

MIS Manager Profile

Defining the role of the client project coordinator

The MIS Manager

Like any other software, the implementation of Visual Dolphin requires the involvement of Software Design implementation team and the client representatives. During the project life cycle, problems normally arise. They should be handled and solved on time to meet the expected target.

A project coordinator is a key person that accompanies the project from its first days. He is the warranty for a successful implementation of a project. This document defines the role and the responsibilities of the client project coordinator or MIS Manager.

What is the role of the MIS Manager

His role will consist of coordinating and centralizing all group demands, preparing status reports, supervising your standards, procedures, policies, work instructions and methodologies adopted during the implementation phase.

He will be in charge of the acceptance of SDCG partial or total deliveries, making sure that the modules are delivered on time, and informing the management about any obstacle faced.

This person should be actively present in each of the countries during the course of implementation and training on Visual Dolphin. He will play the role of a coordinator and unique contact person between your company and Software Design Consulting Group.

Ideally, this person should have a very good financial background and should be aware of all the business operations.

What are the tasks he should cover

The MIS manager is responsible for the following tasks:

- 1) Supervise the safe use of the system by the various operators, with respect of the procedures of your company and per the accounting rules and principles.
- 2) Edit and Print frequently the appropriate management reports while checking and inspecting the results; these reports must be programmed on a daily, weekly or monthly basis and distributed the concerned departments.
- 3) To submit on regular basis a set of reports to the management and head of departments (Weekly, Monthly, Quarterly...); while checking and auditing the results.
- 4) He will be the unique coordinator with SDCG; the only one who will take delivery of the new releases with their new features and latest amendments/content. He will decide on the appropriate timing for implementing these releases in the various branches and will supervise the training to the concerned users on the new features and enhancements included in the upgrades. (the absence of such a profiles leaves a gap in communication between you and SDCG) We quite often lived cases on essential features available in Visual Dolphin, very essential to our customers, while, surprisingly, no one was aware off for taking advantage of them. Same for some recommendations, our implementation team gave for the proper way of implementing the system may not be followed by the users properly. Here also, we need a coordinator to explain and to induce the staff to align to the right way.

- 5) When the number of users involved in operating the system is large and spread on various locations, SDCG usually trains key people who can decide for the procedures to be implemented to accompany the deployment of Visual Dolphin. In this kind of environment, it is the role of the MIS manager to organize and customize the training of the remaining users in all locations according to their profile.
- 6) Most importantly: Consolidate from all the branches and departments, the new requirements, needs or problems that need to be reported to SDCG. All contact with SDCG must be done officially through the MIS person. That helps in synchronizing your company demands issued from different departments and branches; the MIS manages a tick list for controlling SDCG deadlines, delays and quality control of deliverables. In case some new demands are to be charged, he will debate the matter with the management prior to giving his final approval. Consequently, this coordinator will sign the delivery forms and will approve / testify the time sheets submitted in our "service reports".
- 7) Finally: Make sure adequate backups are done properly and regularly require a monthly backup from the branches data to be stored in the head office server for financial consolidation purposes and part of the end of month reports that need to be audited and controlled.



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