

Kick-off meeting should address the following types of information:

- Company background (annual report, high level organization chart)
- Sponsoring organization
- Perspective on the program (program history or background) and context (how it fits the broader picture)
- Key program goals
- Program details (scope, objectives, budget and end result)
- Special considerations or conditions (e.g., all work will be performed in a remote site, all team members must have a security clearance)
- Critical success factors
- Evaluation criteria and measurements (i.e., how will the team know the program has been completed successfully)
- Team organization chart
- Work style (program manager, team, company, etc.)
- All stakeholders – focus on what is at stake for each group
- Roles and responsibilities
- Work plan and timeline
- Milestones and how they will be measured, other metrics
- Service levels and how they will be measured, tracked and reported
- Status or review meetings – frequency, location and attendance
- Knowledge capture approach
- Processes and procedures (e.g., all program issues raised at status meetings will be tracked using a “Program Issues Log” and managed by the Delivery Manager)
- Problem resolution approach and escalation policy
- Team member access information (phone numbers, e-mail addresses)
- Support systems (administrative, information, communications, technologies, security)
- Training available for team members (e.g., use of program software)
- Facilities (access, work space, office layout)
- Current sensitivities or areas of concern impacting the program
- Assumptions