



ROLES AND RESPONSIBILITIES

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Each Configura project is unique, but the roles involved are similar. This document lists the roles, their responsibilities, and how they connect to the Configura Project Management Process. Depending on the size and complexity of the project, product, or customer, roles may also include responsibilities not listed here.

Roles, responsibilities, and the people assigned to them may change over the project lifecycle. This is normal. Some people may hold more than one role, and some roles may be filled by the customer while others are held by Configura. If multiple people share the same role, the role should function in the same way for all.

Note: Reporting structures in your company may differ from the project organization. The project organization shows accountability for tasks and information flow, but it does not reflect your company's org chart or hierarchy.

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Program Owner

The Program Owner has the ultimate accountability (responsibility?) of the program and any of its ongoing projects. This role provides visionary and strategic leadership to the program. It is the final decision maker.

Tasks:

1. Creates, maintains and adjusts the program's vision and budget.
2. Ensures the roadmap is prioritized.
3. Updates and adjusts the project milestones after sprint reviews.
4. Provides high level guidance and accountability to project teams.
5. Approves major changes to priority, processes and plans.
6. Has the final decision.
7. Ensures teams are aligned across business departments and leadership.
8. Provides timeline expectations and requirements.
9. Provides the Role Map.

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Product Owner (PO)

The Agile Scrum Product Owner is typically a scrum team's key stakeholder. The Product Owner is responsible for carrying forward the vision of the Program Owner during the day today operations of the project teams. He/she conveys the overall program/project strategy daily through tactical leadership.

Tasks:

1. Provides leadership and direction to the scrum team.
2. Ensures accountability to prioritize and follow priority of Roadmap.
3. Identifies and approves minor priority and process changes.
4. Prioritizes each ticket in backlog. Ensures ticket completeness.
5. Has the final decision on ticket level decisions.
6. Reviews and approves sprint plans.
7. Assigns work to individual specification writers.
8. Consolidates and prioritizes how the specification writers get feedback from Product
9. Schedules and facilitates meetings between specification writers and Product SMEs.

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Project Manager

The Project Manager is the facilitator for the whole project team and the leader and manager of the project. The Project Manager is responsible for all things related to the project.

Tasks:

1. Leads and organizes the project team.
2. Works closely with architects.
3. Is involved during the planning phase in the breakdown of the project.
4. Allocates needed development and QA resources.
5. Communicates goals, plans and expectations to the project team.
6. Follows up progress with the project team (for example during retrospectives).
7. Follows up on scope, costs and deadlines.
8. Reports progress to the Product Owner (PO) and suggests updates to the plan as needed (new insights, roadblocks, etc.).

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Process Owner

The Process Owner is responsible for designing and approving the operational processes that the project team uses to run the project. This role can be held by the same person as the Project Manager or the Product Owner.

Tasks:

1. Enforces global consistency and adherence to processes.
2. Identifies opportunities to improve processes and facilitates discussion to build consensus buying for process improvements.
3. Acts as facilitator and arbitrator between roles when the process is the issue.
4. Evaluates process recommendations and approves/rejects them when appropriate.
5. Documents and communicates process changes.
6. Has the authority to make and enforce operational process improvements when needed.
7. Ensures resources in the project team are following the processes and acts as mentor to them.

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Specification Writer

The Specification Writers are responsible for writing detailed requirement specifications to be used by the development and the QA test team during implementation of product lines and features in CET. Besides using existing product documentation literature as a source of information when describing the requirement, Specification Writer shall collect input from User Experience/Interface Leads, Product SMEs.

Tasks:

1. Ensures coordination and completion of product concept meeting with SME and Developer.
2. Writes complete product and feature specifications.
3. Creates high level tickets from specifications.
4. Conducts interviews and research to answer questions about the requirement.
5. Provides verbal and written support to developers and QA.
6. Gathers missing information on assigned tickets and documents results in the tickets.

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Subject Matter Expert (SME)

Product Subject Matter Expert is a general term to describe people who are knowledgeable experts regarding the customer's product lines. For Product SMEs, the main connection to CET will be through the Specification Writer. The Specification Writers will Ask for input from the Product SMEs when writing the specifications.

Tasks:

1. Provides high level product overview presentations/trainings to the requirement's Specification Writer and Developer ahead of starting the work on a product line.
2. Provides support and guidance to the Specification Writer as specifications are written.
3. Reviews and approves the specifications contents on a high-level

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User Experience (UX) or User Interface (UI) Lead

The UX or UI Lead is responsible for making strategic decisions regarding the look and feel of the software. This role is like a Product Owner for User Experience and Interface of the software. Specification Writers, Developers and QA Analysts shall consult the UX/UI Lead as needed to ensure a consistent look and feel of the solution.

Tasks:

1. Maintains UX vision.
2. Provides support and guidance to the Specification Writer.
3. Provides support and guidance to Developers, especially regarding how to make products work better in CET with features, adhering to PGC principles.
4. Performs UX testing.
5. Has the final decision on UX decisions.

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Scrum Master

The scrum master is the facilitator for an agile development team. Scrum is a methodology that allows a team to self-organize and make changes quickly, in accordance with agile principles. The scrum master manages the process for how information is exchanged. The scrum master is responsible for all things related to his or her scrum team, including work output.

Tasks:

1. Participates, provides leadership and decisions during scrum meetings.
2. Leads meetings (Sprint planning, Sprint Review/Retrospective).
3. Reviews and ensures accountability to follow processes.
4. Ensures available hours are maintained.
5. Acts as escalation point for scrum team members.

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Technical Architect

The Technical Architect (or solution architect) has the overall technical oversight for the application architecture. The technical architect is responsible for implementing high-level technical design and PGC and for making strategic decisions for the software platform.

Tasks:

1. Sets up the initial framework
2. Sets up project boundaries with the Project Manager
3. Ensures high quality and high performance.
4. Is the interface with and gives architectural guidance to other development team resources.
5. Is the interface with the UI/UX Lead, when aligning platform architecture decisions with UI/UX decisions.
6. Is the interface with the program owner, scrum masters, and product owners when aligning platform architecture decisions with overall program objectives.
7. Analyzes/designs/builds CET interfaces into other business systems.
8. Monitors business risk as a function of platform/program decisions.

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Lead Developer

The Lead Developer is a programmer with good knowledge of the areas required for the project and leads developers during the day-to-day operations. The Lead Developer takes on the responsibility to drive, implement, design and innovate to complement and improve the design outlined by the Architect.

Tasks:

1. Provides high level “round number” estimates at product level in the roadmap.
2. Reviews rough specifications and high-level concepts
3. Signs off on technical review of specifications and submits to scrum teams for prioritization and assignment.
4. Provides high level guidance and accountability to project team.
5. Provides a technical perspective to support the Project Manager in decision making.
6. Communicates concerns to the Project Manager.

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Developer

The Developer designs and implements code based on requests and specifications. The Developer works together with the Lead Developer to drive, implement, design and innovate to complement and improve the design outlined by the Architect.

Tasks:

1. Writes exquisite code.
2. Creates, resizes, reviews and estimates tickets.
3. Identifies missing information and works with the Specification Writer to find answers.
4. Keeps ongoing tickets up to date.
5. Identifies and creates new tickets during a sprint, and either places them into the backlog or assigns them to the Specification Writer.
6. Creates “show and tell”.
7. Communicates concerns to the Project Manager in an early stage if the plan needs adjustments (more time, change scope, etc.).
8. Improves processes when possible.

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Catalogue Specialist

The Catalogue Specialist is the person responsible for implementing catalogue data based on customer's specifications.

Tasks:

1. Creates products in Catalogue Creator and creates 3D models.
2. Creates tickets for that work in Jira and estimates them.
3. Identifies missing information and works with the Specification Writer to find answers.
4. Keeps ongoing tickets up to date.
5. Works together with developers to efficiently resolve issues and defects identified during development.
6. Creates “show and tell” for catalogue parts.
7. Communicates concerns to the Project Manager.

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Quality Assurance (QA) Lead

The Quality Assurance Lead manages and monitors the testing progress efficiently. He/she should be involved from the beginning of the project. The Quality Assurance Lead is the main responsible for quality and the testing progress.

Tasks:

1. Defines and implements testing strategies from the start of the project.
2. Plans and prioritizes the testing activities throughout the project.
3. Provides high level “round number” estimates for QA activities at product level in the roadmap.
4. Reviews rough specifications and concepts at a high level.
5. Is the point of contact for other QAs on testing matters.
6. Coordinates testing and ensures that this is done efficiently.
7. Communicates QA related concerns to the Project Manager.

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Quality Assurance (QA) Analyst

The Quality Assurance Analyst tests the tickets according to specified requests and tests the quality of the implementation.

Tasks:

1. Writes test cases and performs testing.
2. Identifies bugs/defects and documents them accordingly.
3. Works together with the developers to efficiently resolve issues and defects.
4. Keeps ongoing tickets updated
5. Provides continuous feedback on testing and end-user experience.
6. Identifies process improvements and submit recommendations.