
[Customer]

Managed Services

Transition Project Management Plan Sample

Consulting Cloud Preview

Table Of Contents

1	Preface	4
	Who should use this document.....	4
	Change Control - Summary of changes.....	4
	Review and approval of this document	4
	Document Control Information.....	4
	Distribution.....	4
2	Introduction.....	5
	Key Benefits to VENDOR Z's Project Methodology	5
	Experience with Service Provider Transitions	6
	Objectives.....	6
3	Process	7
4	Due Diligence Phase.....	8
	Technical Analysis of Infrastructure.....	8
	Technical Analysis of Operations Procedures	8
	Contract Negotiation	9
	Preparation and Planning.....	9
	Management and Administration Phase.....	10
	Transition Management and Control	10
5	Implementation Phase.....	11
	Introduction to Site.....	11
	Documentation.....	11
	Service Desk	11
	Problem Resolution and Incident Management.....	11
	Configuration Management Services.....	11
	Capacity Management Services.....	12
	Maintain Designated Systems.....	12
	Backup and Recovery	12
	Server Relocation.....	12
	Servers, Desktop Devices and the Local Area Network	12
	Designated Software.....	13

Enterprise Monitoring and Management Services.....	13
Audits 13	
Commence Services.....	13
6 Project Completion Phase.....	14
Post Installation Phase.....	14
7 Miscellaneous Items.....	15
Roles and Responsibilities.....	15
Role and Responsibilities of VENDOR Z Staff.....	15
Role and Responsibilities of Customer X.....	15
Communication Plan.....	16
Licenses / Agreements Required.....	16
Transition Task Plan and Milestone Schedule.....	17
Special Circumstances.....	17
Control Measures or Risk Abatement.....	17
Interim Reduction in the Required Standard of Service.....	17

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1 Preface

Who should use this document

This document has been produced for the exclusive use of all personnel involved in the provision of IT services to [customer]. This includes VENDOR Z and [customer] personnel.

Change Control - Summary of changes

The following people has amended this document for issue:

VERSION NO	DATE	NAME	PURPOSE
1			
2			
3			

Review and approval of this document

This document has been reviewed and approved for issue by the following people:

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Document Control Information

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Distribution

Controlled paper copies are distributed to:

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- [customer] Contract Manager.

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2 Introduction

Transition is the process of transferring support of Customer X's infrastructure and processes from its existing service provider to VENDOR Z. At the end of the transition phase VENDOR Z will assume full responsibility for delivery of the services.

The management challenges arising from a service supply arrangement require strong project management skills and an effective transition strategy to achieve successful outcomes and benefits. The VENDOR Z Project Management Process (PMP) embraces more than 13 years in implementing successful Information Technology Solutions in organizations both locally and globally. VENDOR Z has refined its project management methodology to encompass all of its experience in IT related projects; combining its proven projects skills and expertise with its wealth of technical and business skills. The VENDOR Z expertise in the preparation and planning of transition projects is the key to ensuring project success. The VENDOR Z Project Management Process has been successfully used in the transition of over 500 systems into the care of VENDOR Z.

VENDOR Z is proud of the fact that to date our transition methodology has delivered a 100% success rate in the transition of our customers. We are confident our proven methodology will result in a successful transition.

The tasks involved in the transition process, many of which will be run concurrently, are described below. An experienced Project Manager will be assigned to oversee the process of implementing all tasks to ensure the success of the project.

VENDOR Z understands that Customer X will have business commitments which will dictate the order and time frames in which the transition can be performed and will cooperate in every way possible to ensure that the needs of the business can be satisfied. VENDOR Z will identify, in a collaborative approach the procedures and processes that need to be transitioned.

Key Benefits to VENDOR Z's Project Methodology

VENDOR Z transition projects are designed to:

- Minimize system downtime of servers and critical network equipment.
- Minimize the disruption to end-users by pre-configuring, scripting and testing of system installations.
- Keep the project to schedule and budget by employing detailed preparation and planning techniques combined with project monitoring and control methods.
- Maximize the business benefits by focusing on the key objectives and remaining flexible in its delivery.
- Maintain Quality of Service by using standardized acceptance-testing procedures to ensure that nothing is overlooked.

In addition to standards of industry compatibility, VENDOR Z enforces strict quality assurance standards using the VENDOR Z Quality Management System (QMS). The QMS is used both internally and in its selection of suppliers and components. The company's emphasis on quality extends to the implementation and project management methodologies it employs. VENDOR Z follows recognized project management procedures. These processes and procedures are in-line