3 Customer Roles and Responsibilities

Role	Specific Duties
Executive / Project Sponsor	- Facilitates senior management involvement - Ensure team commitment - Participates in Steering Committee meetings - Defines overall project goals and objectives - Reviews critical business issues and delivers final decisions - Reviews and approves change orders - Conflict Management
Project Manager	- Manages / monitors day-to-day project activities - Assigns and coordinates all customer specific implementation tasks - Leads the project team through open and effective communication - Endorses and executes detailed project plan and project schedule - Responsible for resolving problems and escalating problems owned by Customer - Communicate all material Project matters to Aptean through the Aptean Project Manager - Provides weekly project status reports and facilitates project management meetings - Provides monthly projects status reports and facilitates steering committee meetings - Rollout strategy and plan - Ensure customer decisions are made in a timely manner - Notify Aptean Project Manager in writing of any changes to the project priorities - Provide reasonable and timely assistance as required for Aptean to complete its activities
Business Lead	- Attend all training sessions that are relevant to area of expertise - Provide subject matter expertise as required - Participate in system requirements, processes and configuration - Develop documentation for all business processes and procedures - Review all existing data and cleanse as needed - Review test scripts - Testing of Business Processes - User acceptance testing - Become the system expert - Prepare and deliver training for wider business
Test Lead	- Manages the test team - Defines the testing strategy - Prepares the test scripts - Coordination and execution of testing - Manages SIT/UAT issue/defect logs - Provides test cycle status and reports

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Role	Specific Duties
Subject Matter Experts	- Provide subject matter expertise as requested by the project team - Participate in testing as requested by the project team - Help support business readiness and business communications