

Choosing your Implementation Team

The Implementation Team

The Novareté Account Manager (NAM) will work with your Implementation Team to introduce Novareté. The focus of this team is to onboard your employees and incorporate Novareté into your existing programs to improve alignment to your culture. The roles and responsibilities listed below are all critical to success. Smaller organizations may have one person serving in multiple roles, larger organizations may have multiple people serving a single role. All members of the Implementation Team are Site Administrators.

Site Administrators

Responsibilities: Site Administrators (SA) should be highly motivated, creative, and passionate about the potential of Novareté within your company. The Site Administrators help scale the tone at the top and analyze its effectiveness. The Site Administrators are empowered with the following functions:

- User management
 - Adds/deletes users
 - Sets user permissions (Basic, Moderator, Site Administrator)
- Group management
 - Approves Private Group requests
 - Authorizes Public Group requests
- Content management
 - Contributes social content on behalf of the organization with the additional ability to mark posts as important
 - Serves as moderator of content – edits content and approves flagged content
 - Adjusts the site configuration
 - Creates Pulse Check surveys
- Access to the Dilemma catalog
- Access to the Analytics Dashboard
- Access to the Novareté TV configurator

A successful implementation team consists of, but is not limited to, the following roles.

Executive Champion(s)

Responsibilities: The Executive Champion(s) (EC) communicates the organization's goals for using Novareté and serves as the pace setter – it is essential that the purpose, benefits, and expected levels of engagement to members of the organization is communicated. A highly engaged EC is critical to the success of Novareté within the organization. The EC will introduce and promote Novareté to key leaders and department heads in kick-off meetings, initial training sessions, and regular communications. The EC will also send the “all organization” email explaining the goals of using Novareté. Novareté is most successful when the EC contributes frequently to the Novareté site, uses Novareté for communications with their members when appropriate, and maintains a high position on the Novareté Leaderboard. Other ongoing efforts include the following:

- Regular use of the Novareté site through Dilemma participation and contributions
- Developing incentives and recognition for user participation
- Actively observing Dilemma debates to understand member's alignment with the organization's values
- Regular inspection of the Leaderboard and Analytics dashboard to assess trends

Change Agent

Responsibilities: The Change Agent (CA) is key to engaging your employees to create an aligned culture. This person is passionate about the potential of Novareté as a tool to reach the goals of the company and is able to motivate others to execute creative solutions. This person is empowered by the Executive Champion to work across teams and organizational hierarchy to effect change. The Change Agent's success depends on the ability to diagnose potential problems, develop a plan to deal with these issues, and execute the change effectively. Participation by the Change Agent in the onboarding and continued use of Novareté is a crucial factor in the success of this project. The Change Agent is:

- Novareté's primary point of contact after onboarding is complete.
- Responsible for ensuring that management fulfills the activity on the Regular Contributions worksheet.
- Responsible for monitoring the analytics and leaderboard, assessing progress, and reporting trends.

Project Manager

Responsibilities: The Project Manager (PM) is responsible for the Novareté implementation, launch, and ongoing support. The PM will be the Novareté team's single point of contact for coordination of all onboarding activities and will work with the NAM to become the company's Novareté expert. This person should be very detail oriented, has worked with and met project timelines in the past, and is passionate about the potential of Novareté within your company. Key activities of the Project Manager include:

- Completion of onboarding tasks
- Completion of worksheets
- Completion of Site Administrator Checklists for Success
- Scheduling follow-up meetings
- Scheduling weekly dilemmas
- Novarete issue management and tracking
 - Serves as Level I support within the organization (the local Subject Matter Expert)
 - Initiates Level II support from Novareté at support@novarete.com
 - Manages issues with users
 - Manages issue resolution with Novareté
 - Submits enhancement ideas from the organization to feedback@novarete.com
 - Brings all necessary resources together to resolve issues

Dilemma Scheduler(s)

Responsibilities: The Dilemma Scheduler(s) is responsible for ensuring Novareté Dilemmas are selected and saved for your employees to answer. We recommend this person has a good feel for the company values and culture as they are responsible for ensuring a gold star answer is selected for each Dilemma.

IT Lead

Responsibilities: The IT Lead coordinates all technical support with the PM and SA. This resource is responsible for working with Novareté technical staff to facilitate technical implementation of the product. The IT Lead will support both your Novareté website and Novareté TV:

- Novareté website support
 - Resolves security and network issues (firewalls, etc.)
 - Ensures that all new users can access the site
 - Ensures that Novareté email notifications can be received by all site users
 - Supports SA with user management
 - Assists in the handshake configuration with Novareté.com (For SSO only)
- Novareté TV support
 - Procures hardware
 - Sets up software and content requirements

TV Manager

Responsibilities: The TV manager is responsible for the visual impact of your Novareté TVs. By choosing placement and content displayed on each TV, the TV Manager helps to extend the understanding of values to not only the company, but also company visitors. Key responsibilities include:

- Adding/deleting company content on TVs (photos, videos, logos, etc.)
- Determining which TVs receive what content
- Controlling the configuration of TVs, channels, feeds, and templates
- Procuring desired third party content
- Monitoring alerts and securing appropriate technical support

Moderator(s)

Responsibilities: The Moderator has the ability to delete content. A Site Administrator can assign themselves, other Site Administrators, or Basic users to have the Moderator role. A Basic User can be a Moderator without also being a Site Administrator. This is the only role that is not necessarily a Site Administrator.