



U.S. General Services Administration

Federal Acquisition Service

Site Transition Plan Template

GSA Transition Coordination Center

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PREPARED FOR

General Services Administration

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PREPARED BY

CACI

1100 North Glebe Road

Arlington, VA 22201

703-841-7800

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The Site Transition Plan Template is used to describe how deliverables of the project will be brought to full operational status, integrated into ongoing operations and maintained.

1. Overview

1.1 Agency Information

Identify the Agency, Sub-Agency, Bureau/Division Name, and Agency AHC and Site Code

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1.2 Vendor Information

Identify the vendor and the vendor point of contacts

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1.3 Transition Plan Objectives

Briefly describe the objectives of this plan, e.g., scheduling the transition from rollout to full operational status, identifying staffing and operation and maintenance needs.

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1.4 Outstanding Issues

State any project planning issues or problems relevant to transition planning which are known as of this plan revision.

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2. System Support Resources

2.1 Facilities

Describe the facilities where the transition will take place. This description may include office space, wiring closets, computing equipment, safety and security requirements, special power needs, room construction, etc.

2.2 Hardware

Describe the hardware necessary to support the transition or addition of any added services

2.3 Software

Describe any software and associated documentation needed to support current or new services that have been added.

2.4 Documentation

List documentation needed to support the transition. This could include task order SOW, original SOR, software documentation, etc.

2.5 Budget

Provide an overview of the budget that will support maintenance and operations (e.g. dollars per year, budget source, etc.). Identify where budget information related to maintenance and operations activities may be found.

2.6 Roles and Responsibilities

Identify the roles and responsibilities associated with the transition. Roles to identify include the primary vendor point of contact, Agency Transition Manager, Regional Transition Manager, key technical staff, customer or help desk support, and any others who have been assigned to support the transition.

3. Transition Planning

3.1 Performance Measures and Reporting

Identify key performance measures for maintenance activities and for product or service performance. Include information on how measures will be captured and reported.

3.2 Governance and Management Approach

Identify new or reference existing methodologies for establishing maintenance priorities and other change management strategies.

3.3 Problem Resolution

Specify the procedure for identifying, tracking, and resolving problems with the transition. Describe how stakeholder/customers will be involved in or informed about issues that may arise during transition. Describe key stakeholders and methods for communication where known.

3.4 Documentation Strategies

Describe documentation that will be routinely revised or produced such as reports; user, usage, problem and change information; product/service documentation. Include details on where documentation is stored and how it is accessed.

3.5 Transition Schedule

Develop a detailed schedule for transition. Address transition through the implementation, maintenance, and support phases of the transition. Note critical time dependencies for the transition outlined in this document.

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3.6 Comments/Notes

Note any information necessary that may not apply to other sections of the document, yet still may be critical to the transition.

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