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# Implementation Plan

## Executive Summary

The Apelo Dental Clinic System project is nearing completion, and as part of the project closeout, a transition out plan has been developed to ensure a smooth handover of the system to its new owners. The purpose of this plan is to provide a high-level overview of the transition process, including the history of the contract, the current state of the system, and the planned transition to the new owners. The Apelo Dental Clinic System was developed by our organization in collaboration with the client to improve their data management storing and queuing system. The system has been in use for the past year and has successfully achieved the project objectives. As per the contract agreement, the system is now transitioning to the client's ownership. The current state of the system is stable and operational. All required functionalities have been tested and validated, and user training has been completed. As we transition out, we aim to ensure that the client is equipped with all necessary documentation and support to manage and maintain the system effectively.

The new owners will receive all project deliverables, including technical documentation, user manuals, and source code, to ensure they have a comprehensive understanding of the system. We will also provide knowledge transfer sessions to the new owners, covering system operations, maintenance, and troubleshooting. The transition out plan for the project includes a detailed timeline with a focus on a smooth and successful handover to the new contractor. The execution phase of the transition plan involves user training and go-live, which will take place at the end of August 2023.

The closeout phase of the plan involves several key activities, including documenting lessons learned, updating files and records, gaining formal acceptance, archiving files and documents, and holding a project closeout meeting. These activities will take place throughout September 2023, with the project closeout meeting scheduled for the end of the month. Throughout the transition, the transition team will work closely together to ensure a smooth handover and minimize any disruptions to the project's operations.

The team will consist of various roles, including the Transition Project Manager, Technical Lead, Subject Matter Experts, Quality Assurance Lead, and Project Team Members. By following this transition plan and timeline, the project team aims to ensure a successful and seamless handover to the new contractor while maintaining the quality of the project's deliverables. Overall, the transition out plan aims to ensure that the client receives a fully operational and sustainable system, and that our organization completes the project on a positive note.

## Transition Approach

### Overall Approach:

The approach for the Transition Out plan for the Apelo Dental Clinic System Project will be a phased transition approach since there is a need for continuity and minimal disruption to ongoing operations. This approach allows for a gradual and systematic transfer of knowledge, resources, and responsibility to the new team, minimizing the risk of downtime and service interruption.

The transition approach will include the following steps:

1. Communication Plan: The communication plan will ensure that all stakeholders are aware of the transition plan, timelines, and expectations for the transition.
2. Transition Planning: The transition plan will be developed in coordination with the Apelo Dental Clinic Staff, and it will include a detailed timeline of all activities that need to be completed during the transition.
3. Knowledge Transfer: Knowledge transfer will occur through various means, such as documentation, instruction manuals, as-built documents, and formal training classes, to ensure that the Apelo Dental Clinic Staff has the necessary skills and knowledge to support the system.
4. Staffing: During the transition, the project team will scale down their staff to a minimum level required to support the knowledge transfer and transition activities.

### Timeline:

The transition out plan for this project involves a comprehensive schedule of activities that are necessary to successfully transition from the incumbent contractor to the Apelo Dental Clinic Staff. The transition plan is broken down into two main phases, execution, and closeout. The execution phase includes user training and go-live events that are scheduled from August 28th to August 31st. The closeout phase involves document lessons learned, update files/records, gain formal acceptance, archive files/documents, and project closeout meeting. These activities will be conducted from September 1st to September 29th. The timeline provides a detailed schedule for each activity to ensure timely completion of all transition activities. The success of the transition plan will depend on the careful planning and execution of each activity as outlined in the timeline.

### Assumptions:

The following assumptions will be made for the transition approach:

1. The Apelo Dental Clinic staff will be available onsite meeting to participate in the transition and receive knowledge transfer.
2. The project team will provide all necessary documentation, training, and instruction manuals to the Apelo Dental Clinic Staff to facilitate knowledge transfer.
3. The owner will provide all necessary equipment and software licenses for the Apelo Dental Clinic Staff to support the system.
4. The Apelo Dental Clinic Staff will have the necessary skills and knowledge to support the system after the completion of the transition.

## Transition Team Organization

### Roles and Responsibilities:

* 1. **Transition Project Manager (TPM**): Overall responsible for the success of the transition. The TPM will manage the transition team, ensure timely completion of transition activities, coordinate with the customer, and ensure compliance with the transition plan.
  2. **Developers/Technical Lead (TL):** Responsible for providing technical expertise on the project. The Developers/Technical Lead will work closely with the project team to understand the system and develop a plan for the transition. The TL will also be responsible for coordinating with the new contractor to ensure a smooth transition of technical knowledge and expertise.
  3. **Subject Matter Experts (SMEs):** Responsible for providing subject matter expertise on specific areas of the project. The SMEs will work closely with the developers, project team and the Apelo Dental Clinic Staff to ensure a smooth transition of knowledge and expertise.
  4. **Quality Assurance (QA) Lead:** Responsible for ensuring that all deliverables meet the quality standards set forth in the transition plan. The QA Lead will work closely with the TPM to develop quality metrics and ensure that all transition activities are completed to a high standard.
  5. **Project Team Members:** Responsible for providing support with knowledge and expertise on the system. They will work closely with the TPM, developers, SME, and Apelo Dental Clinic Staff members to ensure a smooth transition of knowledge and expertise.

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| **Roles** | **Responsibilities** |
| **1. Transition Project Manager (TPM**): | Overall responsible for the success of the transition. The TPM will manage the transition team, ensure timely completion of transition activities, coordinate with the customer, and ensure compliance with the transition plan. |
| **2. Developers/Technical Lead (TL):** | Responsible for providing technical expertise on the project. The Developers/Technical Lead will work closely with the project team to understand the system and develop a plan for the transition. The TL will also be responsible for coordinating with the new contractor to ensure a smooth transition of technical knowledge and expertise. |
| **3. Subject Matter Experts (SMEs):** | Responsible for providing subject matter expertise on specific areas of the project. The SMEs will work closely with the developers, project team and the Apelo Dental Clinic Staff to ensure a smooth transition of knowledge and expertise. |
| **4. Quality Assurance (QA) Lead:** | Responsible for ensuring that all deliverables meet the quality standards set forth in the transition plan. The QA Lead will work closely with the TPM to develop quality metrics and ensure that all transition activities are completed to a high standard. |
| **5. Project Team Members:** | Responsible for providing support with knowledge and expertise on the system. They will work closely with the TPM, developers, SME, and Apelo Dental Clinic Staff members to ensure a smooth transition of knowledge and expertise. |

## Workforce Transition

The workforce transition is a critical aspect of the transition out plan for the Apelo Dental Clinic System project. In order to ensure a smooth and efficient transition, it is essential to determine and communicate the workforce plan of time. As part of the transition team, the Transition Project Manager will work closely with both the incumbent and new contractors as well as the customer to determine the best course of action for the workforce.

This may include retaining current staff, transitioning staff to the new contractor, or hiring new staff altogether. Communication will be key in this process, as the workforce must be informed of any changes in a timely and respectful manner. The Transition Project Manager will work closely with HR and management to ensure that all staff are aware of their options and are provided with the necessary support throughout the transition process.

In addition, any necessary training or re-training will be provided to ensure that the workforce is fully equipped to continue providing high-quality services during and after the transition period. The workforce transition plan will be regularly reviewed and updated as necessary to ensure that the project is successfully completed on time and within budget.

## Workforce Execution During Transition

During the transition period of the Apelo Dental Clinic System project, work will still need to be performed they are as follows:

* **User Training:** This will involve the development and delivery of training materials to educate users on the new system. The training sessions will likely be held over a period of three days and will involve both classroom and hands-on training.
* **Go Live**: This will be the actual launch of the new system. The team will need to ensure that all systems are in place and functioning correctly before the system is made available to users. This will likely involve final system testing and ensuring that all data has been migrated correctly.
* **Document Lessons Learned:** This phase will involve documenting the lessons learned during the project. This includes identifying areas where the team performed well, as well as areas where there is room for improvement. The document will be used to help inform future projects and ensure that best practices are adopted moving forward.
* **Update Files/Records**: During this phase, the team will be responsible for updating all relevant files and records to reflect the completion of the project. This may involve archiving certain documents or updating contracts and agreements with new information.
* **Gain Formal Acceptance:** This phase involves formally gaining acceptance from the customer that the transition has been completed successfully. The team will need to ensure that all deliverables have been met and that the customer is satisfied with the new system.
* **Archive Files/Documents:** This phase involves archiving all project-related files and documents. This may include contracts, agreements, project plans, and other relevant materials.
* **Project Close Out Meeting**: The final phase of the transition will involve a project close out meeting with all stakeholders. This will be an opportunity to discuss the project as a whole, including any successes or areas for improvement, and to ensure that all outstanding issues have been resolved.

## Subcontracts

No contracts or subcontract agreements about this project currently exist, thus there is no need for any transfer or transition of contracts or related agreements.

### Property Transition

1. **Government Furnished Equipment (GFE)**

Since there is no involvement of Government Furnished Equipment (GFE) in the Apelo Dental Clinic System project, this section of the transition plan is not applicable.

1. **Incumbent Owned Equipment**

It is crucial to clearly specify the equipment owned by the current party and ensure it remains in their possession. In case there is any equipment required for supporting the customer's applications and services, the plan should indicate whether the new contractor or customer has the choice to buy or utilize it. Additionally, the plan should incorporate a schedule for the transfer of ownership and any essential paperwork, such as bills of sale or agreements for transferring ownership.

If Apelo Dental Clinic can provide the necessary equipment upon transition, there may not be a need for the project team to transition the equipment to ADENICSY. However, it remains crucial to clearly distinguish between the equipment owned by the incumbent and the equipment that will be supplied by Apelo Dental Clinic. This is necessary to facilitate a seamless transition and prevent any potential conflicts or misunderstandings. The project team should closely collaborate with Apelo Dental Clinic and ADENICSY to ensure that all required equipment is accessible and appropriately transferred.

1. **Intellectual Property**

During the transition process of the Apelo Dental Clinic System Project, it is crucial to give careful thought to the management of intellectual property (IP) to facilitate a seamless transfer of all pertinent documentation, supplier and subcontractor details, service agreements, as well as original designs or plans. Intellectual property entails various legal considerations and may involve the requirement of non-disclosure agreements (NDAs) between the current party and the customer.

The following steps will be taken to ensure proper handling of intellectual property during the transition:

1. Identification of all relevant intellectual property:

All intellectual property related to the project will be identified, including but not limited to design documents, patents, trademarks, copyrights, software code, and any proprietary information or trade secrets.

1. Evaluation of contractual agreements:

The current contractual agreements about the ownership and transfer of intellectual property will be examined and assessed to guarantee adherence during the transition.

1. Negotiation of new agreements:

If there are any discrepancies or inadequacies in the current agreements, new agreements will be negotiated among the incumbent, new contractor, and customer to ensure the appropriate ownership and transfer of all intellectual property.

1. Protection of intellectual property:

Throughout the transition period, adequate safeguards, such as non-disclosure agreements (NDAs) and other legal measures, will be implemented to ensure the protection of all intellectual property.

1. Transfer of intellectual property:

Once the transition process is finalized, the transfer of all pertinent intellectual property will be carried out by the contractual agreements in effect. The intellectual property will be transferred to the new contractor, the customer, or retained by the incumbent, depending on the terms specified in the agreements.

By following these steps, the Apelo Dental Clinic System Project can ensure a smooth and secure transition of all intellectual property related to the project.

1. User Accounts and Passwords

As part of the transition plan for the Apelo Dental Clinic System project, it is important to address the transition of user accounts and passwords. The following details the steps and considerations for this aspect of the property transition:

1. User Account Inventory

* Firstly, it is essential to create a detailed inventory that encompasses all user accounts and their corresponding privileges. This inventory should encompass both internal and external users, including system administrators, third-party vendors, and end users. Additionally, the inventory should clearly indicate which accounts are inactive or no longer required for the system.

1. Password Security

* Maintaining security during the transition is crucial, and this can be achieved by resetting or disabling all user passwords. By taking this step, unauthorized access to the system and its data can be prevented. Before the transition takes place, users should be informed to change their passwords to a temporary one provided to them. Subsequently, during the transition, the new contractor or system owner should enforce the creation of new, strong passwords by all users.

1. Account Transition and Disablement

* After addressing the inventory and password security measures, the subsequent task is to determine which accounts will undergo the transition process and which accounts will be deactivated. The transition plan should clearly outline the individuals entrusted with overseeing the transfer of accounts and passwords, ensuring a seamless transition.
* If there is a need to disable accounts, the transition plan should provide comprehensive information regarding the process and procedures for deactivating accounts. This is crucial to ensure that the access rights of terminated employees, contractors, or third-party vendors are promptly revoked.

1. Table of User Accounts

* Within the transition plan, it is necessary to include a table comprising all user accounts that will either undergo the transition or be disabled. This table should encompass the username, associated email address, and corresponding privileges or access rights for each account. Additionally, the table should specify whether the account will be transitioned or disabled, accompanied by any specific instructions for the transition process.

To conclude, the transfer of user accounts and passwords is a critical component of the Apelo Dental Clinic project's property transition plan. By adhering to a thorough inventory, implementing password security measures, following account transition and disablement procedures, and furnishing a user account table, a seamless and secure transition can be accomplished.

## Knowledge Transfer

Documentation/Manuals:

* The project team and senior developer will provide documentation and manuals to the Apelo Dental Clinic.
* The documentation package will encompass an overview of the project, system architecture details, functional requirements, technical specifications, and other pertinent information. This documentation will aid the Apelo Dental Clinic staff in gaining a comprehensive understanding of the system and its functionality.
* The manuals will offer detailed, sequential guidance on executing specific tasks associated with the system.

Training:

* The project team, along with a senior developer, will provide personalized training to the Apelo Dental Clinic to ensure a comprehensive understanding of the system and its operational procedures.
* The Apelo Dental Clinic will be granted access to online training materials and resources, which will assist them in enhancing their knowledge and skills about the system.
* The Apelo Dental Clinic will take on the responsibility of disseminating the information to their staff members, as formal classroom training or scheduled sessions may not be feasible in their dynamic and fast-paced work environment.

As an integral component of the Knowledge Transfer Plan, frequent check-ins and meetings will be arranged between the project team, senior developer, and Apelo Dental Clinic. These interactions aim to facilitate a successful transfer of knowledge and address any questions or concerns promptly. Furthermore, any modifications or updates to the system will be documented and shared with the Apelo Dental Clinic staff, ensuring that they have access to the latest information.

## Schedule

A screenshot of a computer

Description automatically generated with low confidence

A screenshot of a computer

Description automatically generated with medium confidence

## Handover and Acceptance

Upon the finalization of the transition plan, which incorporates all essential documentation and deliverables, the process of handover and acceptance will commence. The project team will subsequently arrange a formal meeting with the project sponsor and other relevant stakeholders to thoroughly assess the transition plan and ensure that all necessary requirements have been met.

During the handover meeting, the project team will present the finalized transition plan, along with all the necessary documentation and deliverables, to the project sponsor and other relevant stakeholders. Subsequently, the project sponsor and stakeholders will carefully examine the materials and engage in discussions regarding any unresolved matters or concerns.

Upon the resolution of all outstanding matters, the project sponsor and stakeholders will proceed to sign the formal acceptance document. This document serves as proof that the handover process has been effectively completed. The acceptance document will also feature a checklist encompassing all the necessary deliverables and documentation, accompanied by the signatures of all stakeholders who have reviewed and granted approval for the materials.

The handover and acceptance section will additionally delineate the procedures for addressing any lingering issues or concerns that may arise after the completion of the handover. This may entail following a formal dispute resolution process or implementing corrective actions to rectify any identified deficiencies.

Overall, the handover and acceptance section within the contract transition out plan will offer a comprehensive and explicit roadmap for accomplishing the handover process, guaranteeing the contentment of all stakeholders with the outcomes.