Schedule

TRANSITION PLAN

Revisions

Date	Document Revision No.	Sections Changed	Summary of Changes
	0.1	All	draft

Authorizations

Signed for and on behalf of: Signed for and on behalf of:

Customer X Australia Pty Ltd   THE VENDOR

Name......................................   Name...................................

Signature...............................   Signature...............................

Position...................................   Position...................................

Date..   Date..

Document Control & Distribution

This Transition Plan is maintained and updated in accordance with Customer X document control procedures. Changes may only be made to this Plan with the written agreement of Customer X. Updated versions of this Plan will be distributed to relevant Customer X and Vendor personnel involved in transition.

Purpose of This Document

The purpose of this document is to provide a clear description of the obligations of both parties and the Acceptance Criteria in relation to the Transition Project.

Contents

1   Definition

Transition is the process of managing the initial implementation of the Agreement. The Transition process is managed as a project (the Transition Plan), the deliverables being determined by the requirements of the Agreement (including its schedules). This Schedule defines the objectives of the Transition Plan. It is intended that the Transition Plan will be further developed into comprehensive plans by Customer X's and the Vendor's Transition Managers. Upon signing of the Agreement both parties agree to further refine and finalize the Transition Gantt Chart (Appendix A) as shown in the activities within that plan.

The Transition Project starts when the Agreement is signed and is completed when the agreed Transition acceptance criteria have been met.

2   Key Objectives

The key objectives of the Transition Project are to:

- ensure that both parties are in a position to fulfill their obligations as laid out in the Agreement (including its schedules)
- establish operational support for the infrastructure and services as designed
- ensure continuity of services during Transition
- wherever practicable to do so minimize the disruption to Customer X's business
- ensure that all service levels defined in Schedule 5 are measurable and can be reported as required
- establish the Services to be supplied by the Vendor
- transfer the agreed business systems to the new UNIX servers in the Vendor's data centers
- transition the agreed Wintel servers, communications and racks to the Vendor's agreed data center

3   Critical Success Factors

Successful completion of Transition requires that:

- Services must be delivered to Customer X meeting the performance requirements of the Agreement
- The Transition Project must be adequately resourced by both parties
- The agreed Transition Acceptance Criteria have been satisfied and signed off by Customer X
- Completion of the Transition Project as required by the Agreement (including its Schedules)

4   Assumptions

In preparing the transition plan the Vendor has made a number of assumptions about the Customer X environment and the roles and responsibilities of Customer X. These assumptions will be reviewed during the planning stage and any impact on resourcing or risk will be incorporated into the final plan. Variations to resourcing and risk will be managed by the agreed Change Management process and may result in a variation to the Charges. These assumptions are stated below:

1.   Hostnames do not change.

2.   I.P. dependencies are not hard coded.

3.   'Crash and Burn' system is a vanilla SAP install only.

4.   the Vendor will only move the internal SAP technical settings of printers to the target system.

5.   Customer X to perform all printers testing.

6.   There is sufficient free disk space on the servers to export the databases.

7.   The Vendor will provide, where available, standard tools for the conversion of system scripts from the existing operating system version to the target operating system version.

8.   That Customer X will,

    a)   provide sufficient downtime to allow for migration activities.

    b)   have sufficient and suitable resources available to perform their responsibilities.

    c)   provide the necessary SAP Basis specialist to provide overall SAP migration assistance to the Vendor during the migration activities.

    d)   provide the necessary SAP Basis specialist for the duration of each business migration to provide business specific assistance to the Vendor during migration activities.

    e)   be responsible for all system, network and application acceptance testing.

    f)   be responsible for all Shell Scripts.

    g)   be responsible for configuration of all third party and in-house interfaces and applications.

    h)   participate in planning sessions and provide all required systems or network information.

    i)   perform backups of all SAP systems prior to trial and final migrations.

    j)   perform backups of all systems prior to site relocations.

    k)   provide all standard SAP and related software and migration tools/kits as requested by the Vendor.

    l)   ensure acceptable periods for freezing transports of repository objects are put in place as requested by the Vendor.

    m)   create and implement test plans to verify technical and application functionality during post migration.

    n)   schedule relevant SAP Go-live checks with SAP group and perform any action items arising from the Go-live reports.

    o)   will be responsible for the costs related to the SAP group.

    p)   assist in tasks to be performed on source systems (e.g. export database, prepare export migration tool, transfer database dump file(s) from source system to target system, NFS configuration etc.)

    q)   perform the updating of the SAP front end.

    r)   perform any non-core SAP systems reconfiguration work.

    s)   migrate any archived data.

5   Transition Project Stages

5.1   Pre-Transition

The purpose of this stage is to prepare and agree the final transition strategy and approach and the final detailed transition plan.