

2 Aptean Roles and Responsibilities

Role	Specific Duties
Executive Sponsor	<ul style="list-style-type: none"> • Participate in steering committee/milestone calls on schedule and risk mitigation • Provide executive level review of project status
Project Manager	<ul style="list-style-type: none"> • Represents the primary point of contact for all customer projects • Manages Aptean project team, including detailed task assignments, and monitors project progress • Responsible for resolving problems and escalating problems owned by Aptean • Works with Customer project manager to ensure the project fulfils business needs • Coordinate between Aptean and Customer project manager to ensure communications are clear • Monitor project plan and schedule, maintains and updates throughout the project • Tracks Professional Services Budget and notifies Customer of any risks to budget • Tracks project milestones and reports status to Customer on a scheduled basis • Identifies, documents, manages, and notifies Customer of potential risks, assumptions, issues and dependencies, and supplies mitigation recommendations • Initiates change orders for all increases in scope during the implementation • Executes project plan and monitors progress against the plan • Leads weekly project status meetings as per agreed schedule • Monitors and reports progress against plan • Manages the required Aptean resource scheduling • Reviews, reports and adjust approach to ensure key performance indicators such as scope, budget, quality, time remaining within acceptable tolerance • Tracks and manages risks and issues etc. • Co-ordinate transition to support
Consultant / Senior Consultant	<ul style="list-style-type: none"> • Attends kick off meeting to understand Customer Business Processes • Conducts Business Process workshops with Customer to assist with the design of the application to support the business processes • Guides the Core team through the setup and configuration of the core system • Delivers training • Provides support and assistance through process testing • Provide go-live support by assisting the customer Core Team with system usage to fulfil responsibilities, correcting common problems, and reinforcing new processes • Attends and feeds into weekly project status meetings • Executes transition to support



Role	Specific Duties
Lead Engineer	<ul style="list-style-type: none"> • Attends kick off meeting to understand Customer Business Processes • Conducts integration functional and non-functional workshops with Customer to assist with the design of the component • Creates the code required to deliver the integration component(s) in line with the agreed design. Creates the any test harness required to progress unit testing • Delivers the component and demonstrates its functionality in line with the agreed design • Provides support and assistance through testing • Provides support and assistance through go-live • Provide go-live support by assisting the customer Core Team with system usage to ensure successful warranty conclusion • Attends and feeds into weekly project status meetings • Executes transition to support
Professional Services Manager/Director	<ul style="list-style-type: none"> • Responsible for overall executive management of project

