PROJECT ROLES & RESPONISIBILITY

CARGAS "NGVC"

22 September 2022

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PROJECT ROLES & RESPONISIBILITY

PROJECT IDENTIFICATION

Project Name	CARGAS "NGVC"
Project Number	IM-22-79
Customer Name	CARGAS "NGVC"
Project Type	Implementation
CIC Project Manager	Mr. Ahmed Hamdy
CIC Project Sponsor	Mr. Ibrahim Ahmed
CARGAS Project Manager	Mr. Abdelmoneim El-Farra
CARGAS Project Sponsor	Mr. Hasanain Mohamed

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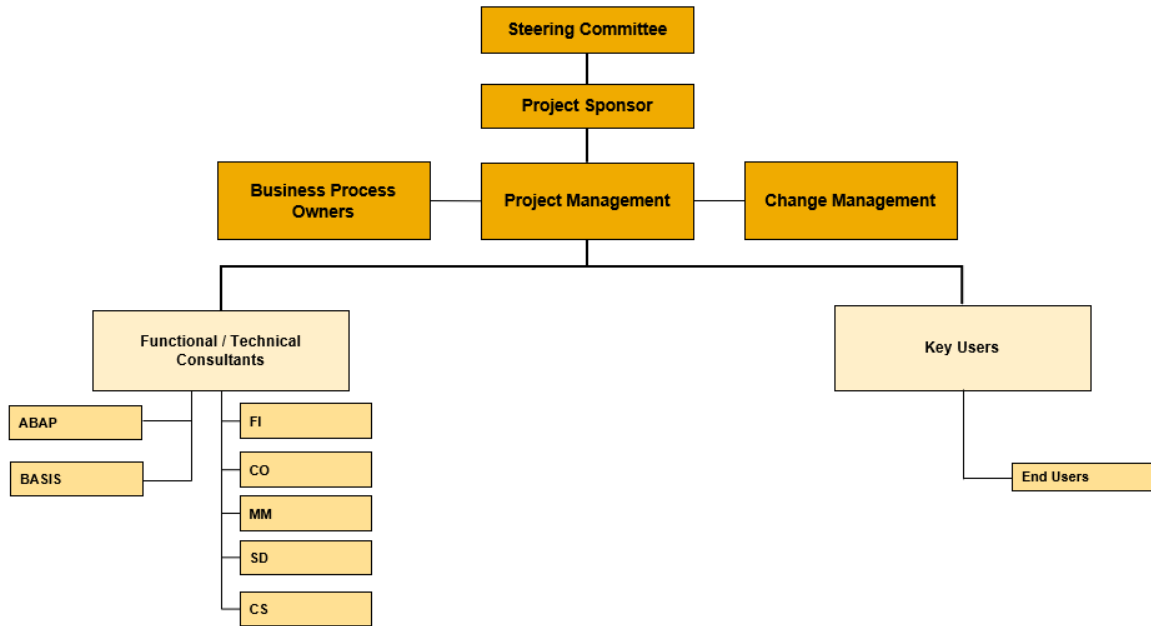|	
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1. Project Roles definitions:

2. Project Sponsor:

2.1. Responsibilities:

- Project Sponsor acts as a vocal and visible champion, legitimizes the project's goals and objectives, keeps abreast of major project activities, and is a decision-maker for the project, generally chairs the steering committee on large projects.

2.2. Tasks:

- Helping to provide resources, helping resolve difficult issues, dealing with organizational politics, etc.

Approving strategies, implementation plan, project scope and milestones

- Driving and managing change through the organization.

- Prioritizing project goals with other ongoing projects.

- Communicating with other key organizational representatives

- Participation in and/or lead project preparation/initiation; the development of the Project Charter.

- Taking appropriate decisions and final decision that are within the scope of the project

- Participation in project planning (high level) and the development of the Project Preparation (Initiation Plan).

- Delegating any of the above responsibilities to other personnel either on or outside the Project Team

- Providing support for the Project Manager; assists with major issues, problems, and policy conflicts; is active in planning the scope; approves scope changes; signs off on major deliverables

2.3. Reporting to:

Steering committee

3. Steering Committee Member

3.1. Responsibilities:

- Depending on how the project is organized, the steering committee can be involved in providing resources, assist in securing funding, act as liaisons to executive groups, and fill other roles as defined by the project

- CARGAS Steering Committee generally includes management representatives from the key departments of organization involved in the project oversight and control

- This group will provide executive level leadership and have the larger institutional vision perspective. The Steering Committee will make institutional policy decisions as necessary to ensure the success of the project

3.2. Tasks:

- Meet regularly to review project plan impact on their departments

- Generally, they approve project deliverables

- provide resolve issues and policy decisions

- Steering the project to completion in an orderly and progressive manner

- Assist in testing, training and implementation planning and support

- Review and approve scope changes, and provide direction and guidance to the project

3.3. Participants:

- Project Sponsor (Chair)

- Project Manager

4. Project Manager

4.1. Responsibilities:

- The Project Manager is responsible for the overall management of standard implementation and industry solution projects throughout its lifecycle

4.2. Tasks:

- Participate in the project planning activities and manage the execution of projects according to plan

- Manage relationship with project stakeholders, including internal and external clients, keeping stakeholders informed of progress and issues in order to manage expectations on all project requirements and deliverables.

- Manage and communicate a clear vision of the project's objectives, and motivate the project team to achieve them; create a project environment that enables peak performance by team members.

- Proactively identify changes in work scope and ensure appropriate planning measures are taken with internal and external stakeholders to reassess and amend the scope of work requirements, budget and timeline.

- Manage the financial aspects of the project: budgeting and estimate to actual variance.

- Analyze risk, establish contingency plans and identify trigger events and responsibilities for initiating mitigating action.

- Determine what constitutes successful closure for all parties. Gain acceptance and sign-off by all parties when closure is attained.

- Proactively manage project stakeholder satisfaction to position and secure CARGAS reference and success story.

- Ensure proper use of project management methodology, standards, tools, processes and procedures

- Coach to clarify assignments and deliverables to project team; review quality of work and manage integration of team members' work; provide performance input to project team members' functional management.

- Maintain work-life balance for the team - ensure breaks at defined milestones for leave, training etc.

- Performance appraisal of the team members

4.3. Special Knowledge:

- Substantial knowledge in project management methodology and experience in managing projects

4.4. Reporting to:

- Steering Board, Consulting Manager

4.5. Corresponding CARGAS Role:

- CARGAS Project Manager

5. System Administrator (technology) Consultant

5.1. Responsibilities and Tasks:

- Support the application layer

5.2. Special Knowledge:

- Technical aptitude to manage the SAP application layer environment.

5.3. Reporting to:

- Project Manager

5.4. Corresponding CARGAS Role:

- CARGAS operations department

6. Business Solution Consultant

6.1. Responsibilities:

- Responsible for the objectives and deliverables of this sub-project

- Working with the project team to identify mission critical business process scenarios

- Develop the system design

- Configure the system and validate the design

- Test and document the implementation

- Provide training and knowledge transfer

6.2. Tasks:

- Application specific expert consulting

- SAP Industrial Solution

- SAP Industrial Components

- Definition of final processes, calculation and parameterization

- Performance of feasibility studies/solution reviews

- Primary contact person for business and technical realization of requirements

- Understands and ensures that quality standards are met

6.3. Special Knowledge:

- SAP Industrial Solution

- SAP Industrial Components

6.4. Reporting to:

- Project Manager

6.5. Corresponding CARGAS Role:

- Business Process Owner

7. Project Manager (CARGAS)

7.1. Responsibilities:

- The Project Manager will ensure that the project has a clear purpose and that every core team member understands that purpose. They will ensure that each team member has a clear role and that their resources have been agreed with their line manager, clarifying the goals of the project and ensuring that every action is moving the project towards those goals

7.2. Tasks:

- Provide advice and strategic direction

- Create, schedule, assign and follow-up tasks

- Hold project work team accountable for implementation

- **Project Name** the project to completion in an orderly and progressive manner

- Resolve issues referred from budget resource manager and resource managers

- Review scope changes and change requests

- Meet with project work team

- Serve as communication conduit

- Coordinate with budget resource manager, ongoing budget process and documentation

- signs off on approvals to proceed to each succeeding project phase

7.3. Reporting to:

- Project Director

- Steering Committee

7.4. Corresponding Supplier Role:

- Project Manager

8. Business Process Owner

8.1. Perspective:

- Accountability for Value Realization of Processes, Management and "Dashboard" perspective

8.2. Responsibilities:

- Primary responsibility is in Lob Role

- The central point-of-contact for a specific business process with an end-to-end responsibility for the whole Process Management Lifecycle to ensure a best-in-class process

- Approve the CIC solution for the business area

- Ensure that business targets and objectives are met by the system

- Identify and manage critical business scenarios and validate results

- Promote project activities within the business area to achieve commitment and buy-in

- Take decisions and accountability for the changes

- Facilitate a timely resolution of open issues

8.3. Tasks:

- Act in his/her primary LoB Role

- Define process goals based on the companies' strategy and business objectives

- Drive continuous improvement derived from performance deviation regarding company needs

- Ensure compliance (e.g. to SOX)

- Provide results reporting

8.4. Reporting to:

- Project Manager/Project Sponsor

8.5. Corresponding Supplier Role:

- Business Solution Consultant

9. Business Process Team Member (CARGAS)

9.1. Perspective:

- Responsibility for the optimization of processes throughout their lifecycles (from Analysis through Design, Implementation, Execution, and Innovation)

9.2. Responsibilities:

- Provide the definition and details of the business processes to be covered in the implementation

- Review design and configuration of CIC to ensure compatibility with the business requirements

- Learn all the transactions and data for their area

- Return to their area as a super user and first contact for end user questions

- Business Process Team Members are the people who lead the team executing the process and using the software that keeps track of it. These are the people who know the ins and outs of the existing solutions and can point to specific shortcomings and strengths in the way things are automated.

9.3. Tasks:

- Drive improvement projects

    – Identify CARGAS (internal or external) requirements

    – Analyze and document as-is process and process interfaces

    – Discover process gaps

    – Derive improvement potentials (Design)

    – Establish process performance measurement system to be able to constantly control and report end-to-end process performance (Design)

- Contribute to process community

- Develop and maintain best process management approach for Business and IT

- Provide expertise in change management, process management and project management

- Develop process standards and evaluate tools as needed and support other roles

9.4. Reporting to:

- Business Process Owners/Project Manager

9.5. Corresponding Supplier Role:

- Business Solution Consultant

10. Support Team Member (CARGAS)

10.1. Responsibilities:

- They are employees of the business units (departments/divisions) who are identified and made available to the project for their subject/functional area

- Their responsibility is to accurately represent their business units' needs to the Project Team

- Responsible for validation of the deliverables that describe the product or service that the project will produce

10.2. Tasks:

- Their have specialist knowledge or expertise, represent their own of the business units

- Bring specialist knowledge and advice to the others members of team

- They will also have to complete the work assigned to them by the Team Managers.

- Report back to the team on their assignments

- Contribute fully to the project, sharing knowledge and expertise

- Provide functional expertise in an administrative process

- Work with users to ensure the project meets business needs – training staff as needed

- Documentation and analysis of current and future processes/systems

- Identification and mapping of information needs

- Defining requirements for reporting and interfacing

- Testing the product or service the project is developing, using and evaluating it while providing feedback to the Project Team/ Team Managers

10.3. Reporting to:

- Project Team Managers

11.   Project Roles and responisibility Matrix

50 major responsibilities identified as follows need to be played by 1 role from CIC, 6 roles from CARGAS and 6 roles from CIC and each role is explained later in this document.

1.   PS: Project Sponsor (CARGAS & **CIC**)

2.   SCM: Steering Committee Member (CARGAS & **CIC**)

3.   PMV: Project Manager – **(CIC)**

4.   PMC: Project Manager – (CARGAS)

5.   SC: Solution Consultant **(CIC)**

6.   DC: Developer / Integration Consultant **(CIC)**

7.   SA: System Administrator **(CIC)**

8.   BPO: Business Process Owner (CARGAS)

9.   BPTM: Business Process Team Member (CARGAS)

10.   STM: Support Team Member (CARGAS)

#	Responsibility	PS	SCM	PMC	PMV	SC	DC	SA	BPO	BPTM	STM
1	Executively communicate the overall vision & benefits	■									
2	Resolve internal organizational/political conflicts	■									
3	Ensure full support and commitment from BPO	■									
4	Approve any required project changes	■									
5	Final arbiter in escalation procedures	■									
6	Committing the required resources to the project		■								
7	Empowering the core project team to make decisions		■								
8	Monitoring the progress of the project		■								
9	Monitoring the organizational impacts of the project		■								
10	Resolving escalated issues		■								
11	Acquisition, assignment and management of resources			■							
12	Monitor & communicate project progress and deviations			■							

13	Review deliverables and get signing-off										
14	Streamlining the issue resolution process										
15	Plan/build OCM, Training and Support Organization										
16	Providing methodology & standards for implementation										
17	Preparation and maintenance of the project plan										
18	Coordinate and lead the functional and technical activities										
19	Report regular project progress										
20	Manage the issue resolution process										
21	Conducting Level-2 training to BPTM										
22	Design and configuration of the business processes										
23	Help in the design of the development work (FRICE)										
24	Executing unit and integration testing										
25	Providing support for issues arising										
26	Propose with the SC the ideal development										

27	Produce technical specifications for FRICE						■			
28	Develop and test agreed FRICE as per the standards						■			
29	Develop and test procedures for data migration						■			
30	Document the enhancements technically						■			
31	Support the application layer							■		
32	Allocate required competency for the project								■	
33	Make rapid & timely decision on issues raised								■	
34	Sign-off project deliverables								■	
35	Approve new business processes and roles								■	
36	Identify and manage mission critical business scenarios								■	
37	Participate, communicate & validate the to-be processes									■
38	Provide in-depth and broad business knowledge									■
39	Define test cases and test the system									■
40	Prepare training material and train end-users									■
41	Define authorization and other data required									■

42	Provide operating system maintenance, backup & recovery										
43	Develop and test extra FRICE as per the standards										
44	Develop solution management technical procedures										
45	Data extraction, cleansing and formatting										
46	Implement user authorization & install SAP GUI										

Acceptance of the PROJECT ROLES & RESPONISIBILITY

Customer Project Manager

Name	Mr. Abdelmoneim El-Farra
Date	
Signature	

CIC Project Manager

Name	Mr. Ahmed Hamdy
Date	
Signature	