

## AASHTOWare® End User Designee Responsibilities

Each AASHTOWare licensing agency is responsible for designating an individual to serve as the primary point of contact for an AASHTOWare product. The End User Designee (EUD) is the single point of contact for communications and product related support from the contractor(s) and is the recipient of all software and related product materials. The EUD is usually not the same individual designated by the Agency as the primary financial contact, although it is permissible from AASHTO's point-of-view to have a single individual serve both roles. An agency designates an EUD for each AASHTOWare product area.

### EUD Responsibilities

The EUD plays an important role for the AASHTO member agency. Responsibilities include:

- Working with the financial designee to coordinate the Agency's response to the AASHTO annual solicitation and commitment process indicating which software products or projects the Agency wishes to license or participate in during the fiscal year (July 1 – June 30) for those specific product areas for which the EUD is responsible
- Receiving product updates and coordinating the internal distribution of new releases and product upgrades
- Coordinating approval of agreements for product/project related services and circulating internally as required by agency policies
- Communicating within the Agency and with the AASHTOWare Contractors on product issues, including support, maintenance and, enhancement requests
- Overseeing the annual ballot process for enhancements to ensure the Agency submits their vote(s)
- Disseminating communications from the product task force, AASHTO, and the AASHTOWare Contractors to other pertinent individuals within the Agency
- Participating and coordinating on-site agency meetings with AASHTOWare Contractors, Task Force members, and AASHTO staff
- Monitoring and staying current on the status of product implementation projects taking place within the Agency
- Working with the AASHTOWare Contractor(s) to provide updates to agency status reports to the respective product task force, if requested

### EUD Substitutions/Changes

AASHTO member agencies may change their EUD as needed. The EUD should be noted on the AASHTOWare Products and Services Request Form completed by the Agency and returned to AASHTO at the beginning of each fiscal year. During other times of the year, the Agency may notify AASHTO of a change in EUD by submitting a change request in writing to the applicable AASHTO Project Manager. The change request must be submitted (or signed) by an appropriate agency representative. Individuals may not designate themselves as EUD. AASHTO staff will notify the AASHTOWare Contractor of EUD changes.