

**workfront**<sup>®</sup>

# Your Workfront Core Team Guide

TRACK 1

# workfront<sup>®</sup> IMPLEMENTATION SCHEDULE

	With Your Workfront Team	Customer Core Team
<b>Week 1</b>	<ul style="list-style-type: none"> <li>• Planning Call</li> </ul>	<ul style="list-style-type: none"> <li>• Sponsor to watch Sponsor Videos</li> <li>• Confirm the date/time proposed for your Planning Call &amp; Welcome + Discovery Session</li> <li>• Establish your Core Team and share contact details with your Workfront Project Manager</li> <li>• Grant your Workfront Project Manager system administrator access to your Workfront instance</li> <li>• Download the Training Curriculum Guide and begin training</li> </ul>
<b>Week 2</b>	<ul style="list-style-type: none"> <li>• Welcome + Discovery Session</li> <li>• Design</li> </ul>	<ul style="list-style-type: none"> <li>• Welcome + 1 Discovery 1/2 day session (additional 1/2 day Discovery sessions to be scheduled for any additional scoped work processes)</li> <li>• 3 x 90min Design sessions</li> <li>• System Admins spend 50% of their time on implementation</li> </ul>
<b>Week 3</b>	<ul style="list-style-type: none"> <li>• Configuration</li> </ul>	<ul style="list-style-type: none"> <li>• Block out 2 full days for your System Administrators (2 x 90min sessions with Workfront + working time)</li> <li>• System Admins spend 50% of their time on implementation</li> </ul>
<b>Week 4</b>	<ul style="list-style-type: none"> <li>• Configuration</li> </ul>	<ul style="list-style-type: none"> <li>• Block out 2 full days for your System Administrators (2 x 90min sessions with Workfront + working time)</li> <li>• System Admins spend 50% of their time on implementation</li> </ul>
<b>Week 5</b>	<ul style="list-style-type: none"> <li>• Validation</li> </ul>	<ul style="list-style-type: none"> <li>• Block out 1 full day for your Core Team + Planners</li> <li>• Block out 1/2 of the same day for Workers</li> <li>• Block out 1 hour of the same day for Requestors/Reviewers</li> </ul>
<b>Week 6</b>	<b>• LAUNCH</b>	<b>• CELEBRATE</b>
<b>Week 7</b>	<ul style="list-style-type: none"> <li>• Post Launch Sessions</li> </ul>	<ul style="list-style-type: none"> <li>• 1 Hour / Week with Sys Administrators</li> </ul>
<b>Week 8</b>	<ul style="list-style-type: none"> <li>• Post Launch Sessions</li> </ul>	<ul style="list-style-type: none"> <li>• 1 Hour / Week with Sys Administrators</li> </ul>
<b>Week 9</b>	<ul style="list-style-type: none"> <li>• Post Launch Sessions</li> </ul>	<ul style="list-style-type: none"> <li>• 1 Hour / Week with Sys Administrators</li> </ul>
<b>Week 10</b>	<ul style="list-style-type: none"> <li>• Post Launch Sessions</li> </ul>	<ul style="list-style-type: none"> <li>• 1 Hour / Week with Sys Administrators</li> </ul>

## Project Manager

**Count:** 1

**Definition:** The Project Manager owns the Implementation Project and partners with the Workfront Implementation PM to ensure tasks are assigned and completed on schedule. They will be the main point of contact for any follow-up or escalation needs.

**Skills & Requirements:**

- Existing Project Management experience is highly recommended
- Requires access to everyone's calendar for scheduling consultations and meetings
- In conjunction with the Champion, will manage Change Management plans to transition workflows into Workfront
- Must be available for the entire implementation



**Required Effort:** Existing Project Management experience is highly recommended



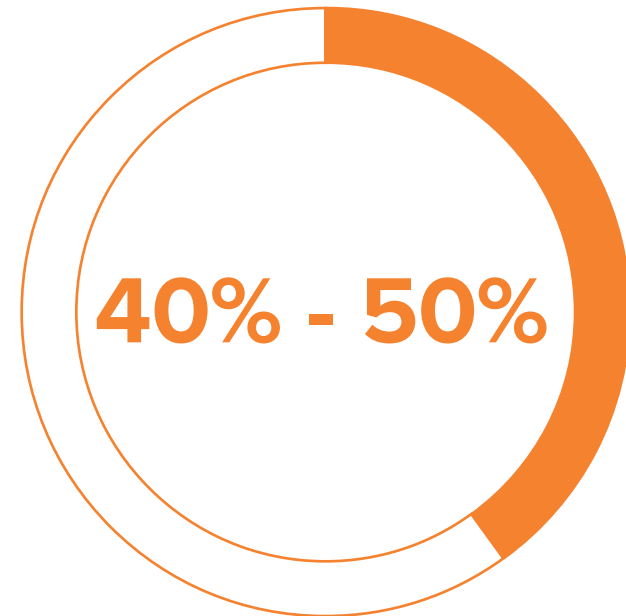
## System Administrator

**Count:** 2 (maximum of 3)

**Definition:** The System Administrator will manage the ongoing Workfront system needs company-wide. They will be involved in all aspects of the Workfront Implementation and continue to support the system post-launch.

We require two System Admins to be identified. System Admins should be technically savvy individuals who know your core business processes, are empowered to make decisions, and are aligned to your business goals.

Additionally, System Admins will play a role in any training or enablement necessary to ensure your end users are set up for success in Workfront. And they also serve as your organizations Authorized Support Contacts, meaning they have the ability to open technical support tickets with Workfront's support team if troubleshooting is needed.



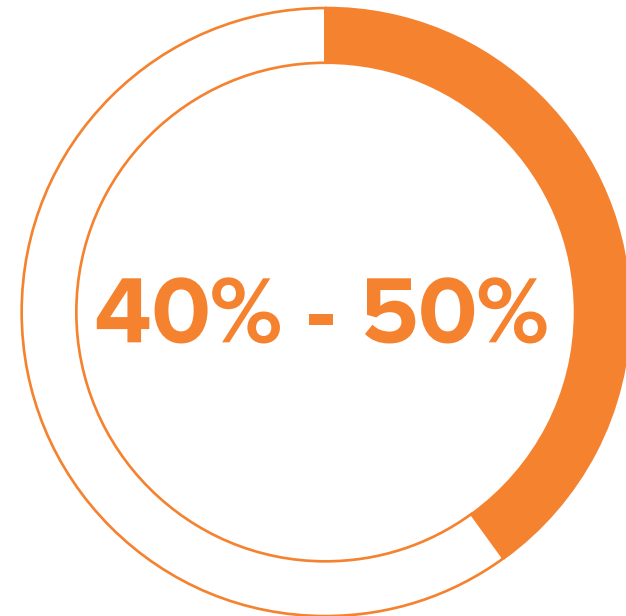
**Required Effort:** The system administrator assigned can expect to spend 40% - 50% of their time on implementing Workfront.



## System Admin

### Skills & Requirements:

- Complete availability during implementation.
- Willingness to gain in-depth understanding of Workfront.
- Understands business processes well enough to make Workfront system decisions regarding notifications, timesheets, general company preferences, etc.
- Technical knowledge of the below items (or a good understanding of who could help with this internally): 1) Single Sign-On (SSO) setup 2) API interface setup (if any 3rd party integrations are required) 3) Run system diagnostics (if integrated with 3rd party vendors)
- This role will continue beyond implementation. We recommend having “Workfront” written into their job description as part of their full-time job responsibilities.



**Required Effort:** The system administrator assigned can expect to spend 40% - 50% of their time on implementing Workfront.



## Subject Matter Expert (SME)

**Count:** As needed up to 2

**Definition:** Power Users / Smes are skilled Workfront users identified to provide first-line support and ensure Workfront meets the needs of the end users.

### Skills & Requirements:

- Strong knowledge of internal processes
- Willingness to learn Workfront at a high level
- Understands interactions between process flows within their own team but also with any other team interacting with Workfront
- Available for consultations
- Available to answer user questions post-implementation



**Required Effort:** The Power Users and SMEs assigned can expect to spend 5% - 10% of their time on implementing Workfront.

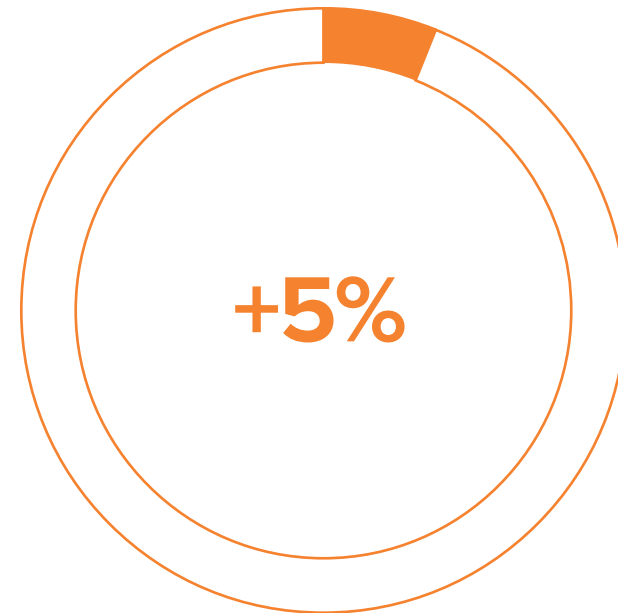
## Sponsor

**Count:** 1

**Definition:** The sponsor provides executive team approval and sponsorship for the project. The sponsor also has budget ownership for the project and is the major stakeholder and recipient for the project deliverables.

**Activities:**

- Review weekly project status
- Maintain monthly cadence with Workfront Sponsor
- Enable Workfront roll out by championing the solution internally to broad stakeholders



**Required Effort:** The Authorized Support Contact usually has additional roles with Workfront. This role can expect to spend an additional 5% of their job supporting Workfront tickets.

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