IMPLEMENTATION PLAN

SurveiRams

ASIA PACIFIC COLLEGE
3 HUMABON PLACE, MAGALLANES
MAKATI CITY, 1232 METRO MANILA

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Executive Summary

The project team has created a transition out plan as part of the project closeout for the SurveiRams Ticketing System. This will enable a smooth transfer of ownership to the new owners. This plan's goal is to give a broad picture of the transition process, including the background of the contract, the system's current situation, and the anticipated transition to the new owners.

To improve their reporting processes, our team and the customer together developed the SurveiRams Ticketing System and accomplished the project's goals. According to the terms of the contract, ownership of the system has now been passed to the client.

The system is functioning and stable right now. The user training process has been finished, and all necessary functionalities have been tested and validated. As the project team leave, the team want to make sure the client has access to all the information and assistance they need to efficiently manage and maintain the system.

To make sure the new owners have a thorough understanding of the system, all project deliverables will be given to them, including technical documentation, user manuals, and source code. Additionally, the project team will offer the new owners knowledge transfer sessions covering system operations, maintenance, and troubleshooting.

The project's transition out plan consists of a thorough schedule with an emphasis on a successful and flawless handover to the next contractor. User education will take place during the implementation phase of the transition plan, which will begin in the middle of April 2024. Documenting lessons learned, updating files and records, obtaining official acceptance, archiving files and papers, and convening a project closeout meeting are just a few of the crucial tasks that are included in the plan's closeout phase. The project closeout meeting is scheduled for the end of June 2024, following the completion of these tasks. The transition team will be working closely throughout the entire process to guarantee a seamless handover and reduce any disruptions to the project's operations. The team will be composed of a variety of members, including the project team members, developers, and the transition project manager. The project team hopes to achieve a successful and seamless handover to the new contractor while preserving the quality of the project's deliverables by following this transition strategy and timeframe.

The overall goal of the transition out plan is to guarantee that the client receives a fully functional and long-lasting system and that our team successfully completes the project.

Transition Approach

General Approach:

A phased strategy will be used to provide a seamless and uninterrupted transition for the SurveiRams Ticketing System Project, prioritizing continuity and causing the least amount of inconvenience possible. The goal is to carefully and methodically transfer knowledge, assets, and duties to the new team to reduce the possibility of service interruptions and downtime.

The project transition process encompasses the following stages:

a.   **Identifying Key Variables:** A thorough understanding of the crucial elements, variables, or parameters relevant to the project will be established. This entails identifying critical components that have a big impact on the project's overall success.

b.   **Roles to be assigned:** Each team member's precise roles and duties will be decided. This involves assigning specific tasks and explaining the roles and responsibilities of everyone involved in the project.

c.   **Clarifying Responsibilities:** Each team member will have their duties clearly and concisely specified. This makes sure that everyone is fully aware of their own responsibilities and the standards expected of them.

d.   **Work Delegation:** Tasks and activities will be assigned to team members who have the necessary knowledge and abilities. The delegation procedure makes sure that the task is distributed effectively and efficiently.

e.   **Monitoring Project Progress:** The project's progress will be closely monitored to make sure that tasks and milestones are finished on time. This makes it possible to quickly identify any problems or delays and take immediate corrective action.

f.   **Implementing Corrective Action:** Appropriate corrective steps will be performed in the event that there are any project-related difficulties or problems. This could entail changing the project schedule, reallocating resources, or making the necessary corrections to guarantee project success.

These processes are essential to the project management process because they enable efficient staffing allocation, knowledge transfer, effective communication, careful planning, and proactive progress monitoring.

Timeline:

The transition plan is divided into two primary phases:

Implementation Phase (April 18, 2024 – June 26, 2024)

- Identifying Key Variables: Apr 18 – Apr 26 (7 days)
- Determine Roles: Apr 29 – May 3 (5 days)
- Determine Responsibilities: May 6 – May 13 (5 days)
- Delegate the work/User Training: May 14 - May 31 (14 days)
- Progress Monitoring: June 3 – June 12 (7 days)
- Take Corrective Action: June 13 – June 26 (10 days)

Closeout Phase (June 27, 2024 – August 12, 2024)
- Finalizing project deliverables: June 27 – July 3 (5 days)
- Confirm Project Completion: July 4 – July 12 (7 days)
- Review all contracts: July 15 – July 23 (7 days)
- Reviewing Documentation: July 24 – Aug 12 (14 days)

The timeline offers a thorough schedule for every activity, making sure that all transitional activities are finished on time. The successful implementation of each task as specified in the timeline requires careful planning and scheduling.

Assumptions:

To facilitate the transition approach, the following assumptions will be made:

a.   The Project Developers and Software Testers will actively participate in the transition process and receive knowledge transfer by being physically present on-site or available for online sessions.

b.   To facilitate the knowledge transfer, the project team will give the Quality Assurance Lead all required documents, training materials, and instruction manuals.

c.   The project team will receive the necessary hardware and software licenses from Asia Pacific College (APC) in order to maintain the system.

d.   The project team is equipped with the necessary knowledge and abilities to maintain the system after the transition is complete.

Transition Team Organization

1.   **Transition Project Manager (TPM):** The person responsible for the transition's overall success. The TPM manages the transition team, makes sure that tasks are finished on time, keeps communication open with the client, and ensures that the transition strategy is followed.

2.   **Developers/Technical Lead (DTL):** Responsible for providing technical expertise throughout the project. To understand the system and create a transition strategy, the project team and the developers/technical lead work closely together. The TL also promotes communication with the new contractor to guarantee a smooth transfer of technical know-how.

3.   **Software Tester Lead (STL):** Tasked with managing testing efforts, developing test plans, and maintaining software quality standards. To achieve a successful and efficient software testing process, the STL works closely with project managers, developers, and stakeholders.

4.   **Quality Assurance (QA) Lead:** Liable for ensuring that all deliverables adhere to the quality requirements outlined in the transition plan. The TPM and the QA Lead collaborate closely to create quality measures and guarantee that all transition tasks are completed to a high standard.

5.   **Project Team Members:** Accountable for offering assistance, information, and knowledge about the system. To ensure a smooth transfer of knowledge and skills, they collaborate closely with the TPM, developers, and other team members.

Role	Responsibilities
Transition Project Manager	The person responsible for the transition's overall success. The TPM manages the transition team, makes sure that tasks are finished on time, keeps communication open with the client, and ensures that the transition strategy is followed.

Table 6.11—1: Roles and Responsibilities

Wokforce Transition

The SurveiRams Ticketing System project's transition strategy places a lot of attention on the workforce transfer. A thorough workforce plan must be established and successfully communicated in order to guarantee a smooth and effective transition.

Developers/Technical Lead	Responsible for providing technical expertise throughout the project. To understand the system and create a transition strategy, the project team and the developers/technical lead work closely together. The TL also promotes communication with the new contractor to guarantee a smooth transfer of technical know-how.
Software Tester Lead	Tasked with managing testing efforts, developing test plans, and maintaining software quality standards. To achieve a successful and efficient software testing process, the STL works closely with project managers, developers, and stakeholders.
Quality Assurance Lead	Liable for ensuring that all deliverables adhere to the quality requirements outlined in the transition plan. The TPM and the QA Lead collaborate closely to create quality measures and guarantee that all transition tasks are completed to a high standard.
Project Team Members	Accountable for offering assistance, information, and knowledge about the system. To ensure a smooth transfer of knowledge and skills, they collaborate closely with the TPM, developers, and other team members.

The Transition Project Manager will work closely with the customer, the existing and new contractors, as well as the transition team to decide on the best strategy for managing the workforce. This may include taking a variety of steps, including hiring new employees or transferring current employees to the new contractor.

In this process, timely and clear communication is essential because it's important to respectfully inform the workforce of any changes. The Transition Project Manager will make sure that all staff members are educated about their substitutes and receive the required

support throughout the transition by collaborating closely with BMO, ITRO, and security management.

The employees will also receive any necessary training or retraining to ensure that they are fully prepared to provide great services both during and after the transition phase. With the ultimate objective of successfully completing the project within the allocated schedule and budget, the workforce transition plan will be subject to continuous assessment and adjustments as necessary.

Workforce Execution During Transition

During the transition period of the SurveiRams System project, several essential tasks will still need to be completed, which are as follows:

User Training: To inform users of the new system, training materials must be created and distributed. The training sessions would probably last two weeks and will combine classroom instruction with practical training.

System Testing: This signifies the official deployment of the new system. The team must make sure that every necessary component are in place and working properly before making it available to users. This will probably require performing final system tests and confirming the accuracy of the data migration.

Documentation of Lessons Learned: Documenting the project-related insights is part of this step. It comprises determining the team's strengths and weaknesses in order to make adjustments. The document will be a useful tool for next projects and encourage the use of best practices.

Finalize Project Deliverables: The group is in charge of updating relevant documents and records to reflect the project's completion. This can entail keeping copies of particular documents on hand or modifying contracts and agreements with new information.

Formal Acceptance: Getting the customer's formal approval during this phase signifies that the transfer was accomplished. The project team is responsible for making sure that all deliverables have been completed and that the customer is satisfied with the new system.

Archiving Files/Documents: All project-related files and papers will be archived during this time. Contracts, agreements, project plans, and other relevant documents may be included.

Project Closeout Meeting: A meeting with all stakeholders to close out the project is part of the transition's final phase. The purpose of this meeting is to discuss the project as a whole, identify areas for success and improvement, and ensure that any unresolved concerns are addressed.

Subcontracts

There is no requirement for any transition or transfer of contracts or related agreements because there are presently no contracts or subcontract agreements connected to this project.

Property Transition

User Accounts and Passwords

The transfer of user accounts and passwords must be covered in the project's transition strategy for the SurveiRams Ticketing System. The following lists the concerns and actions for this specific transitional phase:

User Account Inventory:
• To start with, a thorough inventory that details every user account and its corresponding privileges must be made. System administrators, BMO, ITRO, and end users (security employees) are a few examples of internal and external users that should be included in this inventory. It should also indicate which accounts are no longer active or required by the system.

Password Security:
• Security must be maintained as the top priority during the transition process, so all user passwords must be reset or disabled. This action protects the system and the data it contains against unwanted access. Users should be informed to change their passwords to a temporary one issued to them before the switch. The system owner should then insist that all users create new, secure passwords during the transfer.

User Database:

• The database for all user accounts to be moved or disabled should be part of the transition plan. This table has to have information like the login, linked email address, and relevant access rights. It should also specify any special instructions for the transition, whether the account will be moved or disabled.

In summary, the transition of user accounts and passwords is a critical aspect of the property transition plan for the SurveiRams Ticketing System project. By implementing a comprehensive account inventory, prioritizing password security, establishing clear procedures for account transition and disablement, and providing a user account table, a seamless and secure transition can be achieved.

Knowledge Transfer

Documentation/Manuals:

• APC management, BMO, ITRO, and security staff will receive thorough documentation and manuals from the project team and senior developer.

• To improve APC management's knowledge of the system's operation, the documentation will include a project overview, system architecture, functional requirements, technical specifications, and other relevant documents.

• The guides will include thorough, step-by-step guidance on how to carry out particular system-related tasks.

Training:

• To achieve a complete understanding of the system and its operations, APC management will receive individualized training from the project team and senior developer.

• APC management will have access to online training materials and tools for the system's continued knowledge and skill growth.

• Formal classes might not be suitable given the busy setting; thus, APC management will be in charge of informing BMO, ITRO, and security people.

To guarantee successful knowledge transfer and quick resolution of any queries or difficulties, regular check-ins and meetings will be organized between the project team, senior developer, and APC management as part of the knowledge transfer plan. Any system updates or modifications will also be recorded and communicated to APC management so they have access to the most recent information.

Handover and Acceptance

Upon completion of the implementation phase and the completion of all required documentation and deliverables, the handover and acceptance procedure will begin. The project team will then schedule an official meeting with the project sponsor and other important stakeholders to discuss the transition plan and confirm that all requirements have been met.

The project team will present the finalized transition plan, including all necessary paperwork and deliverables, to the project sponsor as well as relevant stakeholders during the handover meeting. will carefully review the information provided and have a discussion to address any questions or concerns that may still be present.

The project sponsor and other interested parties will sign the formal acceptance document as evidence of the successful completion of the handover once all issues have been resolved. The stakeholders who have examined and accepted the contents will sign this acceptance form, which will include a checklist of all required deliverables and paperwork.

The handover and acceptance section will also describe how to address any unresolved problems or difficulties that may surface after the handover. This can entail adhering to a formal dispute resolution procedure or putting corrective measures in place to address found flaws.

Overall, the transition out plan's handover and acceptance section will provide a thorough and precise roadmap for carrying out the handover process, guaranteeing that all parties will be pleased with the results.