



PROPOSAL KIT SAMPLE

SAMPLE PROJECT MANAGEMENT PACK DOCUMENT

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Information Management Program RACI 		Content Authors <<Name>>	Content Specialist <<Name>>	Content Manager <<Name>>	Content Administrator <<Name>>	Content Analyst <<Name>>	Content Committee <<Name>>	Content Architect <<Name>>	Technical Support <<Name>>
Roles and Responsibilities Deliverables									
Owns content integrity, security, access, and availability									
Manages the effective implementation and on-going maintenance of Asset Management procedures and working practices									
Leads departments in making contributions to, capturing of and reuse of content									
Formulates and agrees on the appropriate Content Management structure for the organization									
Owns Content tools and structure for support									
System health and monitoring - tracking error messages, workarounds, permanent resolutions, and knowledge base									
Maintains relationships for 3rd party vendors for the Information Management System									
Communicates Content Management process policies by developing business rules and policies in consultation with business									
Estimates overall storage resource and budget requirements for Asset Management as input to the IT Plan in conjunction with other process owners.									
Manages the effective implementation of disaster plans, backup and restore procedures and working practices									
Ensures content articles are authored and validated according to Priority Policy and Target Publish Times									
Supports content sharing									
Develops content in accordance with content management polices and standards									
Develops the actual style guidelines									
Validates submitted content within area of expertise									
Review and verifies completeness of content contributions									
Validates the content article classification									
Assigns audience and security requirements for contributed content									
Assign expiration date for content classifications									
Reviews content prior to expiration date and archives, deletes, or updates appropriately									
Controls the upload, archive, usage, and maintenance of content in the Content Management database(s)									
Reviews content contributions to determine whether the submissions are accepted, rejected, or sent back for more information									
Selects appropriate storage and access medium for each category of knowledge asset									

Creates and maintains documentation standards and templates for content management									
Ensures content is categorized and segmented correctly									
Ensures quality of contributed content									
Promotes content sharing across departments									
Works with content owners and IT to structure content categorization schemas and keyword to facilitate search									
Works with Content Authors and Content Specialist to ensure content is completed, validated, and tested.									
Works with external service provider groups to update content bases to meet future needs (For example, new applications, hardware upgrades, new software releases)									
Analyzes tickets to determine need for new content base content									
Coordinates necessary documentation for release of new content types									
Conducts audit of content									
Escalates process/procedure non-compliance to the Content Manager									
Responsible for technical component delivery of the content management system and play a primary role in developing the application.									
Research and understand product requirements to ensure business goals are met									
Support technical design activities of the content architect related to software, data, databases, and infrastructure components									
Design, and coordinate the development and distribution of reusable services/components									
Work with IT, Content Analysts, and Content Committee for the duration of the program									
Assist content analysts and content administrator with gap analyses highlighting current state, future state, client needs and best practices.									
Installation, maintaining and monitoring the health and performance of Content									
Develop and design physical content management									
Content Management System maintenance, hot fixes, upgrades, patching to include testing and implementation for the Content management system									
Ensure compatibility and successful integration of technologies required for content access									
Support the act of customizing the content management system									
Responsible for capacity planning, maintenance schedules, documentation and generation of operational support documents									
Assistance in troubleshooting performance issues									
Ownership of code deployments into production environments.									
Designs structure, in terms of taxonomy and content categorization									
Advises on content performance/tuning/measurement									

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