



JHA Program Management ServicesSM

Comprehensive Assistance for Complex Projects



Could you use expert oversight for an IT project?

BUSINESS VALUE

- ▶ Save Money
- ▶ Improve Operations
- ▶ Reduce Risk

COMPATIBILITY

- ▶ Episys[®]

IT WORKS LIKE THIS ...

JHA Program Management Services provides leadership, direction, and coordination of projects that your credit union and Symitar commit to completing together, including new product implementations, conversions, acquisitions, third-party integrations, and more. This service's approach is tailored to your credit union's needs, focusing on centralizing and directing the management of all related projects, identifying dependencies, and consolidating reporting for all projects under one umbrella. A knowledgeable, single point-of-contact Symitar expert, or Program Manager, is there every step of the way to help plan, execute, and close the projects that your credit union chooses to undertake.

DEDICATED PROGRAM MANAGERS ...

Program Managers serve as your credit union's objective advocates, ensuring that priorities are understood and assigned the appropriate level of urgency based on firsthand visibility to Symitar's representatives, products, services, strategic direction, and product roadmaps. Program Managers are PMP certified and can assist with the development of scope documentation, project schedules, communication plans, test plans, implementation plans, and transition plans.

Program Managers assume the following responsibilities:

- ▶ Project oversight
- ▶ Integration of third-party solutions
- ▶ Process review
- ▶ Project escalation management
- ▶ Project issue management
- ▶ Project event management
- ▶ Monthly executive status report production
- ▶ Meeting and reporting coordination

CUSTOMIZABLE PROGRAM MANAGEMENT PLANS ...

Regardless of the size and complexity of your credit union, JHA Program Management Services will work with you to customize a plan that provides maximum value and ultimately improves your credit union's team communication, direction, and leadership quality. Your Program Manager understands your priorities and pain points and will focus on the areas that are most important to you, helping you control and manage cross-dependencies related to multiple projects while providing consolidated reporting that identifies those dependencies.

WHAT IT DOES:

- ▶ Provides fully-customized analyses that support your credit union's unique operational cost, budget, and time-related program management goals.
- ▶ Uses Program Managers to manage priorities and identify pain points that need to be addressed enterprise-wide.
- ▶ Offers support for the discovery work, managerial aspects and single point of contact needs for custom development and third party integrations.
- ▶ Provides objective perspectives on operational and program management issues and alternatives.
- ▶ Provides consolidated multi-project reporting.

WHAT IT DOES FOR YOU:

- ▶ Optimizes the relationship value of Symitar and its products and services.
- ▶ Enables your credit union to proactively protect and maximize the return on your technology investment.
- ▶ Improves operational and workflow processes.
- ▶ Improves team direction and leadership quality.
- ▶ Controls cross-dependencies related to multiple projects.
- ▶ Helps protect against audit and regulatory risk.