Instruction

The purpose of transition planning is to layout the tasks and activities that need to take place to efficiently deliver an NUIT project from the development or pilot environment to the production, operations and maintenance environment.

The transition plan identifies the transition team, its organization and its responsibilities. The plan also identifies the tools, techniques, and methodologies that are needed to perform an efficient and effective transition. Special attention is given to contingency planning and risk mitigation. An impact statement will be produced outlining the potential impact of the transition to the existing infrastructure, operations and support staff and to the user community.

The transition plan is used in conjunction with the Project Charter, Business Requirements, Reporting Requirements, and Technical Design documents and is not intended to repeat information already found in those documents. Any changes to those documents should be made and recorded accordingly.

1. Scope

This section provides an overview of the project being deployed. If purchased products (hardware of software) are included, provide complete product details, including identification numbers, titles, abbreviations, version numbers and release numbers.

1.1 Project Name

1.2 Project Description – overview of project as well as its relationship to other projects.

1.3 Project Documentation – include documentation that is to be transitioned to users, technical support, and others (such as diagrams, flow charts, etc). Include licensing information (as appropriate).

1.4 Transition Impact – describe how the transition is expected to impact other systems, the network, users, the community, etc.

2. Risks and Contingencies

This section outlines the risks and contingencies faced by the transition process with special attention given to minimizing operational risks. Risks should be classified or grouped into related sets for optimal effectiveness of management and mitigation. Classification should be done using a consistent classification scheme and basis.

Risk attributes of probability, impact of occurrence, and time frame of occurrence should be evaluated. Qualitative and quantitative methods should be used as appropriate to the nature of the risk. Risks should be prioritized to determine their relative importance to the project and to provide a basis for effective use of mitigation resources.

The responsibility for managing each risk should be assigned to an appropriate person. The responsibility should include development of mitigation plans; tracking risk and mitigation plan progress, and reporting risk status.

3. Strategies

This section identifies the transition strategies and tools to be used as part of the Transition Plan. Identify all the options for moving into production/operations. These options could include: a) incremental implementation or phased approach, b) parallel execution, and/or
c) one-time conversion and switchover.

In selecting a transition strategy, identify the advantages and disadvantages, risks, estimated time frames, and estimated resources for each. Then compare them to the transition requirements and select the one that is most appropriate for the project. Once a transition strategy has been selected, provide the appropriate documentation and approval documentation in this template.

4. Transition Schedule, Tasks and Activities

This section outlines the detailed schedule for the selected transition strategy. In addition to describing the process below, you may want to map out the transition in MS Project or other project management tool. The following lists provides an example of considerations:

4.1 Logical work breakdown, key milestones and dependencies during transition and deployment.

4.2 Testing and verification activities, including testing of related/impacted projects, software, and hardware.

4.3 Contingency plans and work-around(s) in the event problems arise.

4.4 Specific activities related to new and/or existing equipment, including roles and responsibilities of external vendors and internal resources.

4.5 Specific activities related to new, existing, and/or upgraded software, including roles and responsibilities of external vendors and internal resources.

4.6 Systems and/or data back-up(s), conversion plans, etc.

4.7 Hand-off(s) between developers, vendors, operational staff, and/or technical support.

4.8 Communication(s) to client and end-users: timing related to unavailability, periodic status updates, and notification of completion/system availability. Consider timing and mode of communication(s) among technical team, between the technical team and the customer/client, and between NUIT, the client, and broader set of end-users.

4.9 Transition review to assess and document results of the transition, defects found, correction actions to be taken, work-around(s) to be implemented, etc.

5. Transition Resources

This section outlines the specific resources needed to complete the transition/deployment phase of the project. Resources include hardware, software, facilities, personnel, and other special resources (e.g., service and maintenance contracts).

5.1 Software

Provide specific names, identification numbers, version numbers, release numbers and configurations as applicable. References to user/operator manuals or instructions for each item should be included. Include information about vendor support, licensing, and usage and ownership rights, whether the item is currently supported by the vendor, whether it is expected to be supported at the time of delivery, whether licenses will be assigned to the maintenance organization, and the terms of such licenses.

5.2 Hardware

Describe the hardware and associated documentation needed to support the delivered project. This hardware may include computers, peripheral equipment, simulators, emulators, diagnostic equipment, and non-computer equipment. Include specific models, versions, and configurations with references to user/operator manuals or instructions for each item. Include information about manufacturer support, licensing, and usage and ownership rights, whether the items are currently supported by the manufacturer, or will be in the future, and whether licenses will be assigned to the maintenance organization and the terms of such licenses.

5.3 Personnel

Assign staff and vendor responsibility for each transition task identified above. This allows managers and project team members to plan and coordinate the work of this project with other assignments. If specific individuals cannot be identified when the transition plan is developed, generic names may be used and replaced with individual names as soon as the resources are identified.

Describe the personnel needed to maintain the deliverable product, include anticipated number of personnel, types of support personnel (job descriptions), skill levels and expertise requirements, and security clearance.

5.4 Facilities

Describe any facilities during transition phase as well as facilities required to maintain the delivered project. Facilities may include special buildings, rooms, mock-ups, building features such as raised floors, cabling, cooling/HVAC systems, building features to support security, privacy, and/or safety, special power requirements, and so on. Include any diagrams that may be applicable.

5.5 Other (Special) Resources

Identify any other special resources (consumables, special access/approvals, contracts, etc) required to support the transition phase and the delivered project. Provide the names, identification numbers, version numbers, and/or release numbers. Identify if the document or consumable is acquirer-furnished, an item that will be delivered to the maintenance organization, an item the organization current owns, or needs to acquire.

6. Reporting and Communication Procedures

Define the reporting and communication procedures for the transition period (before, during, and after). Include the type of evaluations (review, audit, or test) as well as anomalies that are identified during the performance of these evaluations.

7. Transition Acceptance

Working closely with the client/customer, establish and document the transition acceptance criteria in this section. Criteria may include specific functionality and quality of deliverable. If an iterative development process is agreed, then the criteria should specify what is being delivered as well as what is expected to be included in the next iteration of the project.

In addition, representatives of the transitioning organization and the acquiring organization may create a Service Level Agreement that outlines the acceptance criteria for ongoing support of the delivered project.

8. Management Controls

This section outlines the management controls that will be employed to ensure each transition task is successfully executed and completed based on the approved acceptance criteria. This section should include procedures for progress control, quality control, change control, version control, and issue management during the transition process.

9. Configuration Control

This section outlines the configuration and change control procedures that will be employed during the transition phase of the project.

10. Transition Team

Complete the following chart to identify members of the transition team and their contact information. If the transition occurs over a long period of time, provide the ‘shift’ information for each team member.

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| --- | --- | --- | --- | --- |
| **Name** | **Email** | **Phone** | **Role During Transition** | **Shift** |
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11. Post-Implementation

This section includes a high-level timeline and list of post-implementation activities. These might include: a) the posting/distribution of FAQs and other key information,
b) monitoring/tracking of help desk tickets, c) follow-up meetings with client/customer.

12. Document Approval

The signatures below acknowledge that this transition plan is as complete and accurate as possible, and confirms the agreement/approval to proceed with the transition phase of the project.

|  |  |  |
| --- | --- | --- |
| Approver | Name (printed/typed) | Signature and Date Signed |
| IT Project Manager |  |  |
| IT Representative |  |  |
| Business Representative |  |  |
| Other: |  |  |

Document Tracking

|  |  |  |
| --- | --- | --- |
| **Date** | **Action Taken** | **By Whom** |
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