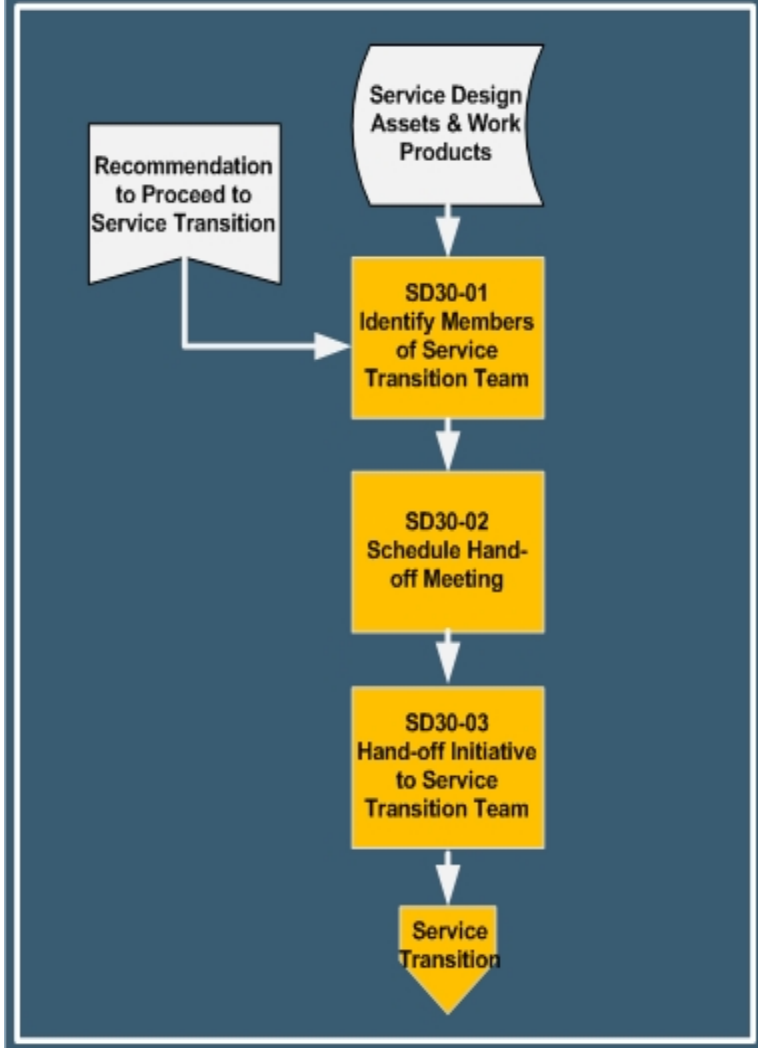




Hand-off Initiative to Service Transition



Activity Number: SD30

Activity Name: Hand-off Initiative to Service Transition Team

Responsibility: Service Owner

Work Flow Management Stream:

- ◆ New Service
- ◆ Major Service Improvement
- ◆ Service Improvement / Bug Fix

Goal of SD30 Hand-off Initiative to Service Transition Team: The goal of this activity is to ensure that all Service Design Work Products and Assets (Configuration Items) are understood by the Service Transition team, that all risks, issues and constraints are communicated, and that all questions related to the new service or service change initiative have been answered to the satisfaction of the Service Transition team.

Activity Trigger:

- ◆ Service Transition phase activities are approved
- ◆ Recommendation to Proceed to Service Transition phase has been made

Input: All Assets / Work Products created and baselined during the Service Design Phase including:

- ◆ Updated Master Budget
- ◆ Updated Master Schedule (Service Transition Plan in WBS)
- ◆ Updated Master Task Plan (including 3rd Party resources)
- ◆ Updated Master Resource Plan (including 3rd Party resources)
- ◆ Service Requirements Register / Database
- ◆ Updated Business Case
- ◆ Statement of Requirements / Service Acceptance Criteria (SoR)
- ◆ All Service Design Documents (SDD) in Service Design Package (SDP)
- ◆ Training Plan
- ◆ Process Improvement Plan



- ◆ Service Marketing Plan
- ◆ Customer-Facing Service Catalog Entry (Draft)
- ◆ Service Design Phase Checklist & Recommendation to Proceed
- ◆ RFCs for Service Design missing, incomplete, or conflicting work products and assets
- ◆ RFCs for Service Design process improvements

Output: Hand-off of initiative to Service Transition team

Duration: Depending on the scope, size and complexity of the initiative, the initiative may be handed-off in as little as an hour (for small, less-complex service improvement initiatives) or during a week-long workshop (for new services or highly complex initiatives)

Dependencies: Service Design Phase Activities and Work Products are complete

Description: This activity is the formal launch of the Service Transition Phase of an initiative. It ensures an orderly hand-off of an initiative between the Service Design Team and the Service Transition Team, provides an overview of work accomplished including all Service Design Documents and supporting plans, and addresses all questions related to the Service Development Initiative / release that might be posed by the Service Transition team. Even when the Service Design Team is the same as the Service Transition Team, a review of Service Design Deliverables and status is beneficial in ensuring that all team members begin Service Transition phase with the same understanding of the status, risks and direction of the initiative. In addition, a launch meeting can be beneficial in setting an upbeat tone for the Service Transition phase.

Procedure:

Step	Activity	Owner	Output
SD30-01	Identify individuals to be involved in the Hand-off Meeting including <ul style="list-style-type: none"> • Members of the Service Transition Team assigned to the initiative by the Change Advisory Board (CAB), • Subject Matter Experts (SMEs) involved in Service Design Activities • Management (as appropriate) • Other essential stakeholders 	Service Owner	List of Hand-off Meeting attendees
SD30-02	Schedule the hand-off of the initiative to the Service Transition Team, allowing adequate time to address the background of the initiative, all risks, issues and constraints related to the initiative, and any questions raised by the Service Transition Team and prepare the Hand-off meeting agenda including an overview of <ul style="list-style-type: none"> • Background • Summary • Strengths, weaknesses, opportunities, threats (SWOT) • Attributes, Functionality, Capabilities • Deliverables • Budget & Funding 		Schedule and Agenda for Hand-off Meeting



Step	Activity	Owner	Output
	<ul style="list-style-type: none"> • Staffing, Authority, Governance • Schedule & Status of Milestones • Stakeholders • Service Analyst Observations of Service Design Phase • Risks • Issues • Constraints • Impacts 		
SD30-03	Hand-off initiative to Service Transition team		<ul style="list-style-type: none"> • Service Design Phase Hand-off to Service Transition Phase • Hand-off Meeting Minutes

Alternatives: None

Quality Assurance Review:

- ◆ All members of the Service Transition team are engaged in the transition between Service Design and Service Transition
- ◆ All Service Design deliverable, assets, and work products are reviewed by Service Transition Team members
- ◆ All risks, issues and constraints related to the initiative are addressed
- ◆ All questions raised by the Service Transition Team are answered
- ◆ Hand-off meeting agenda and schedule is appropriate to the size, scope, and complexity of the service transition effort

Job Aides: None

Outcome: Initiative is handed-off to the Service Transition Team

Governance: (E.g. Policies, Standards, etc.)

- ◆ Service Design Policies & Standards
- ◆ Service Transition Policies & Standards

Measurements: The effectiveness of this activity can be measured by

- ◆ Attendance at the Hand-off Meeting of all members of the Service Transition Team
- ◆ Completeness and accuracy of minutes generated during the Service Design Hand-off Meeting

Additional Information: All risks identified and observations made during the Service Design Assessment are communicated to the Service Transition team during the Service Transition Hand-off Meeting.