables as specified in the Statement of Work or as needed ▪ Coordinate User Acceptance Testing ▪ Coordinate Training Schedule
Site Coordinator	<ul style="list-style-type: none"> ▪ <i>Primary point of contact for site</i> ▪ Assist in site preparation
IT Services	<ul style="list-style-type: none"> ▪ Identify data issues ▪ Describe environmental needs ▪ Prepare site in accordance with Pre-installation Requirements Checklist ▪ Installation of Desktop client on appropriate user PCs
Telecom Services	<ul style="list-style-type: none"> ▪ Identify telecom issues ▪ Describe environmental needs ▪ Prepare site in accordance with Pre-installation Requirements Checklist ▪ Installation of Desktop client on appropriate user PCs
DBA	<ul style="list-style-type: none"> ▪ Identify data requirements ▪ Develop data retrieval mechanisms (if required) – stored procedures, xml, etc. ▪ Participate in User Acceptance Testing to validate data
System Administrator	<ul style="list-style-type: none"> ▪ Assume system administration after cutover
Business Trainer	<ul style="list-style-type: none"> ▪ Participate in Train-the-Trainer Training Sessions ▪ Build End User Training ▪ Execute End User Training
Business Management / Agent/User Representatives	<ul style="list-style-type: none"> ▪ Participate in User Acceptance Testing ▪ Participate in Training