

THE ROADMAP

TO CHMS HAPPINESS



Introduction

- **Vision** = *Where* we're going.
- **Mission** = *What* we're doing.
- **Strategy** = *How* we do it.
- **Measures** = *How* we know we got there.



Applying to the software problem

- The missing link is *connecting ministry process to technical steps*.
- Push hard for *clarity*.
- *Process* mapping is critical.
- *User* stories describe the task from the perspective of the *user*.
- *Design* documents help make sure everyone is clear on the plan.
- *write it down* before you configure it.

Training

- *Customize* your training to your church and your process.
 - The ChMS product's KB and documentation is like a manual to your car – it doesn't help you know where to turn!
- *Customize* your training to specific roles
- Consider implementing departmental *power* users.
- Your *technical experts* need deep training in *your* tools and *your* process.

Jobs

- The **NAVIGATOR** – AKA *Business Analyst/Project Manager*
 - Translate and document ministry processes – connect the steps to the software.
 - Communicate the requirements to the technologists.
- The **TRAINER**
 - Translate technical steps to ministry people.
- **TECHNOLOGISTS**
 - Advanced software experts, developers, etc.
- **ADVANCED USERS**
 - Handle complex tasks

It is critical that *everyone* is *together*, agreeing to the same strategy.