

State of Vermont

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Project Name Here

Support Transition Plan

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Prepared By: (Your Name)

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# Revision History

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# Definitions

The following are definitions of terms, abbreviations and acronyms used in this document.

|  |  |
| --- | --- |
| Term | Definition |
|  |  |
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# Overview

*In this template, instructions are included in italics. When you have completed the template and no longer need the instructions, delete them.*

Provide a brief overview of the transition goals, any assumptions that the plan is based on, and any risks that have been identified that could severely limit your ability to complete the transition on schedule.

**Goals:**

**Assumptions:**

**Risks:**

**Other:**

# Transition Team

List the members of the transition team, providing the name of the person who fulfills each roll.

|  |  |
| --- | --- |
| Transition Role | Who |
| Transition Team Leader | [Name of Technical Project Manager] |
| Project Leader | [Name of Business Project Manager] |
| Transition Specialist |  |
| Project Team |  |
| Database Administrator |  |
| Systems and Networking |  |
| Production Support |  |
| Desktop Support |  |
| Help Desk |  |
| OPS |  |
| Platform Support |  |
| Project Development |  |

# Transition Process Tasks

List the tasks that must be accomplished during the transition process. Some tasks will be repeated for each deliverable—be sure to include each task for each deliverable. This list of tasks can then be given to the project manager to be included in the MS Project plan for the development project. The following table suggests tasks, roles for who is responsible for each task, and a general timeframe for when the task is due. You should replace the role names with actual names, and the general time with a specific due date, and change the text formatting back to regular text. You will probably also have additional tasks to add to the list.

**The transition tasks include:**

|  |  |  |
| --- | --- | --- |
| Task | Who's  Responsible? | When Is It  Due? |
| Coordinate transition planning meeting | Technical Project Manager | Planning |
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# Training

## 4.1 Required Skill Levels

Estimate the necessary level of skill to support the application, in terms of business knowledge, application knowledge, and software knowledge. List the skills, making sure not to forget the system software knowledge required.

|  |  |  |  |
| --- | --- | --- | --- |
| Skill | Level of  Expertise | Availability  Required | Degree of  Applicability |
| Description of skill | Trainee, moderate, expert, or explain what is necessary | Indicate where the  skill must be available: On the  team, in IS, in C&C, or in user area | Rate the applicability of the skill to the system,  using a scale of 1-5, with 1=light and  5=heavy |
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## 4.2 Training Needs

Based on the estimated skill levels, and some knowledge of the skill levels of the production support staff, estimate the training needs. List recommended knowledge transfer activities. List any courses that will be required and include a schedule of when those courses are offered.

## 4.3 Training Plan

Provide a training plan, including a schedule for completing any necessary course work, and for knowledge transfer activities.

# Resources

## 5.1 Production Support Resources

Estimate the resources required to support the application in steady-state production and during the shakedown period. Provide the estimate as both a head count, and an FTE count, for example: 2 people at 25-75% (1 FTE).

## 5.2 Transition Resources

Estimate the resources needed for the transition.

# Timelines and Milestones

Estimate the length of the transition period, and the extent of overlap with development. Also estimate the length of the expected Close period. Assign a production delivery date. Estimated dates for the milestones of Ramp up, going live, and entering steady-state production should be included. In addition, include the dates for any expected outside training classes for support staff that will be required.

# Approvals

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name and Title | Signature | Date |
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