

Accion - Rackspace Engagement

Transition Plan



Accion Delivery Organization

Executive Leadership

- President & Executive Sponsor



<name>

Managing Director

CTO's Office

- CTO - <name>
- Chief Architect - <name>



<name>

Engagement Director



<name>

Director of Delivery



<name>

Transition Director



<name>

Delivery Manager



<name>

Delivery Manager



<name>

Delivery Manager



<name>

Delivery Manager

Integrated Teams



Distribution
Web Audience



Software
Other



L0 Support Team
24x7



Cision France



NGC3
Other

Center of Excellence

Accion Innovation Center



Admin
<Name>



Staffing
<name>



Human Resources
<name>



IT & Network
<name>

Transition Plan (Level II detail)

#	Activity / Milestone	Wk1	Wk2	Wk3	Wk4	Wk5	Wk6	Wk7	Wk8	Wk9	Wk10	Wk11	Wk12
	Prepare												
1	LOI/Term Sheet Signed												
2	Finalize Contract terms and sign agreement												
3	Announcement and Official start of Transition												
4	Develop a detailed Transition Plan												
5	Create Induction Packages												
6	Finalize resource plan for towers & outside tower in-scope areas												
7	Review and finalize rebadging resources												
8	Release offer letters and onboarding closure												
9	File LCAs for Visa transfer rebadging resources												
10	Onboard and realign key DevCenter resources (existing)												
11	Initiate Travel for key DevCenter resources to Castle												
12	Finalize Business Continuity Plan (Service availability/min disruption)												
13	Team Onboarding, Environment Setup for key resources												
	Initiate												
14	HyperCare team setup for transition and establish transition oversight cadence												
15	Finalize RACI for Transition phase												
16	Secure current documentation, existing SOPs, induction guides, metrics												
17	Tower level workshops												
18	Tower checklist review and completion												
19	Establish RACI for Key leaders across towers												
20	Group meetings begin for HC, 401K, onboarding...												
21	H1/GC Transfers												
22	Finalize Governance Process												
	Knowledge Acquisition (Incremental - for gaps only)												
23	Understanding of development landscape (People, Processes, Applications & Tools, Technology)												
24	DevCenter Team ramp up (incremental resource needs)												
25	Portfolio review to identify KRAs, set quarterly goals												
26	Review and Finalize Workflows for Service Delivery												
27	Operational data understanding												
28	Identify initial list of Automation projects and BOT deployment												
29	Document learnings (incremental for gaps)												
30	Validate acquired knowledge for incremental areas												
	Stabilize												
31	Transition Complete												
32	Teams fully operational for Service Delivery and Projects across towers												
33	12 month plan developed and approved												
34	Foundation team fully functional												
35	Regularize sprint cadence (scrum, scrum of scrums)												
36	Measure and report all KRAs, SLAs												
37	Monthly and Quarterly cadence for Leadership review												
38	Initiate automation projects to increase efficiency of service delivery												
39	Architecture review board operational												
40	Employee communication plan in place												
41	Tools (RL Catalyst, Gavel, Breeze, etc) roadmap firmed up												



Transition Timeline



EDC TIME ZONE - OVERLAP HOURS

Time Zones	EST	12:30 AM	1:30 AM	2:30 AM	3:30 AM	4:30 AM	5:30 AM	6:30 AM	7:30 AM	8:30 AM	9:30 AM	10:30 AM	11:30 AM
	IST	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00 PM
Onsite / Offshore Teams	EDC Team only									Cision & EDC Team			
Activities	<ul style="list-style-type: none"> Backend Development Web Frontend Development Application Support (L0/L2) 									Meetings: <ul style="list-style-type: none"> Daily Standup Sprint grooming and planning Reviews and Demos Retros Ad-hoc discussions Blocker Resolutions: <ul style="list-style-type: none"> Technical Functional Domain 			



TRANSITION - PHASE WISE ACTIVITIES / OUTCOMES

Prepare

Activities:

- Obtain team access
- Review current productivity benchmarks, S.L.A.s
- Review of Product code and backlog, product-wise workload
- Review scheduled Releases and blackout calendar
- Finalize Infrastructure



Outcome

- Index of source code and knowledge repositories
- Team-wise productivity benchmarks
- Product-wise skills matrix

Plan

Activities:

- Review Core Team Induction Package
- Review SDLC process and Governance structure
- Complete EDC checklist



Outcome

- Transition Plan
- Team roster with job descriptions
- Final transition plan and schedule
- Infrastructure plan
- Induction plan (for Core Team)

Initiate

Activities:

- Functional walkthrough, Architecture walkthrough, Database schema walkthrough, Code walkthrough, Targeted Q&A
- Core Team self-study & documentation
- Development Tools and Platforms Setup



Outcome

- Team Delivery Plan
- Detailed induction guide for delivery teams
- Updated transition plan (if required)
- Monitored Ramp Up backlog
- Target productivity: 25%

Plan Monitored Ramp-Up

Activities:

- Minor defect fixing
- Non time critical stories
- Peer code reviews (by core team/Cision)
- Test case and test script reviews (by core team/Cision)
- Merge/pull requests approval (by core team/Cision)



Outcome

- Supplier and current vendor split backlog
- Independent Ramp Up backlog
- Target productivity: 50%

Independent Ramp-Up

Activities:

- Major defects
- Time critical stories
- Peer code reviews (by peers)
- Test case and test script reviews (by peers)
- Merge/pull requests approval (by core team)



Outcome

- Supplier manages assigned tasks without any significant Cision or Vendor partner support
- Target productivity: 80%

Operationalize

Activities:

- Velocity Optimization
- Innovation Projects kickoff



Outcome

- Innovation Roadmap
- Target Productivity: 100%

HYPERCARE GOVERNANCE

- Activate Hypercare Governance until steady state achieved
- Particular focus on controlling the downtime and “dips”
 - System Uptime & Critical SLA’s
 - Focus on risks & impact areas for business
- Daily scrum for Core Product Teams at the start and by end of the day - Kanban
 - Key issues & Resolution
 - Team Ramp-up
 - Delivery Metrics
 - Work Intake Process Progress
 - Risk Management
- Daily report sent out to Cision & Accion Leadership
 - Product level breakdown with status on transition, team ramp up and ongoing delivery
 - Highlight blockers/issues, risks & mitigation plans
- Weekly meeting with Cision & Accion Leadership
 - Engagement Review
 - Organization Review
 - Schedule and Financials Review
 - Risk Management
- Weekly “All is Well” report from Delivery Director to Accion Leadership



STEADY STATE GOVERNANCE

Frequency	Cision	Accion	Information / Agenda	KPIs
Quarterly	<ul style="list-style-type: none"> CTO / CIO Product V.P. Engineering V.P. Other Cision representatives as invited by Cision 	<ul style="list-style-type: none"> Client Sponsor/ President Engagement Director Delivery Director Other Supplier representatives C.E.O. 	<ul style="list-style-type: none"> Accountable for strategic direction of the relationship Escalation of issues not resolved by Governance Board Steering/Executive committee review of progress Set Objectives/Goals Address significant external, organizational and policy issues 	Balance Scorecard
Monthly	<ul style="list-style-type: none"> Cision Program Sponsor Engineering Director Engineering Managers (All Products) Product Director Product Manager (All Products) Other Cision representatives 	<ul style="list-style-type: none"> Client Sponsor/ President Engagement Director Delivery Director Delivery Managers Other Supplier representatives 	<ul style="list-style-type: none"> Oversight and management of the Agreement, the relationship between the Parties and the Services Manage definition and delivery of change requests Review Service Level Reports to proactively identify trends Escalation of delivery issues not resolved by local delivery managers and regional process leads Metrics and measures Key continuous improvement initiatives and plan Review and approve Change Orders 	S.L.A. Compliance Reports Q.B.R., MBR Reports
Bi-Weekly	<ul style="list-style-type: none"> Engineering Manager All Products) Product Manager (All Products) Other Supplier representatives 	<ul style="list-style-type: none"> Delivery Managers Team Leads Other Supplier representatives 	<ul style="list-style-type: none"> First point of escalation for delivery issues Manage transition of New Services Review Service Level Reports to proactively identify trends Propose process changes Review weekly / daily status reports Utilization and forecast for the team Report on productivity improvement Track delivery level issues, concerns and risks Review metrics and measure 	Transition: Daily, Weekly Steady-state: Bi-weekly, daily during close Process level Scorecard
Daily	<ul style="list-style-type: none"> Product Owners Tech Lead 	<ul style="list-style-type: none"> Delivery Manager Project Tech Lead Project Team 	<ul style="list-style-type: none"> Daily Progress Updates 	Team and Individual progress update Blockers, Risks and Issues update PM/Task Tracking Tool



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PROJECT COMMUNICATION

What	Where	Type / Remark
Technical Support	ServiceNow	<ul style="list-style-type: none">• Track daily tickets• Monitor ticket status
Project Tracking	JIRA	<ul style="list-style-type: none">• Requirements• Issue tracking• Progress updates (Stories, tickets, Sprints)• Velocity & Burndowns
Communication	Zoom/ F2F	<ul style="list-style-type: none">• Project reviews• Daily standups• Sprint grooming & planning• Retrospective
	Hangouts/Teams	<ul style="list-style-type: none">• One to one chat• Group chat
	Email	<ul style="list-style-type: none">• 1-1 / group communication• Share status reports



NEXT STEPS

What	Owner	Remark
People	Accion	<ul style="list-style-type: none">• Core Team available
Project Kickoffs	Cision & Accion	<ul style="list-style-type: none">• Team Intros & Handshakes• Project Overview• Discuss next steps
Environment Access	Cision	<ul style="list-style-type: none">• Development & Other Environment access• Environment setup documents• Access to code base & database
Knowledge Acquisition	Cision & Accion	<ul style="list-style-type: none">• Define and baseline Induction Calendar• Access to application documentation• Prioritize and plan functional walkthrough• Architectural walk through• Plan for code walkthroughs• Release and Deployments
Cadences	Accion	<ul style="list-style-type: none">• Schedule cadences per the hypercare governance



KICKOFF BASH

