



# CUSTOMER ROLES & RESPONSIBILITIES

Jama Software | Portland, OR

## Business/Executive Sponsor

The Business/Executive Sponsor is accountable for the success of Jama within the organization and has authority to implement recommended process changes that may arise during this project. The primary role of the Business/Executive Sponsor is to ensure that the implementation and deployment of Jama aligns with the organization's strategic goals and business objectives. If needed, the Business/Executive Sponsor may serve as a point of contact beyond the Implementation Project Lead.

## Implementation Project Lead

The Implementation Project Lead is the primary point of contact for the Customer team and is responsible for the day-to-day management of the overall deployment of the Jama solution within the organization. This individual should understand your internal processes and be a strong supporter of incorporating Jama into these processes. Responsibilities include: coordinating resources; scheduling and presiding over meetings; communicating and facilitating decisions; and informing Jama of issues or concerns. The Implementation Lead should have the authority to make project-level decisions.

## Core Implementation Team

In addition to the Project Lead, the Core Implementation Team will work with your Jama Consultant to define how Jama will be used in your organization. The Core Team should comprise those individuals in your Organization who understand the overall processes and goals for implementation while serving as empowered representatives of the different teams that will use the tool. These team members should be able to dedicate approximately six to eight hours per week during the implementation to participate in project activities such as Discovery, Design and Configuration, and Jama training, as well as participate in the implementation of initial project(s).

## Change Manager

The Change Manager role may be performed either by the Sponsor or the Implementation Lead and is vital to the success of Jama at your organization. This person works alongside the Core Implementation Team to encourage their involvement in the Jama solution and to troubleshoot concerns. The Change Manager communicates regularly across the organization to build Jama knowledge and works to allay concerns and/or issues inherent in change. Prior to rolling out Jama, the Change Manager is responsible for identifying and coaching team leaders and champions of Jama within your organization.

## Jama Administrator

The Jama Administrator is responsible for learning how to configure your instance of Jama using the administrative functions and will be responsible for ongoing configuration and administration of Jama. This person will become a super-user within the organization who will be able to support other users, understand the impact of modifications to the system configuration, and implement configuration changes as appropriate. The Jama Administrator will be heavily involved in the initial implementation and instrumental in governing configuration change management over time. (Note: This person may also be your Implementation Project Lead.)

## IT/System Administrator(s)

For Organizations installing Standard or Express versions of Jama (i.e., they are not Hosted by Jama), the IT/System Administrator(s) are responsible for the initial installation and setup of Jama within Client's production environment including database, server and application configuration. Additionally, this person is responsible for ongoing system administration including XML back-ups, indexing, upgrading, permissions, etc. For Jama hosted customers, this role may be limited to user management. When applicable, the IT/System Administrator(s) are responsible for provisioning and configuring the Integration Hub server.