Roles and Responsibilities - Wales

The following list details the people involved in your migration and their responsibilities during this time:

Role	Responsibilities	Name
Project Manager	Accountable for ensuring the project is delivered on time and to budget, managing the risks and issues that may be encountered. This role can be carried out by the on-boarding specialist but may also be a separate person.	
Account Manager	Your Account Manager is responsible for agreeing the scope of your solutions. They may on occasion also help as part of the project team.	
Practice Staff	Responsible for their own learning and self-development. Required to actively participate in the training programme including the completion of elearning, webinar and training session attendance.	
Practice/IT Manager	The key point of contact for your practice. Responsible for the co-ordination and management of trainees, scheduling protected learning time and monitoring completion of learning activities for their staff.	
Super User	We strongly recommend a practice nominates a Super User(s). A Super User is a 'Product champion' who has a good understanding of all aspects of the Solution. A Super User would be the first point of contact for staff within the practice. We encourage all Super Users to attend and complete all elearning and webinar sessions to ensure they have the knowledge required.	
Trainer	Responsible for all training activities throughout your migration and the delivery of any follow up training required. The trainer provides a mixture of on-site and online training, floor walking and assists with implementation where required.	
Customer Onboarding Specialist	A dedicated Onboarding specialist ensures the training resources are booked. They are also on hand if any help is needed.	