# General Information

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| --- | --- |
| **Project Name/Project #:** |  |
| **Business Process Owner/Sponsor:** |  |
| **Author:** |  |
| **Project End Date:** |  |

# Revision / Change History

|  |  |  |
| --- | --- | --- |
| **Revision Level** | **Revision Date** | **Description of Changes** |
| 01 | 4/26/2011 | 1. Initial Version |

*This document is a template for creating an Implementation Plan for a given project. It is an all-inclusive document that shows all the areas that should be considered for implementing a project. Some of the sections below may not apply to all projects and can be removed by the project manager to fit the needs of the specific initiative. Additionally, the level of detail in each section should be appropriate for the size and scope of the project. This template is provided as guidance, but the project manager should work with the PMO and the project sponsor to ensure the appropriate level of detail to ensure a smooth implementation plan is documented and agreed upon.*

*The template includes instructions to the author, boilerplate text, and fields that should be replaced with the values specific to the particular project.*

* *Blue italicized text enclosed in square brackets (i.e., [text]) provides instructions to the document author, or describes the intent, assumptions and context for content included in this document.*
* *Blue text enclosed in angle brackets (i.e., <text>) indicates a field that should be replaced with information specific to the particular project.*
* *Text and tables in black are provided as boilerplate examples of wording and formats that may be used or modified as appropriate.*

*Note: After completing this document you should:*

* + - * *Refresh the table of contents by doing the following: Right click anywhere in the TOC > Click ‘Update Field’ > Click ‘Update entire table’ > click OK.*
      * *Remove all Instructions by doing the following: Select a section of Instructions > Right Click > Select ‘Styles” > Select ‘Select Text with Similar Formatting’ > Press ‘Delete’*

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# OVERVIEW

*[Briefly describe the purpose and context for the system and summarize the history of its development.]*



## System Description

*[Provide an overview of the processes that the system is intended to support. If applicable, provide a general description of the type of data maintained and the operational sources and uses of those data.**]*

## Solution Architecture

*[This is provided in large part by the Hosting Services Agreement and can be referenced in that document. Additionally, provide a brief description of the system architecture and the major system/ situation components essential to the implementation. Describe hardware, software, and communications, as appropriate. Include any charts, diagrams, and/or graphics as necessary]*

# ASSUMPTIONS/CONSTRAINTS/RISKS

## As**s**umptions

*[Describe any assumptions or dependencies specifically regarding the implementation of the system. These may concern such issues as: related software or hardware, operating systems, or end-user characteristics.]*

## Constraints

*[Describe any limitations or constraints that have a significant impact on the implementation of the system. Such constraints may be imposed by any of the following (the list is not exhaustive):*

1. *Hardware or software environment*
2. *End-user environment*
3. *Availability of resources*
4. *Interoperability requirements*
5. *Interface/protocol requirements*
6. *Data repository and distribution requirements]*
7. *Operational scheduling*

## Risks

*[Describe any risks associated specifically with implementation of the system and proposed mitigation strategies.]*

# IMPLEMENTATION OVERVIEW

*[Briefly summarize the implementation effort that is described in detail in the following subordinate sections.]*



## Implementation Description

*[Describe the planned deployment, installation, and implementation approach.]*

## Points of Contact

*[Provide the names of the responsible organization(s), and titles and telephone numbers of the staff who serve as points of contact for the system or situation implementation. These points of contact could include the Business Owner, Project Manager, and/or System Developer, and others with responsibilities relating to the implementation. The site implementation representative for each field installation or implementation site should also be included, if appropriate. Provide identifying and contact information for all managers and staff with whom the implementation must be coordinated.]*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Contact** | **Organization** | **Phone** | **Email** | **Role** | **Responsibility** |
|  |  |  |  |  |  |
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## Major Tasks

*[Provide a brief description of each major task required for the implementation of the system or situation. Add as many subsections as necessary to this section to describe all of the major tasks adequately. The tasks described in this section are not site-specific, but generic or overall project tasks that are required to install hardware and software, prepare data, and verify the system or situation. Include the following information for the description of each major task, if appropriate:*

* *What the task will accomplish;*
* *Resources required to accomplish the task;*
* *Assumptions and constraints associated with the task;*
* *Identified risks and planned mitigations associated with the task;*
* *Reference documents applicable to the task;*
* *Criteria for successful completion of the task;*
* *Miscellaneous notes and comments.*

*Examples of some major tasks to consider include the following:*

* *Providing overall planning and coordination for the implementation;*
* *Obtaining personnel for the implementation team;*
* *Providing appropriate training for personnel;*
* *Ensuring all documentation applicable to the implementation are available when needed;*
* *Acquiring special hardware, software, or network facilities;*
* *Preparing site and support facilities for implementation;*
* *Installing and configuring the various components of the operational environment;*
* *Providing all needed technical assistance;*
* *Scheduling any special computer processing required for the implementation;*
* *Performing site surveys before implementation;*
* *Performing system transition activities;*
* *Performing data conversion before loading data into the system;*
* *Ensu*ring *that all prerequisites have been fulfilled before the implementation date.]*

## Implementation Schedule

*[Provide a schedule of activities to be accomplished during implementation. Show the required tasks (described in Section 3.3, Major Tasks) in chronological order, with beginning and ending dates of each task, the key person(s) responsible for the task, dependencies, and milestones. If appropriate, tables and/or graphics may be used to present the schedule.]*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Task #** | **Task Description** | **Begin Date** | **End Date** | **Key Person(s) Responsible** | **Dependencies** | **Milestone** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
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## Security & Privacy

*[Address security issues specifically related to the implementation effort, if any. If the system is covered by the Privacy Act, describe the privacy concerns. Security and protection of sensitive data and information should be discussed, if applicable. For example, if LAN servers or workstations will be installed at a site with sensitive data preloaded on non-removable hard disk drives, address how security would be provided for the data on these devices during shipment, transport, and installation because theft of the devices could compromise the sensitive data.]*

# IMPLEMENTATION SUPPORT

*[Describe the support equipment, software, facilities, and materials required for the implementation, as well as the personnel requirements and training necessary for the implementation. The information provided in this section is not site-specific. If there are additional support requirements not covered by the subsequent sections, others may be added as needed.]*



## Infrastructure, Data, and Help Desk Support

*[Identify the support equipment (hardware), software, data, facilities and materials required for the implementation, if any. Also, ensure the Help Desk is ready for implementation.]*

## Hardware

*[Provide a list of support equipment and include all hardware used for testing the implementation. For example, if a client/server database is implemented on a LAN, a network monitor or “sniffer” might be used, along with test programs, to determine the performance of the database and LAN at high-utilization rates. If the equipment is site-specific, list it in the next section, Implementation Requirements/Procedures by Site.]*

## Software

*[Identify any software used to facilitate the implementation process, such as software specifically designed for automating the installation process. If the software is site-specific, list it in the next section, Implementation Requirements/Procedures by Site.]*

## Data

*[Describe specific data preparation requirements and data that must be available for the system implementation. An example would be the assignment of individual IDs associated with data preparation. Include reference to the Data Conversion Plan, if applicable. If the data and data preparation requirements are site-specific, provide this information in the next section, Implementation Requirements/Procedures by Site.]*

## Facilities

*[Identify the physical facilities and accommodations required during implementation. Examples include physical workspace for assembling and testing hardware components, desk space for software installers, and classroom space for training the implementation staff. Specify the hours per day needed, number of days, and anticipated dates. If the facilities needed are site-specific, provide this information in the next section, Implementation Requirements/Procedures by Site.]*

## Materials

*[Provide a list of required support materials, such as CD-ROMs, cartridge media, and disk packs.]*

## Personnel Requirements and Staffing

*[Describe the number of personnel, length of time needed, types of skills, and skill levels for the staff during the implementation period. If particular staff members have been selected or proposed for the implementation, identify them and their roles in the implementation]*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Skill Type** | **Skill Level** | **# Personnel** | **Assigned Staff** | **Length of Time Needed** | **Role** |
| <skill type (e.g., configuration management)> | <skill level and/or specific expertise (e.g., senior-level; MKS)> | <number of personnel needed with associated skill type and skill level> | <name(s) of individuals if known> | <# of hours, days, weeks, months, etc. or timeframe that the personnel will be needed> | <role in the implementation> |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Training of Implementation Staff

*[Describe the training necessary to prepare support staff for implementing the system. Do not address user, operations and maintenance training, which should be the subject of the Training Plan. If support staff are already knowledgeable and require no training, then identify as such; otherwise, describe the type and amount of training required for each of the following areas, if appropriate:*

* *System hardware/software installation;*
* *System support;*
* *System maintenance and modification;*

*Present a training curriculum listing the courses that will be provided, a course sequence, and a proposed schedule. If appropriate, identify which courses particular types of staff should attend by job position description. If training will be provided by one or more commercial vendor(s), identify them, the course name(s), and a brief description of the course content. If the training will be provided by JCI staff, provide the course name(s), and an outline of the content of each course. Identify the resources, support materials, and proposed instructors required to teach the course(s).]*

## Performance Monitoring

*[If applicable, describe the performance monitoring tool and techniques utilized during implementation, and how they will be used to help determine if the implementation is successful. This section describes the processes being used for the Proactive Monitoring discussed in the PM2 Handbook.]*

## Configuration Management

*[Describe the configuration management procedures that will be followed and the interactions that will occur for configuration control, change control, and configuration status account reporting.]*

# IMPLEMENTATION REQUIREMENTS/PROCEDURES BY SITE

*[Describe specific implementation requirements and procedures for each implementation site. If the requirements and procedures differ by site, repeat the following subsections for each site. If* *they are the same for each site, or if there is only one implementation site, use these subsections only once.]*



## Site Identification

*[Provide the name or identifying information for the specific site or sites to be discussed in the following subsections.]*

## Site Requirements

*[Define the site-specific requirements that must be met for the orderly implementation of the system or situation. Describe the site-specific hardware, software, data, facilities, and materials not previously described in Infrastructure & Data Support.]*

## Site Implementation Details

*[Address the specifics of the implementation for this site.]*

## Implementation Team

*[If an implementation team is required, describe its composition and the tasks to be performed at this site by each team member.]*

## Implementation Schedule

*[If site-specific implementation schedules are not included in Implementation Schedule, provide a schedule of activities, including planning and preparation, to be accomplished during implementation at this site. Describe the required tasks in chronological order with the beginning and ending dates of each task, the key person(s) responsible for the task, dependencies, and milestones. If appropriate, tables and/or graphics may be used to present the schedule.]*

## Implementation Procedures

*[Provide a sequence of detailed procedures required to accomplish the specific hardware and software implementation at this site. If necessary, other documents may be referenced. A checklist of the installation events may be provided to record the results of the process. If the site operations startup is an important factor in the implementation, then address startup procedures in some detail. If the system will replace an already operating system, then address the startup and cutover processes in detail. If there is a period of parallel operations with an existing system, address the startup procedures that include technical and operations support during the parallel cycle and the consistency of data within the databases of the two systems.]*

## Database Environment

*[Describe the database environment where the system software and database(s), if any, will be installed. Include a description of the different types of database and library environments (e.g., test, training, and production databases). Include the host computer database operating procedures, database file and library naming conventions, database system generation parameters, and any other information needed to effectively establish the system database environment. Include database administration procedures for testing changes, if any, to the database management system before the system implementation.]*

## Operations Procedures

*[Describe operations procedures utilized during implementation including any Disaster Recovery notifications necessary.]*

## Site Implementation Verification

*[Describe the process for reviewing the site implementation during and after implementation to ensure adherence to the plan and for deciding if implementation was successful. Describe how any noted discrepancies or issues will be rectified.]*

## Site Rollback Plan

*[Provide the detailed steps and actions required to restore the site to the original, pre-implementation condition in the event that implementation is unsuccessful. Identify conditions when site rollback is appropriate or not considered an option.]*

1. ACKNOWLEDGEMENT

*Actual acknowledgement may be in electronic format but authorized stakeholders for this document should be named here. This is an acknowledgement of the plans outlined above and the agreement by the Sponsor and Site Coordinators, as appropriate, to the requirements of the implementation.*

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| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Acknowledgement** | **Date** | **Comments** |
|  | Project Manager |  |  |  |
|  | Project Sponsor |  |  |  |
|  | Site Coordinator(s) |  |  |  |