Support plan

Program id: <id>

Program name: <name>

Program manager: <name>

Project id: <id>

Project name: <name>

Project manager: <name>

Date: <date>

Version number: <version>

Status: <draft / final>

Note: All sections in this template require completion. Ensure the detail is appropriate and refer to or attach additional documentation if required. If a section is not relevant to your program/project, leave the section in, state 'n/a' and explain the reasons. (Optional: Delete this text box once the template is completed).

Use the footer field to track document version numbers.

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1. Document overview

The support plan is based on the support strategy developed during the Produce design stage and describes in detail how the solution will be supported. It also describes how and when support will be provided during user acceptance testing and the transition period and how the support organization will be established.

1.1 Definitions

Include the definitions of any terms used in this document that are specific to the program/project and those where there may be ambiguity. Do not include terms in the public domain or those in wide use in the Group.

Term	Definition

1.2 Referenced documents

Provide a list of key documents referenced in this document or used to provide input into this document. Identify each document by title, version and date. Explain succinctly why the document is referenced (e.g. for program/project context). Specify the source (team/person) and document location (preferably soft copy).

The following key documents are referenced in this document:

Document	Version	Why referenced	Source / location
Implementation plan			
Future operational environment			
Detailed requirements			
Support strategy			

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