

PM Tool Support

Administrator

- 2nd Level Technical (from Admin)
- System Upgrades & Maintenance
- Creation of New Users
- Set up new projects in tool

Business Unit
Manager

- 1st Level User support (Non-Technical)
- Support Users to build confidence in tool
- Promote Best practice and Use of tool across all projects within business units

Users

- Manage / update project details in tool
- Reporting through tool