

EUD Responsibilities

The End User Designee (EUD) is the **single contact point at your agency** for communications and product-related support from AASHTOWare contractors. This person receives all software and related product materials and updates.

Overview

Each AASHTOWare licensing agency is responsible for designating an EUD as the primary point of contact for an AASHTOWare product. Your agency designates an EUD for each separate AASHTOWare product. 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.

General Information

AASHTOWare Website: <https://www.aashtoware.org/>

Who to Contact: <https://www.aashtoware.org/our-team/>

Overall Responsibilities

Licensing

Stay up to date on the solicitation and commitment process.

Work with your financial contact to coordinate your agency's response indicating which software products your agency wishes to license or participate in. Licensing of each specific product areas for which the EUD is responsible lasts for at least one fiscal year (**July 1-June 30**).

Stay up to date on the renewal process.

In the first quarter of any given year, the EUD engages with the agency's business users and financial contact to identify the products and services needed for the upcoming fiscal year. By **May 1**, AASHTOWare releases its annual licensing package and catalogue. Be on the lookout for an email with this information. **July 15 is the deadline to submit your licensing package** to the AASHTOWare Business Operations Manager, Angel Williams, at awilliams@ashto.org.

Other Duties

Managing

Coordinate approval of Service Unit agreements for product-related services and circulate information internally as required by agency policies.

Monitor the status and stay current on products, releases, and software downloads within your agency.

Work with AASHTOWare contractors to provide updates to agency status reports to the respective product task force, if requested.

Promote your agency's participation in TAGs and TRTs.

Maintaining accuracy in records

The EUD should always 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 AASHTO Project Manager**. EUD changes need to be verified by the agency's financial contact. Each agency has one overarching financial contact who submits annual license forms.

Please make sure you are filling in the correct person who will take on the EUD responsibilities.

Communicating

Disseminate communications from the Task Force, AASHTO, and AASHTOWare contractors to other pertinent individuals within the agency, including users and management.

Communicate within your agency and with contractors on product issues, including support, maintenance, and enhancement requests.

Participate in and coordinate on-site agency meetings with AASHTOWare contractors, Task Force members, and AASHTO staff.

Receive product updates and coordinate the internal distribution of new releases and product upgrades.

<p>Traits of a Good EUD</p>	<p>Internal communication is the key to software success within your agency.</p> <p>Being responsive to AASHTO, AASHTOWare contractors, and anyone else in the community.</p> <p>Communicating internally. EUDs are relied upon to be communication vessels within their agency. This may include distributing webinar information, updating staff about new releases, and disseminating surveys.</p> <p>Serving as a champion for AASHTOWare. Advocate for AASHTOWare products during internal and external communication.</p> <p>Delegating responsibilities to someone else if you plan to be out for an extended period.</p> <p>Gathering feedback from users (stakeholders) about each module to discuss both the good and the bad.</p>
<p>EUD Notifications</p>	<p>Official AASHTOWare Communications ensures that everyone receives the same information.</p> <p>What to do with them?</p> <p>Review and distribute to relevant people within your agency. Respond or take action as needed.</p> <p>Others within your agency to include?</p> <p>EUD Notifications are distributed more broadly than just to EUDs, but AASHTOWare staff does not always know who needs the information and when staffing changes are made. Please let AASHTO know if others should be included on these notices.</p>