

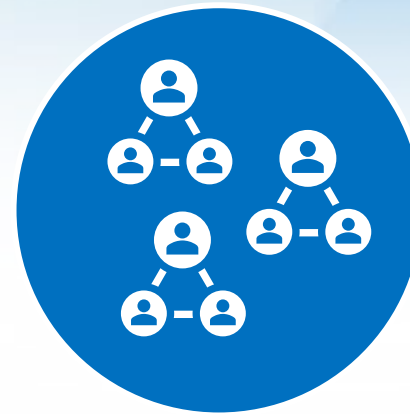
# CoE Program roles & responsibilities



**Leadership**



**Core Team**



**Project Team(s)**



**Ambassadors**



# CoE Leadership

## EXECUTIVE TEAM Align direction and funding



Executive Sponsor

### RESPONSIBILITIES

- Provides senior sponsorship
- Leads direction-setting for the CoE
- Establishes and evolves a funding model
- Governs the escalation processes
- Provides ongoing funding support
- Provide input and approvals for Governance charters
- Show a desire for innovation and support a willingness to take calculated risks
- Stay engaged, participate in monitoring of CoE metrics
- Bring integrity and energy to the CoE team
- Foster a sense of ownership in joint CoE successes




# CoE Core Team

## STRATEGY TEAM Plan, Prioritize & Evangelize

 <b>Strategy Lead</b>	<p><b>RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Manages the strategic elements of the CoE</li> <li>Prioritizes overall project pipeline</li> <li>Plans and prioritizes overall talent development requirements</li> <li>Establishes and governs delivery method standards</li> <li>Tracks execution across overall project portfolio</li> </ul>
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## ARCHITECTURE TEAM Build Leverage & Reuse

 <b>Business Architect</b>	<p><b>RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Establishes and documents the enterprise value chain</li> <li>Initiates and governs the enterprise process inventory and analysis exercise</li> <li>Develops and prioritizes enterprise process road map</li> <li>Establishes and governs analysis standards</li> <li>Establishes and governs measurement standards</li> </ul>
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 <b>Technical Architect</b>	<p><b>RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Plans and evolves system capacity and architecture requirements</li> <li>Establishes an enterprise architecture stack involving the CoE system</li> <li>Creates, standardizes, and governs “best fit for purpose” guidelines for the CoE system</li> <li>Promotes and governs process and rule component reuse</li> <li>Articulates system performance and capacity management expectations to the shared infrastructure group</li> </ul>
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# CoE Project Team(s)

**PROJECT TEAM** Efficient, Repeatable Implementation



Program/Project  
Manager

## RESPONSIBILITIES

- Use an appropriate iterative methodology to ensure that everything is being done the right way, every time
- Follow proactive monitoring routines, perform regular governance checks and provide internal and external status and dashboards
- Adhere to established Quality Assurance and Platform testing processes to be used after all production changes
- Initiate and practice clear communication plans for issues, acts as conduit for escalations and issue resolution
- Share and learn from mistakes
- Drives team to produce measurable business value
- Manages scope, budget, and resources



# CoE Project Team(s) - continued



Analyst

## RESPONSIBILITIES

- Leads process improvement efforts
- Is an expert in process decomposition, process/data analysis, scoping, optimization
- Identifies business case, key opportunities, prioritized roadmap, and ROI
- Identifies and enforces delivery of KPIs, SLAs, and scoreboards
- Identifies and captures as-is and to-be process information in discovery tools



Developer

## RESPONSIBILITIES

- Implements process flows, services, business logic, and user interfaces within the project
- Is an expert in required project features in the context of business solutions
- Implements KPIs, SLAs, and scoreboards within the CoE project
- Helps drive project presentations throughout



Integration  
Developer

## RESPONSIBILITIES

- Is responsible for systems architecture regarding the solution
- Designs and implements integrations, custom data storage, and complex data manipulations.
- Guides infrastructure design and implementation pertinent to the solution



# CoE Ambassadors

## Shared Infrastructure Support



System Administrator

## Traditional IT Resources



Database Administrator



Infrastructure Administrator



Overall Enterprise Architect



Architects & developers for relevant external systems

## Relevant Business Community



Business users

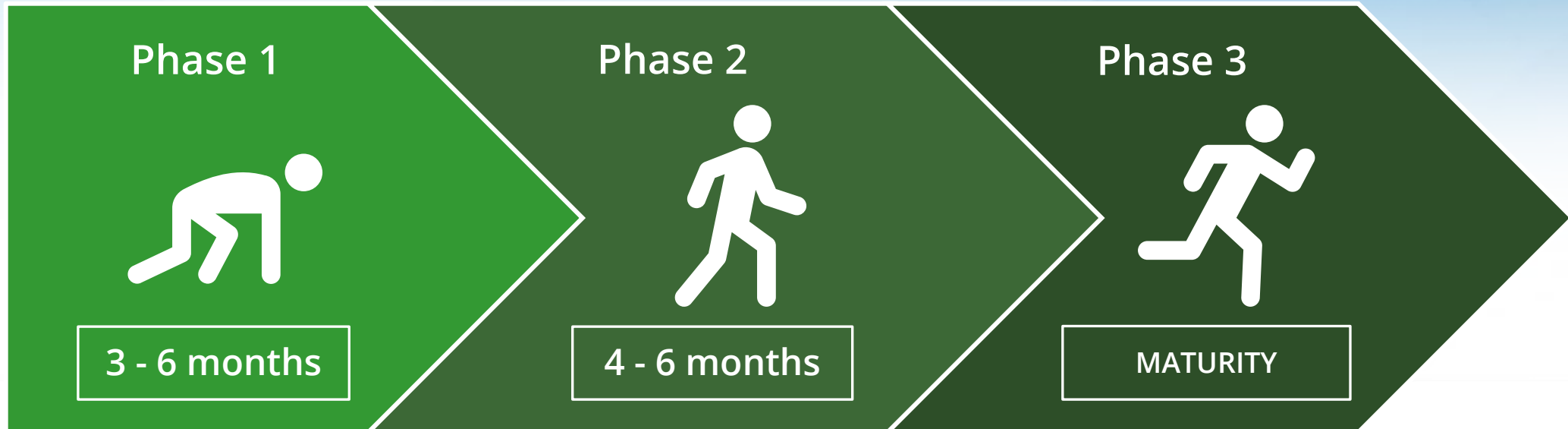


SMEs



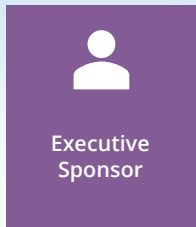
Process owners

# Don't start at Full Speed...



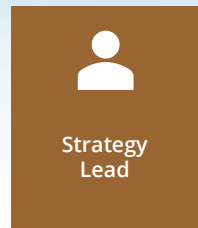
# Approaching Role Fulfillment

## LEADERSHIP



## CORE TEAM

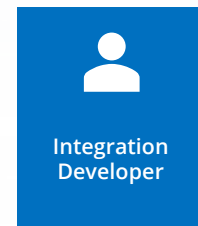
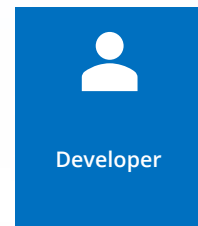
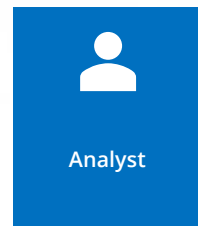
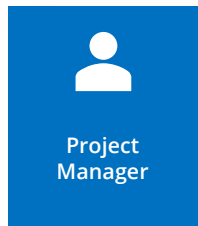
### STRATEGY TEAM



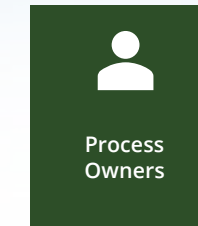
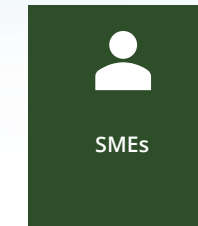
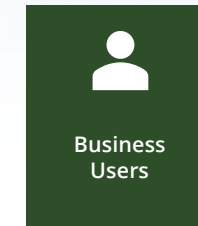
### ARCHITECTURE TEAM



### PROJECT TEAM



## AMBASSADORS



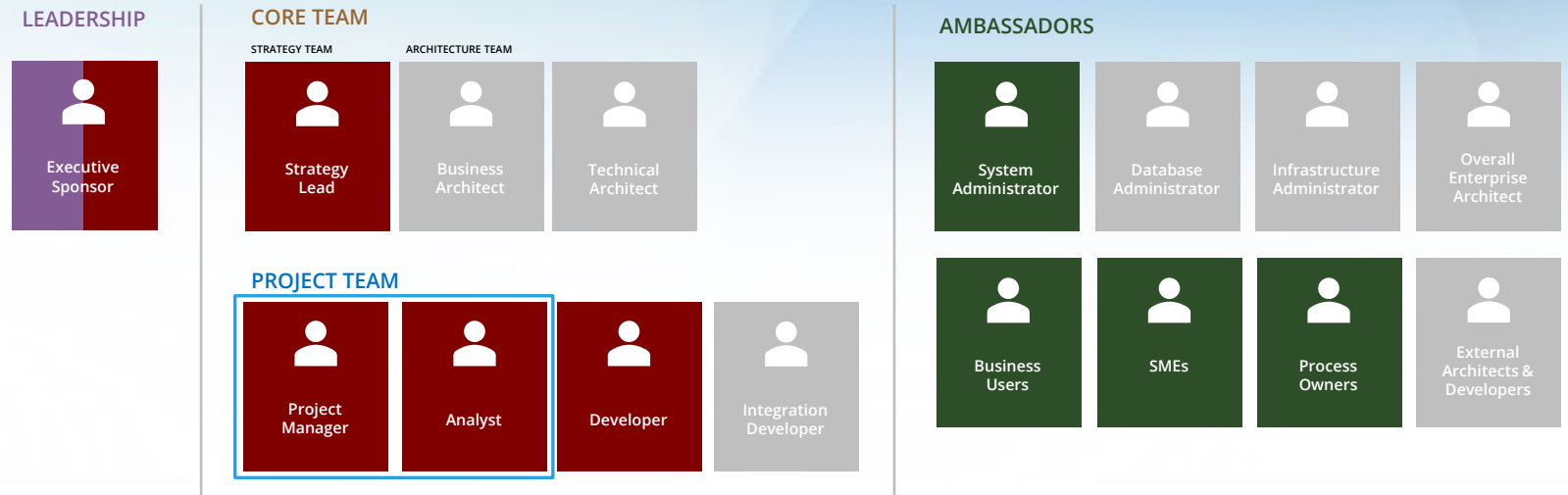


# Phase 1: Anticipated Typical Profile

## MILESTONES:

- Focus on communication and support needs
- Identify and establish initial client roles within the CoE
- Provide manual reporting/monitoring capabilities
- Completed a Pilot Program
- Several business process projects identified and queued with one or more ready for and/or in development
- Establish regular advisory meetings
- Identify exploration opportunities and develop hierarchy for next process projects based on suitability

## ROLE FULFILLMENT:



Client fulfillment



MOM fulfillment



INACTIVE for this phase



Potential individual combined roles

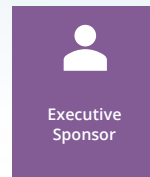
# Phase 2: Anticipated Typical Profile

## MILESTONES:

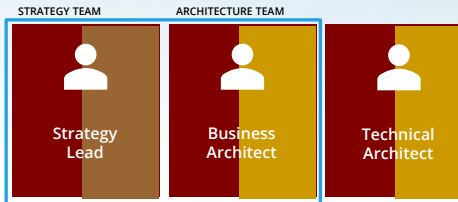
- Begin building governance charter
- Additional business process projects identified and queued with established schedule for development
- More client participants and involvement happening
- Add resources associated with process activities; building best practices, capturing lessons learned, documentation storage, etc.
- More automated delivery of metrics and monitoring.

## ROLE FULFILLMENT:

### LEADERSHIP



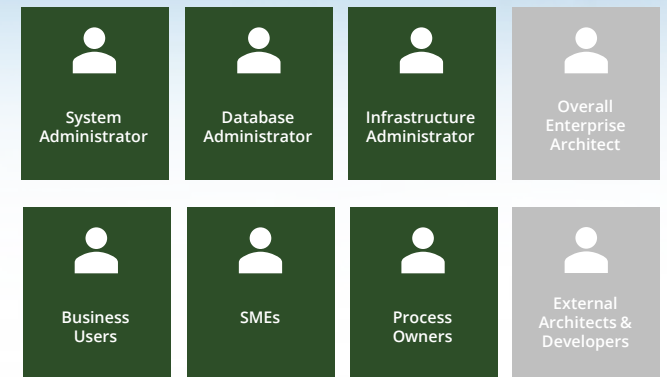
### CORE TEAM



### PROJECT TEAM



### AMBASSADORS



Client fulfillment



MOM fulfillment



INACTIVE for this phase



Potential individual combined roles

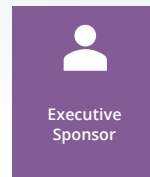
# Maturity: Anticipated Typical Profile

## MILESTONES:

- Governance gate established
- Multiple business process projects completed
- Robust process inventory queue developed with multiple projects ready and in development
- Client-driven culture within the CoE, MOM primarily an advisory, partner service, and support role
- Self-service reporting/monitoring activities
- Robust resource area, Best practices well-established and utilized
- Self-assessment tools for key service offerings – calculators, process prioritized inventories, etc.

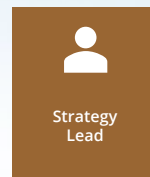
## ROLE FULFILLMENT:

### LEADERSHIP



### CORE TEAM

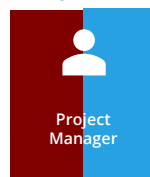
#### STRATEGY TEAM



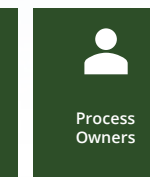
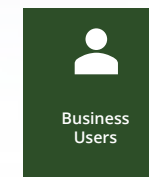
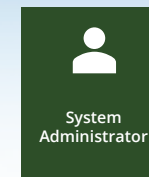
#### ARCHITECTURE TEAM



### PROJECT TEAM



### AMBASSADORS



Client fulfillment



MOM fulfillment



INACTIVE for this phase



Potential individual combined roles