Resulting IT

The Big A-Z of

SAP S/4HANA Programme Roles

An essential guide for your programme roles

When you're running an S/4 programme...

...you must get the right skills on your programme so you can deliver on time. But if you've never run an S/4 Programme before how will you know which skills you need and when?

Don't get the right people on your project in time and you risk considerable delays - but hire them too early you risk going over budget as you pay for someone who isn't adding value.

That's why we've made the A-Z of S/4HANA programme roles guide based on our experience delivering some of the UK's biggest S/4 programmes.

Use this guide to understand who you will need on your programme, when, and why, to greatly improve the efficiency and effectiveness of your S/4 resourcing process.

And, if you need help finding any of these skills for your S/4 programme reach out to us at:

www.resulting-it.com

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Essential S/4HANA Programme Roles

Role Title	Role Requirements	Resource Roll On/Roll Off Estimates								
		0. Idea	1. Analyse	2. Design	3. Build	4a. System Test	4b. Integration Test	4c. UAT	5. Deploy	6. Hypercare
Assurance Lead	Leads the ongoing reviews of the health of the Programmes in accordance with the Delivery Assurance processes. They are responsible for assessing services and products to ensure that business-set quality standards are met.	✓	✓	✓	✓	✓	✓	✓	✓	✓
Build Manager	Creates baselines from project initiation, organises and refines the structure, sets up build management projects for testing, and maintains the process rules.			✓	✓	✓	✓	✓		
Build Team	Contributes to overall project objectives, provides expertise, and ensures the completion of deliverables. Assists in implementing processes for code through development, test, and production environments.			✓	✓	✓	✓	✓		
Business Adoption Analyst	Plays a key role in ensuring changes initiated (projects and demands) meet the objectives in a timely manner and on budget.		✓	✓	✓	✓	✓	✓	✓	

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Business Adoption Lead	Responsible for the business side of change and transformation with regard to new ways of working, new processes, systems, technology, and organisational structures.	✓	✓	✓	✓	✓	✓	✓	✓	✓
Business Process Owner	Accountable for designing an effective and efficient process and using the correct people and resources to run the process. They will be on point to ensure that what is being delivered results in quality outcomes as required within the organisation	✓	✓	✓	✓	✓	✓	✓	✓	✓
CoE Lead	Provides leadership in establishing, maintaining, and enforcing business change and transformation processes, standard procedures, and project rollout governance.	✓	✓	✓	✓	✓	✓	✓	✓	✓
CoE Test Analyst	The CoE test analyst will cover the full aspects of User Acceptance Testing (UAT), from test strategy definition, test resource engagement, test plan schedule creation, test cases, test execution, and UAT progress tracking.			✓	✓	✓	✓	✓		

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CoE Test Lead	Leads and maintains the company's best practices for developing new products and develops the standards used throughout the company. Deploys test processes & tools and implements tool-driven testing and handshake.			✓	✓	✓	✓	✓	✓	
Comms Analyst	Responsible for evaluating and disseminating information and updates across the organisation's network, ensuring the safety, accuracy, and confidentiality of information.		✓	✓	✓	✓	✓	✓		
Comms Lead	Leading the planning and creation of marketing and communication strategies for both internal and external communications.		✓	✓	✓	✓	✓	✓	✓	
Cutover Analyst	Responsible for the migration of online releases from development to operation in line with the roadmap, liaising with multiple technical and business groups to ensure a successful release.				✓	✓	✓	✓		

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Cutover Lead	Executes the cutover plan and develops and executes activities related to end-to-end project management including project plans, estimates, and scoping & requirements through implementation and deployment.				✓	✓	✓	✓	✓	
Cutover Manager	Leads and manages the business cutover plans for migration and formulates interim processes to support the business in meeting its objectives. This includes defining, developing, and implementing cutover plans for the migration.		✓	✓	✓	✓	✓	✓	✓	✓
Data Analyst	Collects, organises, and interprets statistical information, develops record management processes and policies, and identifies areas to increase efficiency and automation.		✓	✓	✓	✓	✓	✓		
Data Lead	Oversees the team that develops and maintains the highest level of data competency, accuracy standards, and reporting capacity. Provides access to data for the analyst to report on and derive insights from.	✓	✓	✓	✓	✓	✓	✓	✓	✓

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Defect Manager	Point of contact for all defect status-related queries and owns the defect process. Leads the management and control of all defects within the development environments and owns and chairs daily defect calls with lead development.				✓	✓	✓	✓	✓	✓
Design Lead	Coordinates all design-related tasks and deliverables working over multi-disciplinary teams. They ensure all parties involved in a programme work together smoothly and that everything is delivered on time and within budget.		✓	✓	✓	✓	✓	✓	✓	✓
Deployment Lead	Rolls out and deploys newly designed systems for full operational use. Leads and coordinates the team and performs most of the technical analysis, acquisition, implementation, and installation of new hardware and software systems.	✓	✓	✓	✓	✓	✓	✓	✓	✓
Environment Manager	Oversees the integration and flow of development, testing, deployment of systems, and plan releases. Works alongside change and project managers to coordinate release plans and deployment across the programme.	✓	✓	✓	✓	✓	✓	✓	✓	✓

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Functional Consultant	Bridges the gap between client and developer and understands the difficulties with the existing solution. Evaluates the demands from client representatives and transforms the essence into an abstract and algorithmic business model.			✓	✓	✓	✓			
Functional Expert	Provides advice and support to businesses about technology that can perform critical tasks and processes. Analyses possible solutions and decides on the best feasible solution to implement.			✓	✓	✓	✓	✓	✓	
Functional Lead	Analyses business requirements and provides system designs while implementing systems solutions for various business initiatives.		✓	✓	✓	✓	✓	✓	✓	✓
Integration Lead	Responsible for the coordinating, planning, problem-solving, design, development, and operations of the system-to-system interfaces and dataflows. Implements all requirements to achieve integration and business results. Depending on the size of the programme, several leads may be required to deal with high levels of complexity.			✓	✓	✓	✓	✓	✓	✓

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PMO Analyst	Builds detailed project plans, keeps projects on budget, tracks progress, and analyses project data to identify areas of improvement.			✓	✓	✓	✓	✓	✓	✓
PMO Lead	Takes overall responsibility for the project planning, delivery, and governance of the programme, and engages with key stakeholders.			✓	✓		✓	✓	✓	✓
Programme Board	Plays a key role in supporting the Senior Responsible Owner in making decisions and providing both challenges and approvals on issues throughout the programme/project. Typically made up of Key Sponsors and Leadership roles.	✓	✓	✓	✓	✓	✓	✓	✓	✓
Programme / Project Manager	Plans and designates project resources, prepares budgets, monitors progress, and keeps stakeholders informed throughout the programme. Depending on the program size expect to see several Programme Managers.	✓	✓	✓	✓	✓	✓	✓	✓	✓

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Security & Authorisations Analyst	Responsible for the analysis, design, configuration, and support of the ERP Security and Authorisations area to meet the user access and security needs of the company.		✔	✔	✔	✔	✔	✔	✔	✔
Security & Authorisations Lead	Responsible for the overall design and approach to ERP security across all systems (including development, BAU, and handover) and support for the entire programme lifecycle.		✔	✔	✔	✔	✔	✔	✔	✔
Solution Architect	Responsible for preparing and documenting test requirements and identifying areas where IT can support business needs and goals. Works alongside business units to develop IT strategies and improve current IT implementations. Will also assist in the building and migration of software and services across the organisation.		✔	✔	✔	✔	✔	✔		

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Solution Architect Lead	Creates, designs and implements solutions within a business. Builds new systems as they are identified and required and highlights the business's current problems and future technological goals.			✓	✓	✓	✓	✓	✓	
Technical Consultant	Provides technical support, analyses and improves the use and integration of technology to achieve business goals, resolves logged errors and issues, ensures system security and encryption is in place, and monitors the health of all systems.		✓	✓	✓	✓	✓	✓		
Test Analyst	Responsible for defining, developing, applying, and assessing the testing requirement. Specifies the test data required and evaluates the outcome of the testing concluded in each phase.				✓	✓	✓	✓		

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Test Lead	Plans, monitors, and controls testing activities and tasks. They will ordinarily work alongside the SI and the business.			✓	✓	✓	✓	✓	✓	✓
Training Analyst	Responsible for planning and monitoring training sessions and activities relating to business functions and requirement changes. Training analysts aid in quality assessing training materials, content delivery, and training schedules.						✓	✓	✓	✓
Training Lead	Oversees the employee training and development activities required following ERP implementation. Tasks include identifying training needs and overseeing the development and timely delivery of training sessions.			✓	✓	✓	✓	✓	✓	✓
Transformation Manager	Sets out the strategy for a Business Transformation or KPI improvement Implementation. Works with the leadership team to select and prioritise projects to ensure the rollout aligns with strategic goals.	✓	✓	✓	✓	✓	✓	✓	✓	✓

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Transition Analyst	Tracks the progress of critical orders and provides updates both internally and externally to facilitate communication and ensure execution. Audits the process for continuous improvement and cost control.	✓	✓	✓	✓	✓	✓	✓	✓	✓
Transition Lead	Responsible for planning service transactions for operational use and coordinating the necessary resources to ensure delivery.		✓	✓	✓	✓	✓	✓	✓	✓
Workstream Lead	Responsible for all aspects of a business's requirements gathering, documenting all processes, and providing the SI with the required information to develop the system.		✓	✓	✓	✓	✓	✓	✓	

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Essential S/4HANA Programme Roles

Understanding the roles you must fill on your SAP S/4HANA programme is only the beginning.

You need skilled individuals who understand and respect your business and its practices for your programme to succeed.

That's where we come in.

We're business-side SAP consultants, so we take the time to understand your business and your culture.

If you need help filling any of the above roles or want to know more about what we have to offer, visit our website.

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