A detailed breakdown of key activities of each stage for the transition phase is provided below.

| STAGE 1: PLAN | STAGE 2: EXECUTE | STAGE 3: OPERATE |
| --- | --- | --- |
| On-board support resources, data gathering and establish governance plan | Issue access requests, conduct process and documentation review conduct knowledge transfer, conduct training as necessary and review backlog of enhancements | Go-Live with AMS (support). Business-as-usual support for the new operating environment, including defined operational metrics and reporting |
| Typical duration: 1 week | Typical duration: 6 weeks | Typical duration: 4 weeks |
| KPMG   * Create a Transition plan. * Identify and on-board the team. * Define roles and responsibilities. * Request for most up-to-date implementation artefacts. * Create Governance Plan. * Review Client Change Management Process. * Review Service Management Tool to understand the profile of service. * Create and handover/Readiness Checklist. | KPMG   * Conduct overview of KPMG service management tools. * Validate/Define core ITIL processes and release schedule. * Work with [Client] to configure processes and templates within [Client]’s Service Management tool. * Develop and execute on knowledge acquisition plan. * Participate in [Client]’s triage of defects/change requests. * Finalise and prioritise backlog of enhancements with [Client]. | KPMG   * Obtain Go/No-Go for Steady-State Support. * Develop and provide service performance scorecard. * Maintain and review issues log and risk mitigation. * Review and update release schedule, priorities, and change requests. * Conduct on-going analysis of operations and assess improvement and innovation opportunities as well as lessons learned. |
| [Client]   * Review and provide input into our Transition plan. * Provide access to mobilised KPMG team, including relevant artefact requests. * Work with KPMG to finalise the Governance Plan. * Provide input into KPMGs Steady-State Readiness Checklist. | [Client]   * Attend KPMG service management tools training. * Work with KPMG to improve existing ITIL processes. * Configure [Client]’s Service Management instance as required. * Approve Governance Plan. * Provide knowledge transfer sessions to KPMG resources. | [Client]   * Provide Go/No-Go for Steady-State Support. * Review and update release schedule, priorities, and change requests. * Interact with KPMG as required for incident and enhancement requests. |