**COMMONWEALTH OF VIRGINIA**



**<Name> Program
Program Implementation and Transition to Operations Management (IMP) Plan**

**<Date>**

**Virginia Information Technologies Agency (VITA)**

**Program Implementation and Transition to Operations Management Plan Template v1**

#### Publication Version Control

| **Version** | **Control No.** | **Date** | **Revision Description** | **Prepared By:** |
| --- | --- | --- | --- | --- |
| Program Implementation and Transition to Operations Management Plan\_v1 |  | <Date> | First draft  |  |
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TABLE OF CONTENTS

[1. Document Change Control 3](#_Toc366580950)

[2. Related Documentation 3](#_Toc366580951)

[2.1. Applicable Program-Related Documents 3](#_Toc366580952)

[2.2. Applicable Standards, Policies, Guidelines, and Strategic Plans 4](#_Toc366580953)

[2.3. Applicable Industry Sources 4](#_Toc366580954)

[3. Introduction 5](#_Toc366580955)

[4. Management Overview 5](#_Toc366580956)

[4.1. Management Approach 5](#_Toc366580957)

[4.2. Integrated Transition Management Team Points of Contact 5](#_Toc366580958)

[4.3. Major Activities 6](#_Toc366580959)

[4.4. Implementation Schedule 6](#_Toc366580960)

[5. Hardware, Software, Data, Facilities, Training, Processes 6](#_Toc366580961)

[6. Transition to Operations 7](#_Toc366580962)

[7. Metrics Collection and Action Plans 8](#_Toc366580963)

[8. Approvals 9](#_Toc366580964)

[9. Appendices 10](#_Toc366580965)

[9.1. Program Implementation and Transition to Operations Management Plan Change Control Log 11](#_Toc366580966)

[9.2. Acronyms 12](#_Toc366580967)

[9.3. Project Closeout Transition Checklist 13](#_Toc366580968)

# Document Change Control

After this document is accepted by the Program Management Office (PMO), the approved version is the baseline. All baseline version document changes will be based on an approved change control procedure, as outlined in the Program Change and Configuration Management Plan.

A Change Control Process will be implemented to record significant changes within this document. Significant changes are those that will change the course of the Program and have an impact on the Program’s documented plans and approach.

The updated Change Control Log will be routed to the signatories for acknowledgement and approval. If all signatories attend an oversight committee forum, Program Implementation and Transition to Operations Management Plan Change Log approvals can occur there, and recorded in the minutes.

Once approved, the changes will be recorded in the Program Implementation and Transition to Operations Management Plan Change Control Log in the Appendix and a summary line will be added to the Publication Version Control table in the front of this plan.

|  |
| --- |
| **C:\Documents and Settings\jsj15756\Local Settings\Temporary Internet Files\Content.IE5\UCJ72LZ8\MP900398863[1].jpgLesson Learned/Best Practice**It is a best practice to begin change control after the drafted plan is finalized.  |

# Related Documentation

Related documents include Program-specific documentation, Commonwealth of Virginia standards, policies, guidelines, strategic plans, and industry best practices.

## Applicable Program-Related Documents

Applicable documents are those documents related to the Program. The specified parts of the applicable documents carry the same weight as if they were stated within the body of this document. The following documents are applicable to the Program.

* Program Governance and Quality Management Plan
* Program Communications Management Plan
* Program Post Implementation Review Plan
* Program Risks and Issues Management Plan
* Program Resource Management Plan
* Program Financial Management Plan
* Program Procurement Management Plan
* Program Change and Configuration Management Plan
* Program Architecture Plan
* Program Organizational Change Management Plan
* Program Implementation and Transition to Operations Management Plan

## Applicable Standards, Policies, Guidelines, and Strategic Plans

* Information Technology Resources Management (ITRM) Information Technology Investment Management (ITIM) Standard CPM 516-01
* Glossary of Terms and Acronyms
* ITRM Project Management Standard
* ITRM Program Management Standard
* ITRM Project Manager Selection Criteria
* Chief Information Officer (CIO) and Agency Strategic Plans

## Applicable Industry Sources

* Gartner, Inc.
* Project Management Institute

# Introduction

Explanation: Implementation is the process of getting the work generated during a Component Project completed with the end result working in a Production environment. Transition to operations and maintenance is the handover to personnel who are responsible for the day-to-day operations and maintenance of the product. They will incorporate the end result into their daily operational environment and schedule it for periodic maintenance activities. The Program Implementation and Transition to Operations Management Plan assures all the necessary steps are identified and planned with resources and infrastructure to manage the Program’s end results as part of daily operations.

# Management Overview

Explanation: Describe the management approach, points of contact, major activities, implementation schedule.

## Management Approach

Explanation: Identify the overall approach, or governing principles, to follow for successfully implementing and transitioning the Program to Operations and Maintenance. Roles, responsibilities and “ownership” of solution components must be explained.

## Integrated Transition Management Team Points of Contact

Explanation: Identify the Program’s implementation, operations, and maintenance resources. Include their names, departments, positions, and telephone numbers. The Integrated Transition Management Team will be the group primarily responsible for ensuring all issues are resolved for a smooth implementation and transition to operations. The Team should include members of the Operations and Maintenance functions to not only inform the team of how their respective areas works, but also to be available to answer questions arising from the discovery process during the Program’s lifecycle. Resources may include those knowledgeable in hardware, software, data, facilities, training, and processes.

They may be responsible for the following:

* Developing and managing implementation and transition plans and documentation
* Ensuring all interfaces are identified, defined, and managed
* Ensuring all the quality gates are achieved for the transition
* Supporting the preparation, review, and approval of Program/Component Project documentation, including closeout
* Identifying and managing implementation and transition-related risks and issues.
* Developing and implementing operational controls.

## Major Activities

Explanation: Document the major activities that will need to be accomplished for successful implementation of the Program. Think across the Component Projects. Are there any interdependencies that need monitoring as the Program and/or Component Projects achieve their project goals?

## Implementation Schedule

Explanation: Identify any milestone dates that are fixed across the Program and include them here.

# Hardware, Software, Data, Facilities, Training, Processes

Explanation: Describe the acceptable readiness state for hardware, software, data, facilities, training, and processes. For each Component Project on this Program, prepare a “Project Closeout Transition Checklist.” This checklist will be collected at the Program level and evaluated against all other Project Closeout Transition Checklists to assess the readiness of the Program to transition to operations. The checklist will be used at a point in time within the Component Project’s lifecycle where it makes sense and where tracking the items to closure compared to ensuring all the items are addressed happens at the appropriate time in the Component Project’s lifecycle.

# Transition to Operations

Explanation: Transitioning elements of the Program may or may not be complex; however, steps can be taken to ensure the transition occurs as smoothly as possible to the Operations and Maintenance groups. Have all the Component Projects review the attached transition checklist periodically for the operationally related areas and address them. Document here any concerns connected with transitioning to Operations and/or an overall transition process, if appropriate.

# Metrics Collection and Action Plans

*Explanation: Document the approach and metrics to be collected when managing Program resources. Document any action plans developed as a result of the metrics and document them in appropriate status reports. All metrics will be collected in an executive-level dashboard and presented at appropriate stakeholder meetings.*

| **Performance Measure** | **Green** | **Yellow** | **Red** |
| --- | --- | --- | --- |
| Component Project Closeout Transition Checklist | Component Project Closeout Transition Checklists trend towards closure**Action: do nothing** | Component Project Closeout Transition Checklists are stagnating for two weeks (number of open items remain the same). **Action: develop monitoring and mitigation action plans for Component Projects; present metric in the Steering Committee** | Component Project Closeout Transition Checklists are stagnating for more than two weeks. **Action: launch initiatives to fix the situation; make this the high priority for the Component Projects and assess what is causing the problem(s); may need to rebaseline the Component Project(s) and overall Program.**  |

# Approvals

Explanation: This section includes a document approval statement and a place for the approvers to sign. To add a signature block, insert another row in the table below then go to Insert > in the Text ribbon, select Signature Line > click OK > enter Signer’s name and role > check the box “Allow the signer to add comments…” > click OK.

The undersigned acknowledge they have reviewed the Program Implementation and Transition to Operations Management Plan and agree with the approach it presents. Any changes to this document will be coordinated with and approved by the undersigned or their designated representatives.

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# Appendices

Use the below Program Implementation and Transition to Operations Management Plan Change Control Log Template to build a separate document to maintain all Plan changes. Also include any Program-related acronyms in the acronym list.

## Program Implementation and Transition to Operations Management Plan Change Control Log

*Explanation: Record the significant changes to the Program Implementation and Transition to Operations Management Plan here cross referenced to all impacted Program-level artifacts. Document the change / version number and summary of the Program’s Implementation and Transition to Operations Management Plan changes in the Publication Version Control table in the front of this document. Use this as a template in a separate document. Typically, the Steering Committee approves the changes.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Change / Version No.** | **Date Change Approved** | **Description** | **Impacted Supporting Document(s)** | **Supporting Document Change / Version No.** | **Approved By** |
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## Acronyms

*Explanation: Consider compiling in the appendices a table of terms used throughout this document that may require definition or clarification for individuals unfamiliar with the Program. Adapt the standard list below if these terms are not used in this document.*

|  |  |
| --- | --- |
| **Acronym** | **Description** |
| COV | Commonwealth of Virginia |
| ITRM | Information Technology Resource Management |
| PMO | Program Management Office |
| PgM | Program Management |
| PM | Project Management |
| PMI | Project Management Institute |
| CTP | Commonwealth Technology Portfolio |
| ITIM | Information Technology Investment Management |
| CBA | Cost-Benefit Analysis |
| ROI | Return on Investment |
| IT | Information Technology |
| PMD | Project Management Division |

## Project Closeout Transition Checklist

Project Closeout Transition Checklist

Provide basic information about the project including: Project Title – The proper name used to identify this project; Project Working Title – The working name or acronym that will be used for the project; Proponent Secretary – The Secretary to whom the proponent agency is assigned or the Secretary that is sponsoring an enterprise project; Proponent Agency – The agency that will be responsible for the management of the project; Prepared by – The person(s) preparing this document; Date/Control Number – The date the checklist is finalized and the change or configuration item control number assigned.

|  |  |  |  |
| --- | --- | --- | --- |
| Project Title: |  | Project Working Title: |  |
| Proponent Secretary: |  | Proponent Agency: |  |
| Prepared by: |  | Date/ Control Number: |  |  |

*Complete the Status and Comments column. In the Status column indicate: Yes, if the item has been addressed and completed; No, if item has not been addressed, or is incomplete; N/A, if the item is not applicable to this project. Provide comments or describe the plan to resolve the item in the last column.*

| ***Item #*** | ***Item*** | ***Status*** | ***Comments/Plan to Resolve*** |
| --- | --- | --- | --- |
| 1.1 | Have all the product or service deliverables been accepted by the customer?  | Open or closed |  |
| 1.2 | Are there contingencies or conditions related to the acceptance? If so, describe in the Comments. |  |  |
| 2 | Has the project been evaluated against each performance goal established in the project performance plan? |  |  |
| 3.1 | Has the actual cost of the project been tallied and compared to the approved cost baseline? |  |  |
| 3.2 | Have all approved changes to the cost baseline been identified and their impact on the project documented? |  |  |
| 4.1 | Have the actual milestone completion dates been compared to the approved schedule? |  |  |
| 4.2 | Have all approved changes to the schedule baseline been identified and their impact on the project documented? |  |  |
| 5 | Have all approved changes to the project scope been identified and their impact on the performance, cost, and schedule baselines documented? |  |  |
| 6.1 | Has operations management formally accepted responsibility for operating and maintaining the product(s) or service(s) delivered by the project? |  |  |
| 6.2 | Has the documentation relating to operation and maintenance of the product(s) or service(s) been delivered to, and accepted by, operations management? |  |  |
| 6.3 | Has training and knowledge transfer of the operations organization been completed? |  |  |
| 6.4 | Does the projected annual cost to operate and maintain the product(s) or service(s) differ from the estimate provided in the project proposal? If so, note and explain the difference in the Comments column. |  |  |
| 6.5 | Are there any impacts to the HelpDesk? If yes, have proper communications been had with the HelpDesk? Do they know how to handle certain situations if they arise? |  |  |
| 6.6 | Have configurable items transitioned to the appropriate Operational team(s)? |  |  |
| 6.7 | Have maintenance schedules been prepared and transitioned to operations, where necessary? |  |  |
| 7 | Have the resources used by the project been transferred to other units within the organization? |  |  |
| 8 | Has the project documentation been archived or otherwise disposed as described in the project plan? |  |  |
| 9 | Have the lessons learned been documented in accordance with the Commonwealth Project Management guideline? |  |  |
| 10.1 | Has the date for the post-implementation review been set? |  |  |
| 10.2 | Has the person or unit responsible for conducting the post-implementation review been identified? |  |  |
| 11 | If outstanding issues, risks, and action items are open, have they been assigned to operations/maintenance personnel? |  |  |
| 12 | Has the decision log been transitioned to a Program assets repository for future reference? |  |  |

**Signatures**

The Signatures of the people below relay an understanding that the key elements within the Closeout Phase section are complete and the project has been formally closed.

|  |  |  |  |
| --- | --- | --- | --- |
| ***Position/Title*** | ***Name*** | ***Date*** | ***Phone Number*** |
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|   |  |  |  |
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