Definition of Stakeholders and Users

Definition of Roles and Responsibilities

**Human Factors and Team Dynamics**

**Team C**

**Version** 0.1

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Template Guidelines

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| --- | --- |
| Purpose | The purpose on this document is to define project’s stakeholders and users and define roles and responsibilities of the project team members. |
| Owner Role | The Project Lead is primarily responsible for producing this artifact. All members in the project team should participate in the review and modification of the Roles Definition document. This document would assist the project team in defining communication strategies. |
| When | The Roles Definition document is created early in the Inception phase of the project and is updated throughout the project as needed. |

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| DOCUMENT CONTRIBUTORS |

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## Definitions of the stakeholders and users

### Stakeholders

* An individual who is materially affected by the outcome of the system or the project(s) producing the system.
* The users of the system. If the users are not materially affected by the outcome of the system, they won't use it and the system itself will be a failure.
* The development team. If these people are not materially affected by the outcome of their project and the system that it produces, there is probably something amiss with the commissioning organization's reward structure.
* People who suffer from the problem being addressed are also stakeholders, regardless of the kind of solution chosen.

### Users

<Present a summary list of all identified user types, how they will be impacted by the change, and which stakeholder represents their interests. This includes all internal AND external customers and lines of business impacts. Example: Agents (User Type) will need to be aware of and trained on the access constraints of the new account type (Description of Impact). They are represented by Retail Banking (Stakeholder).>

## Definitions of roles and responsibilities

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| Role/Name | Definition | Responsibilities |
| Sponsor - Maranon, Andrea | An individual manager who identifies needed improvements, reviews and supports team efforts. | • Maintains overall responsibility, authority, and accountability for the effort • Selects and defines the improvement project; begins the charter • Determines the resources • Selects the Coach, Team Leader, and Team Members, and during the course of the team's work, provides context, guidance, direction, and support.  • Reviews progress and runs interference for the team when necessary, representing team interests to the rest of the organization. • Ensures that stakeholders have appropriate involvement in the project and the project reviews. • Ensures that changes made by the team are monitored, and implements changes the team is not authorized to make.  • Feeds data and lessons learned from the project into a system for future improvements. This could include noticing whether organizational policies or practices need to change to support teamwork and improvement. |
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| Team Leader - Ames, Jenny | Resource who orchestrate team activities, maintain team records, and server as a communication link with the rest of the organization. | • Focuses on following data-based methods to solve the problem. • Servers as the contact point for communication between the team and the rest of the organization, including the Sponsor.  • Develops ways of updating others who might be affected by team's work. • Meets with the Sponsor periodically between scheduled meetings with the project team.  • Keeps official team records, including copies of correspondence, records of meetings and presentations, meeting minutes and agendas, and charts, graphs, and other data related to the project.  • Participates selectively and carefully in discussions so that members don't withhold their ideas, fearing the solution is predetermined.  • Participates in carrying out the work between meetings, and generally shares in the team's work.  • Retains authority as a manager or supervisor. The leader can immediately implement changes recommended by the team that are within the bounds of this authority. Changed beyond these bounds must be referred to the Sponsor or other appropriate levels of management. |
| Team Members - Doering, Dionisio Haeseker, Brandy | People, appointed by the Sponsor and Team Leader, who share their knowledge, experience and expertise while working to accomplish the team's work. | • Contribute fully to the project, share knowledge and expertise, and participate in the meetings and discussions. They should clearly understand all aspects of the problem or the process under study.  • Listen to others and stay open to their ideas. The success of a team often depends on how well members reach a common understanding of the issues.  • Assist the Team Leader with managing meetings and with documentation, discussions, etc. • Carry out assignments between meetings, interview customers, observe process, gather and chart data, write and present reports and so on.  • Communicate effectively with colleagues. |
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| Coach - McKnight, Catherine (Kit) | People with data-analysis and team-building skills who teach and support Team Leaders and Team Members in using selected tools and methods to help facilitate the team's work. | • Attends meetings but is neither a leader nor a member. In many ways the Coach is an outsider who maintains neutral position while helping the team function more effectively. • Focuses more on the team's process that its product, and is more concerned with how decisions are made that with what decisions are reached.  • Assist the Team Leader in structuring or breaking down tasks and plans into individual assignments to be completed between meetings. • Works with the team Leader between meetings to plan for upcoming meetings, helping structure discussions and decisions so the team can work more effectively. |