ADMINISTRATOR ROLES

Full System Administrators

<u>Objective:</u>

The (Overarching) Full System Administrator(s) has a key role in the success of the implementation and continued use of Compliance 360. Most System Administrators have access to complete and full System Maintenance for continuous management of Compliance 360. It is recommended only select individuals be designated as an overarching Full System Administrator. System Administrators will require technical skills and aptitude for some tasks and functionality. System Administrator(s) may also train End-Users on module functionality.

High-Level Role

- Acts as the Full System Administrator, maintains the highest level of access and security permissions
- Oversees configuration and work within the application across all divisions
- Is considered a "champion" of the Compliance 360 application
- Has the authority to make application configuration decisions based on business requirements and understands the impact or outcomes of those decisions (i.e., training, module access, security settings, etc.)
- Helps to establish internal training materials and ensures all users conform to established configuration standards and user guidelines
- Monitors End-User feedback, troubleshoots issues, addresses End-User questions, and serves as the primary contact for SAI Global support.

Activities

- Schedules End-User training, including developing End-User training for new / upgraded modules
- As a best practice, Full System Administrator(s) should perform periodic audits of system usage and security access and permissions.

The **Maintenance module** is for system administrators responsible for configuring and supporting the Compliance 360 system.

When an organization begins using Compliance 360, the first thing a system administrator must consider is the setup of the organization for divisions, folder structure, configuration parameters (fields and forms used) departments, categories, employees, groups, security, workflows, default messages and other key components the system depends on to function correctly.

As a best practice the System Administrator also gives thoughtful consideration to how configuring and modifications impact all modules used by Compliance 360. If there are questions, it is recommended for System Administrators to either reach our directly to the account manager at Compliance 360 or to SAI Global Support. For advance configuration, a consultation with the Professional Services team may be required.

System Documentation/Configuration

- As business needs change and processes evolve, the System Administrator must update the configuration.
- It is strongly recommended the System Administrator **catalogue and document all configurations, workflow processes, and dependencies** for future reference.
- This information may be stored in the Reference Library for easy access.
- Online Help is written for the <u>system defaults</u> and cannot take custom configurations into account.
- When components like field labels change, users may become confused. A document identifying the changes assists in the efficient management and use of the system.

Module Administrators

Objective:

The (Module) Administrator(s) has a key role in the success of daily module usage and may not have access to Maintenance as the Full System Administrator. Module Administrators are determined by Full System Administrator for responsibilities and role. Module Administrators may have limited or minimum knowledge of system configuration but will be able to monitor and make sure End-Users can successfully navigate Compliance 360. Other responsibilities may include but are not limited to:

- Creating New Folders or modifying existing folder structure
- Monitoring and maintaining current workflow processes and making sure all processes are complete in a timely fashion.
- Understanding creating and/or modification of workflow steps, teams, and messaging
- Understanding creating and/or modification of reports and report templates
- Understanding creating and/or modification of basic Home Page navigation and usage

Exceptions
- Field and forms configuration changes should be pushed back to the Full System Administrator for consideration of impact, outcomes and expected behavior.
- New workflows or modifications to existing workflows should be pushed back to the Full System Administrator for consideration of impact, outcomes and expected behavior.

ROLE

- ✓ Acts as the System Administrator, the highest level of access and security permission
- ✓ Oversees work in application across all divisions
- ✓ Serves as a backup resource to Divisional Admins (if applicable) and Process Admins
- ✓ Is a "Champion" of the Compliance 360 application
- ✓ Has the authority to make application decisions (who is trained, module access, security settings, etc.)
- ✓ Ensures that all users conform to established configuration standards and user guidelines

RESPONSIBILITIES

- ✓ Initial setup of site & ongoing maintenance
- ✓ Create employee import file to for upload into the application
- ✓ Set security and assess permissions, modify Lookup Tables, etc.
- ✓ Create / modify folder structures and permissions in applicable modules
- ✓ Assist users' onsite with access, questions, password resets, etc.
- ✓ Review project workflows and adapt to Compliance 360
- ✓ Schedule user training, including training for new / upgraded modules
- ✓ Monitor user feedback and address user questions
- ✓ Perform periodic audits of system usage
- ✓ Thorough understanding of Maintenance module
- ✓ Navigate entire application and understand all modules
- ✓ May be trained to train others in the organization

CHARACTERISTICS

- ✓ Team player
- ✓ Detail oriented
- ✓ Stable in position (not a "job hopper")
- ✓ Open to change
- ✓ Positive attitude
- ✓ Customer focused

- ✓ Respected by peers

QUALIFICATIONS / SKILLS

- ✓ Understands organization's key initiatives relative to application
- ✓ Is able to devote time to the application on a regular basis
- ✓ Willing to take on new responsibilities
- ✓ Solid organizational skills and attention to detail
- ✓ Able to approach and solve problems logically
- ✓ Motivated to continue learning processes as system is upgraded
- ✓ Patience, coupled with strong people skills
- ✓ Strong computer skills