Roles and Responsibilities Template

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Name of system: Horizon

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Past modifications

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<tr>
<th>Person in Charge</th>
<th>Date</th>
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<th>Description of the Modification</th>
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<td>Tremblay, Bruno</td>
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1. Introduction

1.1 Purpose
This document aims to provide a summarized template of the roles and responsibilities of the First Nations stakeholders in the Horizon system for First Nations.

2. Stakeholder roles and responsibilities

2.1 FNQLHSSC
- Ensure proper governance.
- Communicate the strategic orientations to all stakeholders.
- Plan activities and inform the people in charge of implementation in the communities.
- Draw up a calendar.
- Support and guide the communities in implementing the system.
- Carry out a pilot project so that system functions properly in all the communities.
- Provide necessary documentation for using Horizon.
- Develop a support strategy.
- Offer training.
- Manage requests for corrections and changes.
- Maintain the technological infrastructure up-to-date to ensure the durability of Horizon.

2.2 Your community: Management and administrative staff
- Set up a local implementation committee, if needed.
- Maintain a big-picture and consistent view.
- Maintain effective and rigorous communication.
- Present the strategic orientations.
- Ensure smooth collaboration between sectors (income assistance, finances, education, etc.).
- Manage change (communications and change management plans).
- Promote Horizon with a cost-benefits analysis.
- Ensure appropriate resources for the system smooth functioning (appoint and support the person in charge of implementation, IT technician, income assistance agents).
- Meet users’ needs.
- Optimize use of resources (human, technological and financial).
- Make quick and sound decisions for implementation.
- Report as soon as possible all the problems in implementing Horizon or its daily use to the FNQLHSSC.

2.3 **Your community: Local implementation committee, if needed**
- Draw up an implementation schedule for **your sector and other affected sectors**.
- Analyze the possible impacts on your organization (tasks, practices, exchange of information within your sector, with the finance sector, education sector, etc.).
- **Report to the directors** and Band Council on the implementation.
- Manage the **requests for improvement** with the Horizon team at the FNQLHSSC.

2.4 **Your community: Person in charge of the implementation (champion)**
- Review the **work processes** (income assistance and finance sector).
- Manage the **configuration** activities in collaboration with the Horizon team at the FNQLHSSC (changing accesses, passwords, etc.).
- Assist **new users**.
- **Collect requests** for corrections and improvement, and forward them to the Horizon team at the FNQLHSSC.
- Familiarize oneself with the system and become an **expert** in order to provide support.
- **Train** new users, with help from the FNQLHSSC.
- **Act** as a contact person for FNQLHSSC communications (reception and follow-up).

2.5 **Your community: Technician**
- Ensure **physical facilities** (e.g. configure users’ workstations according to the specifications).
- Optimize the **basic settings**.
- Provide users with **technical support** and consult the Horizon team at the FNQLHSSC, as needed.
- Ensure the **Internet link meets requirements** for the new system.
- If there is no local computer technician, another community can play this role (according to service agreements). The FNQLHSSC technician can also provide support.
VISION
First Nations individuals, families and communities are healthy, have equitable access to quality care and services, and are self-determining and culturally empowered.

MISSION
To accompany Quebec First Nations in achieving their health, wellness, culture and self-determination goals.