

Subject Matter Expert (SME) Roles and Responsibilities



What is a Subject Matter Expert (SME)?

The subject matter expert (SME) provides the knowledge and expertise in a specific subject, business area, or technical area for a project.

Evidence that a person would make a valued SME for the project/program would include the ability to:

1. Define procedures or standards, since he/she has the knowledge of what the right or best way to execute a task would be.
2. Define performance objectives and determine acceptable performance levels.
3. Provide recommendations for procedural improvements.
4. Understand the language/terms/jargon in his/her area of expertise
5. Understand requisite knowledge that underlies effective decision-making and is able to describe where anomalies or flaws may occur in the decision-making for his/her area of expertise.
6. Act as the “go to” person within a department or function for questions and problems within his/her area of expertise.
7. Explain his/her area of expertise clearly to others.
8. Not only answer how things are done, but why.

Subject Matter Expert’s responsibilities:

The responsibilities of the SME are to ensure the facts and details are correct so that the project’s/program’s deliverable(s) will meet the needs of the stakeholders, legislation, policies, standards, and best practices. To achieve this, SMEs will:

1. Support the definition of processes and policies, supply business rules and procedures, and communicate the contexts in which the rules, processes and polices are applied.
2. Accurately represent their business units’ needs to the project team.
3. Validate the requirements and deliverables that describe the product(s) or service(s) that the SuccessFactors consultant will produce.
4. Bring information about the project back to their agency.
5. Provide input for the design and construction of test cases and scenarios and may also validate executed test results.
6. Provide input into and execute user documentation and training material.
7. Test the product(s) or service(s) towards the end of the project/program (user acceptance testing), using and evaluating it for accuracy and usability, providing feedback to the project team.
8. Guide other team members on the project to ensure the content is accurate.
9. Resolve issues relevant to project deliverable(s) within their area of expertise.
10. Obtain or provide approval for changes to rules, processes and policies.
11. Be committed to the project and participate in the workshops.
12. Be proactive and engaged during the workshops.