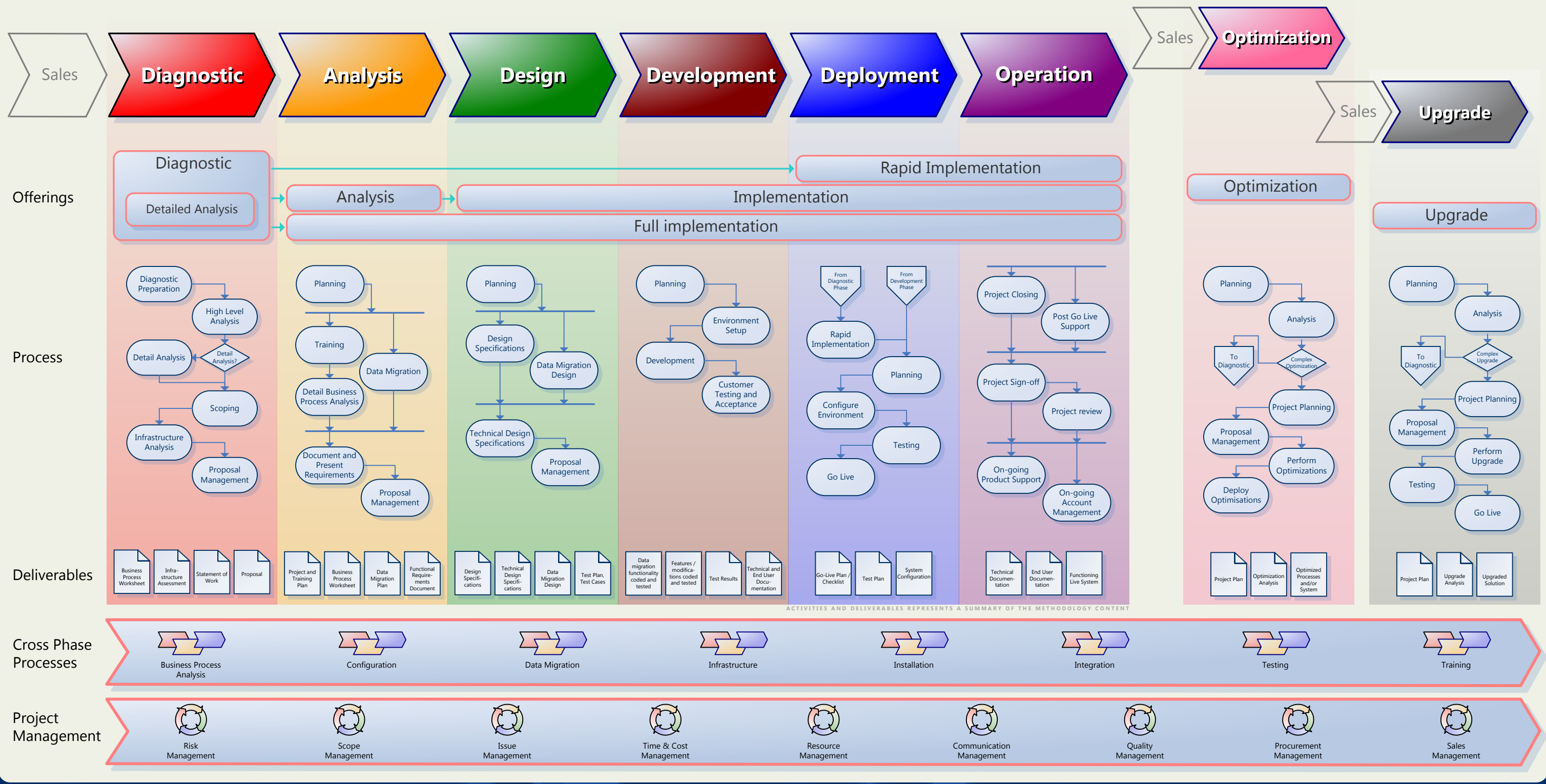


SGS Professional Sure Step Methodology



ACTIVITIES AND DELIVERABLES REPRESENTS A SUMMARY OF THE METHODOLOGY CONTENT

Consulting Roles

- Project Manager:** Manages the project, possibly together with a customer project manager.
- Engagement Manager:** Facilitates hand-over from sales, communicates with customer throughout the implementation, manages customer engagement and customer relations.
- Application Consultant:** Analyses business processes, describes requirements, facilitates gap/fat analysis, designs modifications, tests modifications, configures the system, performs training etc.
- Development Consultant:** Evaluates requirements and participates in design of modifications, develops and unit tests modifications.
- Technology Consultant:** Analyses existing infrastructure, estimates required infrastructure, sets up environments (test, live etc.), installs software, optimizes performance, perform upgrades.

Customer Roles

- Business Decision Maker:** Makes business critical decisions related to implementation project, controls budget, reviews proposed solutions and estimates. May delegate authority and responsibility to project manager and/or IT Manager.
- Project Manager:** In larger implementations the customer may have a dedicated project manager to drive customer activities in the project. Project management is done in cooperation with the consulting project manager.
- IT Manager:** Provides information on existing infrastructure and participates in planning future infrastructure. May function as primary project contact at customer site.
- Key User:** Domain expert, has critical knowledge of specific business functions, can describe business processes, helps configure and test the system, trains end users.
- End User:** Supports the System Test and uses the system once implemented. Provides feedback to be used as basis for optimization.

CONSULTING AND CUSTOMER ROLES SHOWN REPRESENTS A SUBSET OF THE ROLES DESCRIBED IN THE METHODOLOGY