Key Roles: Orchestra VS Technology Rollout Company

►Conductor/Maestro:
Creates the arrangement for the piece by applying their musical expertise and knowledge of the orchestra's abilities. Sets the tone and direction for the performance. Provides guidance to the Concertmaster and Section Leaders on the desired performance. Integrates the sections into a harmonious whole. Conducts each performance.

►Maestro Project Manager (PM):
Transforms the raw Statement Of Work (SOW) into a focused Work Order Packet (WOP). Orchestrates the rollout using technical and management expertise knowledge of the Project Facilitator (PF) teams and field resources abilities. Guides Lead PFs on rollout management. Gives expert-level support for issues. Ensures consistent, harmonious performance across all PF teams.

►Concertmaster:
Right-hand person to the conductor. Leads the orchestra in the conductors' absence. Responsible for playing the main melody of the music. As lead violinist, plays major solos.
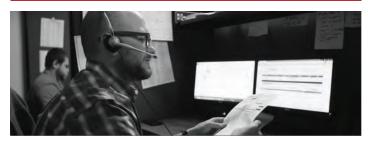
►Lead Project Facilitator (PF):
Right-hand person to the PM. Assists the PM with day-to-day leadership of the Rollout team. Ensures the Project Facilitator team properly manages the jobs and Field Technicians under their control. Provides direct technical input to Facilitators as well as performing essential duties on jobs.

►Section Leaders/Principals:
Responsible for the performance of their group. Maintains rehearsal discipline. Assists the conductor with interpretive direction. Gives feedback and performance direction to section members. Plays solos for their section.

►Project Facilitator:
Responsible for all aspects of on-site work. Communicates with Field Technicians and Customer's on-site Points of Contact. Sets the tone for on-site performance excellence. Manages resolution of on-site issues.