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| **Operations and Support Plan Template** |
|
|  |
| **Project Name here** |

# **ABOUT THIS DOCUMENT**

This document, initiated in the Planning Phase, begins the process of defining the transition of the project’s product deliverable to operations. The document should be revised during the Define, Design, Build, Test and Deploy activities as the project develops its knowledge and understanding of the operations and support required for the finished product.

It is anticipated that there will be some overlap with other targeted project documents such as Training and Deployment.

It is also anticipated that this document and its subject matter will be transferred over to the product’s operations teams.

***Executive Sponsor - [Insert Name]***

***Business Owner - [Insert Name]***

***Project Manager - [Insert Name]***

***Original Plan Date - [Insert Date]***

***Revision Date - [Insert Date]***

***Revision # - [Insert Number]***

#

# **REVISION HISTORY**

|  |  |  |
| --- | --- | --- |
| **Revision Number** | **Date** | **Comments** |
| *Ex. 1.0* | *Ex. August 17, 2018* | *Ex. Original ePMO Document* |
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#

# **1.0 INTRODUCTION**

[Purpose of this Section: Provide a brief overview of the system. Reference other documents that provide additional information about the system, its purpose, and its relationship to business processes.]

# **2.0 OBJECTIVES**

[Purpose of this Section: State support objectives. Consider the criticality of the application to the business function to determine hours and response time and response levels.]

## ***2.1 End-User Support***

## ***2.2 Operational Support***

## ***2.3 Technical Support and Maintenance***

# **3.0 STRATEGY**

[Purpose of this Section: State the overall strategy or proposed solution(s) for providing support to meet the stated objectives.]

## ***3.1 End-User Support***

## ***3.2 Operational Support***

## ***3.3 Technical Support and Maintenance***

#

# **4.0 DEVELOPMENT SCHEDULE**

[Purpose of this Section: Identify major deliverables and tasks that must be done to create the support procedures and establish agreements or contracts for outsourced services. *Ex. Snapshots of phases and milestones could go here.]*

## ***4.1 End-User Support***

## ***4.2 Operational Support***

## ***4.3 Technical Support and Maintenance***

# **5.0 COMMUNICATIONS PLAN**

[Purpose of this Section: Identify audiences that need to be informed about support and the type of information they need. Document how and when this information is to be provided to them. Consider problem escalation and resolution and how this communication is to occur.]

## ***5.1 End-User Support***

## ***5.2 Operational Support***

## ***5.3 Technical Support and Maintenance***

# **6.0 COST ESTIMATES**

[Purpose of this Section: Develop and document cost estimates for creating support procedures. Develop and document cost estimates for providing ongoing support. Identify timing for when costs are expected to occur as the system and support are developed and deployed.]

## ***6.1 End-User Support***

## ***6.2 Operational Support***

## ***6.3 Technical Support and Maintenance***

# **7.0 ATTACHMENTS**

## ***7.1 End-User Support Manuals***

## ***7.2 Operational Support Manuals***

## ***7.3 Technical Support Manuals***

#

# **APPENDIX**

***Support Plan Checklist*** - This section will be used to capture information when transitioning to Operations.

**Documentation**

Do you need to add or update a Service Catalogue entry?

Yes ☐ No ☐ N/A ☐

Do you have an updated list of go-live risks and mitigation strategies?

Yes ☐ No ☐ N/A ☐

Do you have support contacts and contact information for out-of-hours support?

Yes ☐ No ☐ N/A ☐

**Support**

Will this application or system be supported by the central service desk?

Yes ☐ No ☐ N/A ☐

Will this application or system be supported by other support units? If so, which unit?

Yes ☐ No ☐ N/A ☐

Have you provided training and/or documentation to the central service desk

Yes ☐ No ☐ N/A ☐

Have you provided training and/or documentation to other required support units?

Yes ☐ No ☐ N/A ☐

**Communications**

Have you informed the central service desk of this new application/service or application/service change?

Yes ☐ No ☐ N/A ☐

Have you completed a Change Advisory Board (CAB) Change Request?

Yes ☐ No ☐ N/A ☐

Have you received CAB approval?

Yes ☐ No ☐ N/A ☐