

Change Champion Network Roles and Responsibilities

The Change Champion Network (CCN) should rely on and communicate with one another, network internally, and be leaders in transforming business operations. Each role has a unique focus and area of expertise but must also depend on other subject matter experts and impacted users to best prepare their agency for transitioning to Florida PALM.

AGENCY SPONSOR

Leads within the agency by supporting Florida PALM.

- Provides oversight and assigns resources needed to transform business operations and transition to Florida PALM
- Leads the agency's state of readiness to transition
- Communicates often with the Agency Liaison and agency leadership on business transformation expectations
- Makes business process transformation decisions

AGENCY LIAISON

Serves as main point of contact between Florida PALM and the agency.

- Delegates RW tasks to the appropriate CCN, Subject Matter Experts, or Super Users
- Communicates to CCN and agency staff, as appropriate
- Communicates with the Project team on behalf of the agency
- Monitors completion of RW tasks
- Attends touchpoints with the Project team
- Attends Florida PALM meetings, as applicable

BUSINESS LIAISON

Coordinates and supports Florida PALM functional activities for the agency.

- Understands the agency's business and data needs
- Understands planned Florida PALM functionality
- Works closely with the Technical Liaison to understand interfaces and data conversions that are needed to maintain business operations
- Implements standardized business process changes
- Attends Florida PALM meetings, as applicable

CHANGE MANAGEMENT LIAISON

Coordinates and supports Florida PALM business transformation and workforce transition activities.

- Helps the agency prepare and document change impacts
- Assists with Florida PALM role mapping
- Leads internal initiatives within the agency for workforce changes
- Attends Florida PALM meetings, as applicable

PROJECT MANAGEMENT LIAISON

Coordinates and supports agency tasks, resources, and timing.

- Works closely with the Agency Liaison to support, coordinate, and track progress of RW tasks
- Creates and manages agency's internal workplan using project management methodology
- Shares workplan status with Agency Liaison and Agency Sponsor
- Manages agency specific Florida PALM risks and issues
- Attend Florida PALM meetings, as applicable

TECHNICAL LIAISON

Coordinates and supports Florida PALM technical activities.

- Understands the agency's current technical needs for business operations
- Understands the planned technical functions of Florida PALM (interfaces, conversions, security)
- Works closely with the Business Liaison to understand the agency business systems and agency data that need to be interfaced with, or converted to, Florida PALM
- Builds connections to Florida PALM and prepares data for conversion
- Attends Florida PALM meetings, as applicable

TRAINING LIAISON

Coordinates and supports Florida PALM training activities.

- Attends Florida PALM training
- Develops agency-specific end user training
- Tracks Florida PALM end user training
- Attends Florida PALM meetings, as applicable

SUPER USER

Coordinates and supports Florida PALM transition activities.

- Supports the CCN and completion of RW tasks
- Develops understanding of Florida PALM functionality
- Serves as a mentor and encourager for end users
- May be included in agency's Tier 0 Support Team
- Attends Florida PALM meetings, as applicable