



 Improve | Innovate | Digitise

Handover Document

<<Project Name>>

Status Draft / Issued

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Business Analysis (BAPL)

 Improve | Innovate | Digitise

Project Information

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| --- | --- |
| **Organisation** | *<<Organisation Name>>* |
| **Project Sponsor** | *<<Sponsor Name>>* |
| **Project Name** | *<<Project Name>>* |
| **Project Number** | *<<Project ID>>* |

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**Version History**

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| Version | Date | Nature of Amendment | Changed By |
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* Review – receives the document in order to review and provide feedback
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| Name & Role | Contribute | Distribute | Review | Endorse |
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**Stakeholder Review**

The content of this document has been reviewed by:

|  |  |  |  |
| --- | --- | --- | --- |
| Name & Role | Title/Designation | Approval Signature | Date |
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| Name & Role | Title/Designation | Approval Signature | Date |
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***Template Usage Guidelines***

***The text mentioned below is to be used as a reference guide while completing this document. Remove this section/page after completing/before-publishing this document.***

1. *The dark blue text represents help/instructional text in the template – please remove it from the final version and/or before publishing the document.*
2. *This template is for documenting any handover information.*
3. *Fill in Sections with relevant information for the document created.*
4. *Feel free to create additional actions/items.*
5. *Do not forget to update the table of contents figures and caption tables (Reference tab in MSWord) once the document is complete.*
6. Purpose

*This document outlines the agreement between the project team and production support relating to the acceptance by production support to take over responsibility for the new application from the project team. It outlines the work outstanding and current status of the implementation. It may be accompanied by an SLA (Service Level Agreement) if the organisation uses SLAs to define service levels.*

The purpose of the handover is to ensure that *<<customer>>* has all the necessary artefacts to operate the solution, post implementation. The criteria to be met is as follows:

* Deliverables must be of sufficient quality that they can be used effectively.
* Users of deliverables must be ready and willing and able to use them. This means that the work environment supports use of the deliverables, users have accepted change in their workplace, and users have had adequate training.
* Support of both deliverables quality and user capacity must continue for the life of the deliverables.

The Handover Document is in a checklist format and is used to ensure that the project team takes all the steps necessary to meet the above criteria.

*Review this checklist with the Project Team. Indicate the status of each question with Y (yes) or N (no). Provide sufficient information in the comments to support any actions which may be necessary. It’s highly recommended to* ***fill in the "Comments” column as relevant****, providing sufficient information especially for questions that have been identified as “N/A”.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * 1. **People**
 |  |  |  |  |
|  | **Yes** | **No** | **N/A** | **Comments** |
| Is there a list of intended users (or groups or business units) of the new system? | [ ]  | [ ]  | [ ]  |  |
| Are all locations that will use the new system known? | [ ]  | [ ]  | [ ]  |  |
| Has there been confirmation that the staff needed to carry out Transition will be available? | [ ]  | [ ]  | [ ]  |  |
| Is there a Sponsor available to support the Operation and Maintenance phase? | [ ]  | [ ]  | [ ]  |  |
| Are Role and Responsibilities defined for Transition? For the Operation & Maintenance phase? e.g. * Primary business contact
* Maintenance and operations team lead/s
* Key technical staff
* Customer or help desk support
* Documentation, training and other support staff
* Vendors who will continue to support an installed product
 | [ ]  | [ ]  | [ ]  |  |
| Is there an accepted formal release process for project deliverables in the Operation & Maintenance phase?  | [ ]  | [ ]  | [ ]  |  |
| Are all groups who will be involved in support and maintenance aware of their role? |  |  |  |  |
| Is the impact of new product releases on ongoing operations known and planned for? For example: •  Will software or hardware updates require downtime? •  Is there planned capacity to support multiple versions of the same product?  | [ ]  | [ ]  | [ ]  |  |
| Has the work environment been modified to enable optimum use of project deliverables? (e.g. update standard operating procedures)  | [ ]  | [ ]  | [ ]  |  |

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| --- | --- | --- | --- | --- |
| * 1. **Planning**
 |  |  |  |  |
|  | **Yes** | **No** | **N/A** | **Comments** |
| Are the objectives of Transition clear?page3image15880896  | [ ]  | [ ]  | [ ]  |  |
| Is there a written plan for Transition? | [ ]  | [ ]  | [ ]  |  |
| Is there a list of all unresolved issues related to Transition? | [ ]  | [ ]  | [ ]  |  |
| Is there a list of all known risks related to Transition, and a plan for dealing with them? | [ ]  | [ ]  | [ ]  |  |
| Do you know what facilities will be required for Transition to take place? For example: * office space
* manufacturing equipment
* computers and related software
* security systems
* special power needs
* network and communication facilities
 | [ ]  | [ ]  | [ ]  |  |
| Do you know what specific processes will be required for Transition to take place? Do you have the necessary tools and resources? For example: * Configuration Management
* Change Control
* Software update
* Helpdesk
* Defect reporting
* Ongoing training
* Ongoing data transfers or data
* migrations
* Routine data archive
* Data backup
* Auditing
 | [ ]  | [ ]  | [ ]  |  |
| Does the transition team have the tools they need (e.g. Software? Equipment?)  | [ ]  | [ ]  | [ ]  |  |
| Is a rollback procedure available in the event of a rollout failure?  | [ ]  | [ ]  | [ ]  |  |
| Is budget approved to support Transition?  | [ ]  | [ ]  | [ ]  |  |
| Is there a formal and approved project schedule for the Transition period?  | [ ]  | [ ]  | [ ]  |  |
| Does the schedule extend far enough into the Operation and Maintenance phase to ensure effective integration into ongoing operations?  | [ ]  | [ ]  | [ ]  |  |
| Is the schedule based on an approved WBS?  | [ ]  | [ ]  | [ ]  |  |
| Are roles and assignments included in the schedule?  | [ ]  | [ ]  | [ ]  |  |
| Is the work of customers included in the schedule (e.g. training, data entry, testing?  | [ ]  | [ ]  | [ ]  |  |
| Are there enough milestones to allow adequate measurement of progress?  | [ ]  | [ ]  | [ ]  |  |
| Are dependencies between Transition and other organizational work known and indicated on the schedule?  | [ ]  | [ ]  | [ ]  |  |

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| * 1. **Documentation**
 |  |  |  |  |
|  | **Yes** | **No** | **N/A** | **Comments** |
| Do you know what specific documentation is required for Transition to take place? For example: •  Revised Standard Operating Procedures •  Revised job descriptions •  Service Level Agreement •  Training documentation  | [ ]  | [ ]  | [ ]  |  |
| Is the location of documentation known to those who need it?  | [ ]  | [ ]  | [ ]  |  |
| Is the written Transition Plan available to the staff members who will carry it out?  | [ ]  | [ ]  | [ ]  |  |
| Is there agreement about who has the authority to change, copy and/or distribute documentation?  | [ ]  | [ ]  | [ ]  |  |
| Is budget information available to those who need it?  | [ ]  | [ ]  | [ ]  |  |
| Is budget authority available to those who need it?  | [ ]  | [ ]  | [ ]  |  |
| Are Transition-related documents readily available to the Transition team?  | [ ]  | [ ]  | [ ]  |  |

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| * 1. **User Acceptance**
 |  |  |  |  |
|  | **Yes** | **No** | **N/A** | **Comments** |
| Has user acceptance testing been completed? | [ ]  | [ ]  | [ ]  |  |
| Are the intended users of project deliverables willing to use them? | [ ]  | [ ]  | [ ]  |  |
| End to end business functionality (e.g. workflow and key business process) has been tested by the users and is functioning as expected? | [ ]  | [ ]  | [ ]  |  |
| Sign-off for issues not fixed has been completed. | [ ]  | [ ]  | [ ]  |  |
| Has the Schedule of defects, Incomplete or Missing Goods and Services and Workarounds been completed and accepted by relevant stakeholders? | [ ]  | [ ]  | [ ]  |  |
|  | [ ]  | [ ]  | [ ]  |  |
|  | [ ]  | [ ]  | [ ]  |  |

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| * 1. **Security**
 |  |  |  |  |
|  | **Yes** | **No** | **N/A** | **Comments** |
| Security review has been completed. Required action items identified have been completed. | [ ]  | [ ]  | [ ]  |  |
| Security access or passwords and logins that need to be set up have been completed. | [ ]  | [ ]  | [ ]  |  |
|  | [ ]  | [ ]  | [ ]  |  |
|  | [ ]  | [ ]  | [ ]  |  |

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| * 1. **Training**
 |  |  |  |  |
|  | **Yes** | **No** | **N/A** | **Comments** |
| Are the training requirements for users, operational staff, and support staff known?  | [ ]  | [ ]  | [ ]  |  |
| Is there is a formal Training Plan?  | [ ]  | [ ]  | [ ]  |  |
| Is it clear who has responsibility for keeping training requirements up to date?  | [ ]  | [ ]  | [ ]  |  |
| Is it clear who has responsibility for identifying those who need training (e.g. new employees, new customers, anyone affected by a significant product change)?  | [ ]  | [ ]  | [ ]  |  |
| Is it clear who is responsible for ongoing training delivery? | [ ]  | [ ]  | [ ]  |  |

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| * 1. **Performance**
 |  |  |  |  |
|  | **Yes** | **No** | **N/A** | **Comments** |
| Has provision been made for ongoing measurement of new system performance?  | [ ]  | [ ]  | [ ]  |  |
| Are performance targets documented?  | [ ]  | [ ]  | [ ]  |  |
| Are the tools and staff available for ongoing measurements?  | [ ]  | [ ]  | [ ]  |  |
| Is it clear who is responsible for ongoing performance measurement?  | [ ]  | [ ]  | [ ]  |  |
| Is it clear who will evaluate and act on the results of system performance measurements?  | [ ]  | [ ]  | [ ]  |  |

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| * 1. **Sustainability**
 |  |  |  |  |
|  | **Yes** | **No** | **N/A** | **Comments** |
| Is there or will there be a system in place for identifying, tracking, and resolving problems with the operational system product?  | [ ]  | [ ]  | [ ]  |  |
| Is it known how user issues will be prioritized?  | [ ]  | [ ]  | [ ]  |  |
| Is there agreement on how user change requests will be dealt with?  | [ ]  | [ ]  | [ ]  |  |
| Is there agreement about how communication with the user community will be managed?  | [ ]  | [ ]  | [ ]  |  |
| Does the Organizational Adoption Plan extend into the Operation and Maintenance Phase?  | [ ]  | [ ]  | [ ]  |  |
| Is there agreement on metrics of organizational adoption of new products and/or processes?  | [ ]  | [ ]  | [ ]  |  |
| Is there agreement on who will measure organizational adoption of new products and/or processes?  | [ ]  | [ ]  | [ ]  |  |
| Is there agreement on what tools will be used to measure organizational adoption? | [ ]  | [ ]  | [ ]  |  |
| Is there agreement on how often measurements of organizational adoption will be taken?  | [ ]  | [ ]  | [ ]  |  |
| Is it clear who will evaluate and act on the results of organizational adoption measurements?  | [ ]  | [ ]  | [ ]  |  |

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| --- | --- | --- | --- | --- |
| * 1. **Ongoing QA oversight**
 |  |  |  |  |
|  | **Yes** | **No** | **N/A** | **Comments** |
| Has the QA function been defined for Transition?  | [ ]  | [ ]  | [ ]  |  |
| Is there a formal and accepted QA plan?  | [ ]  | [ ]  | [ ]  |  |
| Has the role of QA been defined for the Operation and Maintenance phase?  | [ ]  | [ ]  | [ ]  |  |
| Have individuals been assigned to the QA role for Transition?  | [ ]  | [ ]  | [ ]  |  |
| Is there agreement on who will accept and act on QA reports on Transition?  | [ ]  | [ ]  | [ ]  |  |

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| * 1. **Business Value**
 |  |  |  |  |
|  | **Yes** | **No** | **N/A** | **Comments** |
| Is there an updated estimate of project Business Value?  | [ ]  | [ ]  | [ ]  |  |
| Have Business Value measurement procedures been approved?  | [ ]  | [ ]  | [ ]  |  |
| Have Business Value metrics been chosen?  | [ ]  | [ ]  | [ ]  |  |
| Is it known who will be responsible for measuring Business Value?  | [ ]  | [ ]  | [ ]  |  |
| Is it known who will analyse Business Value metrics data?  | [ ]  | [ ]  | [ ]  |  |
| Is it known who will act on Business Value analysis data?  | [ ]  | [ ]  | [ ]  |  |
| Is there an updated estimate of the project’s Total Cost of Ownership (TCO)?  | [ ]  | [ ]  | [ ]  |  |
| Is it known who will measure ongoing operations and maintenance costs?  | [ ]  | [ ]  | [ ]  |  |
| Is it known how ongoing operations and maintenance costs will be measured?  | [ ]  | [ ]  | [ ]  |  |
|  | [ ]  | [ ]  | [ ]  |  |
|  |  |  |  |  |

3. Production Readiness Checklist

***Planned Production Deployment Date: <<Day, Month, Year>>***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  | **Yes** | **No** | **N/A** | **Comments** |
| 1. Project Acceptance Testing (by Project Team)
 | [ ]  | [ ]  | [ ]  |  |
| 1. Training for Service Delivery teams (by Project Team)
 | [ ]  | [ ]  | [ ]  |  |
| 1. Service Desk Documentation (by Project Team)
 | [ ]  | [ ]  | [ ]  |  |
| 1. Support Acceptance Testing by Service Delivery
 | [ ]  | [ ]  | [ ]  |  |
| 1. Handover from project team to Service Delivery
 | [ ]  | [ ]  | [ ]  |  |
| 1. Service Delivery Acceptance by Service Delivery
 | [ ]  | [ ]  | [ ]  |  |
| 1. User Guide and Training by Service Delivery
 | [ ]  | [ ]  | [ ]  |  |
| 1. Security
 | [ ]  | [ ]  | [ ]  |  |
| 1. Schedule of Defects, Incomplete or Missing Goods or Services and Workarounds accepted by Service Delivery (See appendix 1)
 | [ ]  | [ ]  | [ ]  |  |

1. **Project Acceptance Testing (detailed) based on the Project testing and**

**signoff document/s**

* + 1. User testing and signoff document/s has been updated and will continue to be updated as any remaining Defects, Incomplete or Missing Goods or Services are remedied

1. **Training for Service Delivery teams by Project Suppliers**
	* 1. New technology has been identified
		2. Training about new technology has been provided to appropriate Service Delivery team/s.
2. **Service Desk Documentation by Project Suppliers**
	* 1. Training and support documentation are stored in the appropriate resource location.
		2. As built diagrams and schematic diagrams are stored appropriately
3. **Support Acceptance Testing by Service Delivery**
	* 1. A Service Delivery representative has:

Completed operational checks

Confirmed or identified workarounds and defects

Received overview training about new technology used

1. **Handover from Project Supplier to Support Service Supplier by**

**Service Delivery**

* + 1. Training material and documentation is available and accessible to the Support Service Supplier Support Service Supplier agrees to support the room subject to final signoff by xxxx
		2. Technologies and formal handover from the Project Team
		3. Service Delivery to be the agent negotiating the acceptance by the Support Service Supplier, with assistance from xxxx
1. **Service Delivery Acceptance by Service Delivery**
	* 1. A representative agrees on behalf of Service Delivery to provide support for the technology and users of the room and/or service.
2. **User Guide and Training by Service Delivery**
	* 1. End user documentation, if different from standard, is stored in an appropriate location
		2. If required, this additional documentation to be developed by Service Delivery from the Service Desk documentation provided by the project supplier
3. **Security**
	* 1. Where applicable, usernames and passwords that are necessary to provide support for equipment (e.g. to access the configuration of a device) are stored in the ***<<client>>*** password repository and shared with the appropriate group.
4. **Schedule of Defects, Incomplete or Missing Goods or Services and Workarounds accepted by Service Delivery**
	* 1. Workarounds and remaining defects are acknowledged and accepted by Service Delivery
		2. A proposed “fixed by” date is agreed between Service Delivery, Interactive Technologies and the Suppliers.

Appendix 1: Defects, Incomplete or Missing Goods or Services and Workarounds

|  |  |  |
| --- | --- | --- |
| ***Description of Defect, Incomplete Works or Workarounds*** | ***Impact/Comments*** | ***Expected Fixed-by date*** |
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