SAMPLE PROJECT MANAGEMENT PACK DOCUMENT

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Project Management Pack also includes the Records Management Toolkit for developing a detailed records management program.

Information Management Program RACI

Job Title / Owner

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

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

Task									
Designs physical environment for content management system		I	I	C	C	C	A	R	I
Migration and back file conversion of content		I	I	C	R	C	I	A	C
Develop Logical Content Model		I	I	C	C	C	A	R	I
Develop Physical Content Design		I	I	C	C	C	A	R	I
Provides planning and budget for the program		I	I	C	C	C	R	C	I
Determines the priorities and vision for the program		I	I	C	C	C	R	C	I

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