

## Order Form Attachment 3 – Outline Implementation Plan

| #  | Milestone                                | Deliverables<br><i>(bulleted list showing all Deliverables required to be approved for each Milestone)</i>  | Task unique identifier | Tasks<br><i>(bulleted list showing the tasks required for each Milestone)*</i>  | Description<br><i>(description of tasks required for each Milestone)*</i>  | Stage<br><i>(e.g. Mobilisation, Design, Build, Test, or Transition)</i> | Duration<br><i>(Working Days)</i> | Start | Finish<br><i>(Milestone Date)</i> | Predecessors / Dependencies | Successors | Buyer Responsibilities from Part B of the Order Form (if applicable) | Link to ATP/CP |
|----|--|---|------------------------|---|--|---|-----------------------------------|-------|-----------------------------------|-----------------------------|------------|--|----------------|
| M1 | Mobilisation Analyse and Design Complete | <ul style="list-style-type: none"> <li>Detailed Implementation Plan</li> <li>Security Management Plan</li> <li>Draft Information security management system (ISMS)</li> <li>Quality Plan</li> <li>Test Strategy</li> <li>In-flight Project take on plan</li> <li>Implementation Project Initiation Document (PID)**</li> <li>Draft Communication Plans</li> </ul> |                        | <p>Key staff appointed, including project teams to run the implementation</p> <p>Process Leads and staff appointed</p> <p>TUPE identified and activities commence</p> <p>Discovery workshops and reports</p> <p>Tooling identified, procured and technically operational</p> <p>Identify novated contracts to be taken on</p> | <p>Key account leads and other key personnel appointed and in place. To include the project team to oversee and run the implementation through to full take-on.</p> <p>Staff responsible for running the IT processes and services appointed. Priority order of these appointments to be agreed in Detailed Implementation Plan.</p> <p>Staff in scope for TUPE identified and agreed and process to transfer commences in accordance with Call Off Schedule 14 (Staff Transfer).</p> <p>Establish Supplier led workshops to investigate the work to be undertaken and prepare for transition activities and joint working. To include workshops to enable creation of Low Level Design and Service Design Package.</p> <p>Tooling required to deliver the Services are obtained and technically tested to be operational, including Buyer owned tooling.</p> <p>Novating Contract(s) identified in accordance with Call Off Schedule 11 (Implementation).</p> |   | Commencement Date + 20 WD         |       |                                   |                             |            | BR.01, BR.02, BR.03, BR.05, BR.09, BR.13                             | ATP            |

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|     |   |  |                        | <p>Identify and plan signature of subcontracts</p> <p>Identify accounts and licences required</p> <p>Review and agree (benchmark) all outstanding tickets/assets etc.</p> <p>Operational planning discussions commence with third parties and partners to prepare for phased service take-on</p> | <p>All contracts identified for the delivery of the Services.</p> <p>All licences, accounts and permissions required for staff and tooling to be used to run and manage the Services are identified.</p> <p>Following on from discovery workshops, outstanding tickets and the assets to be transferred to the Supplier are benchmarked and agreed for take on.</p> <p>Meetings commence with partners and third parties to prepare for transfer of operational activities to the Supplier.</p>   |  |                                |       |                            |                             |            |  |                |
| M2a | Transition: Service Desk Build Complete | <ul style="list-style-type: none"> <li>Service Management Plan</li> <li>Training Plan</li> <li>Service Design Package (inclusive of High Level Design)</li> <li>Architecture Artefacts,</li> <li>Digital User Experience Architecture (High Level Design)</li> </ul> |                        | <p>Meet with Buyer staff to understand and prepare to run policies and processes</p> <p>Understand culture of Buyer and patterns of business activity</p>  | <p>Following on from discovery workshops and as part of staff training, commence operational meetings with Buyer staff to ensure all policies and each individual process are fully understood and the Supplier and Buyer staff are ready for take-on. Plan for service run-throughs.</p> <p>Following on from discovery workshops and as part of staff training, key staff to link in with wider Buyer priorities to understand and keep current with Buyer culture, patterns of business activity and Buyer issues that are relevant to delivery of Services (for example</p> |  | Commencement Date + 30 WD      |       |                            |                             |            | BR.04, BR.06, BR.10, BR.12   | CPP1-SD        |

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|-----|--------------------------------|---|------------------------|---|--|--|--------------------------------|-------|----------------------------|-----------------------------|------------|--|----------------|
|     |                                | <ul style="list-style-type: none"><li>Digital User Experience Architecture (Low Level Design) (and updated Service Design Package)</li><li>Communication Plans</li><li>RAID log</li><li>Test Plans</li><li>Test Specification</li></ul>   |                        | Meet with Incumbent Supplier(s) to implement and cooperate with phased exit and handover activities   | major policy changes or demand planning).<br><br>Following on from discovery workshops and as part of staff training, hold regular operational meetings with Incumbent Suppliers to instigate Service take-on. Ensure all take on plans are agreed and measured and conducted in cooperation with all Parties. |  |                                |       |                            |                             |            |  |                |
| M2b | Transition: EUS Build Complete | <ul style="list-style-type: none"><li>Service Management Plan</li><li>Service Design Package (inclusive of High Level Design)</li><li>Architecture Artefacts,</li><li>Digital User Experience Architecture (High Level Design)</li><li>Digital User Experience Architecture (Low Level Design) (and updated Service Design Package)</li></ul> |                        | Financials in place (e.g. purchase orders and billing)<br><br>Agree and sign-off with Technical Design Authority the final High Level Design and Service Design Package plans | All financial processes and activities are fully in place to cover billings and other financials required to deliver the Services.<br><br>All final delivery plans confirmed and agreed.   |  | Commencement Date + 40 WD      |       |                            |                             |            | BR.04, BR.06, BR.08<br><br>BR.10, BR.12                              | CPP1-EUS       |

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|-----|-------------------------------|---|------------------------|---|---|---|-----------------------------------|-------|-----------------------------------|-----------------------------|------------|--|----------------|
|     |                               | <ul style="list-style-type: none"> <li>Communication Plans</li> <li>RAID log</li> <li>Test Plans</li> <li>Test Specification</li> </ul>   |                        |   |   |   |                                   |       |                                   |                             |            |  |                |
| M3a | Transition: SD Test Complete  | <ul style="list-style-type: none"> <li>Early Life Support Plans</li> <li>Draft Cutover Plan</li> <li>Test Report</li> <li>Test Issue Management Log</li> <li>Test Certificate signed</li> <li>Requirements Traceability Matrix with test evidence</li> <li>RAID management</li> <li>Overarching Exit Plan</li> <li>ISMS</li> <li>BCDR Plan</li> </ul> |                        | Work shadow incumbents  | As part of Service take-on, work shadow the Incumbent Suppliers on all processes, services and In-Flight Projects in line with the phased take-on of Services.                        |   | Commencement Date + 50 WD         |       |                                   |                             |            | BR.07, BR.11, BR.13  | ATP            |
|     |                               |   |                        | Attend all relevant boards and meetings for learning and then to take over      | Attend all governance and operational boards, meetings, forums etc to be prepared for Service take on and take over from Incumbent Suppliers in line with phased take-on of Services. |   |                                   |       |                                   |                             |            |  |                |
|     |                               |   |                        | Knowledge transfer KBAs   | All existing knowledge articles and knowledge understood and taken on by the Supplier ready for Service take-on   |   |                                   |       |                                   |                             |            |  |                |
|     |                               |   |                        | Technical knowledge transfer  | All technical knowledge transfer complete and the Supplier is ready to take-on and manage the systems that enable the Services.   |   |                                   |       |                                   |                             |            |  |                |
|     |                               |   |                        | Training complete and Testing / run throughs of tooling and processes conducted | All staff training complete and testing and successful run throughs of the Services have been conducted.  |   |                                   |       |                                   |                             |            |  |                |
| M3b | Transition: EUS Test Complete | <ul style="list-style-type: none"> <li>Early Life Support Plans</li> </ul>  |                        | Asset transfer  | All Assets required to take on Services in the phased take on have been successfully transferred and recorded on CMDB and asset   |   | Commencement                      |       |                                   |                             |            | BR.07, BR.11, BR.13  | ATP            |

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|-----|---|---|------------------------|---|---|---|-----------------------------------|-------|-----------------------------------|-----------------------------|------------|--|----------------|
|     |   | <ul style="list-style-type: none"> <li>Draft Cutover Plan</li> <li>Test Report</li> <li>Test Issue Management Log</li> <li>Test Certificate signed</li> <li>Requirements Traceability Matrix with test evidence</li> <li>RAID management</li> <li>Overarching Exit Plan</li> <li>ISMS</li> <li>BCDR Plan</li> </ul> |                        | <p>Novated contracts signed and operational</p> <p>All contracts (including sub contracts and third parties) signed and operational</p> <p>Accounts and licences required in place</p> <p>Third party relationships with sub contractors and partners established and in place to deliver (e.g catalogue partner and Body Worn Video)</p> | <p>records (in accordance with the Core Terms and Call Off Schedule 10 (Exit Management)).</p> <p>Novating Contract(s) agreed and taken on in accordance with Call Off Schedule 11 (Implementation).</p> <p>All contracts required for the delivery of the Services agreed and signed.</p> <p>All licences, accounts and permissions required for staff and tooling to be used to run and manage the Services are agreed and in place.</p> <p>Relationships and service readiness with third party suppliers established and in place ready for Service take-on. Including technical understanding of infrastructure and software/systems required.</p> |   | Date + 60 WD                      |       |                                   |                             |            |  |                |
| M4a | Transition: Service Desk Service Readiness Complete | <ul style="list-style-type: none"> <li>Continuous Improvement Plan,</li> <li>IT Roadmap/ Technology Dataset,</li> <li>AT roadmap,</li> <li>Phased take on of 50% of Service Desk tickets complete</li> <li>Phased take on of Service</li> </ul>   |                        | <p>TUPE confirmed and actioned</p> <p>Phased take on of services / tickets</p>  | <p>Finalisation of TUPE and staff transferred in accordance with the provisions of Call Off Schedule 14 (Staff Transfer).</p> <p>Phased take on of tickets and Services (% thresholds to be established in Detailed Implementation Plan)</p>  |   | Comment Date + 80 WD              |       |                                   |                             |            |  | CPP2-SD        |

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|-----|--|---|------------------------|--|---|---|-----------------------------------|-------|-----------------------------------|-----------------------------|------------|--|----------------|
|     |  | <ul style="list-style-type: none"> <li>management processes</li> <li>SD training plan</li> <li>SD Cutover plan</li> <li>Staff Transfer Complete</li> </ul>  |                        |  |   |   |                                   |       |                                   |                             |            |  |                |
| M4b | Transition: EUS Service Readiness Complete   | <ul style="list-style-type: none"> <li>Continuous Improvement Plan,</li> <li>IT Roadmap/Technology Dataset,</li> <li>AT roadmap,</li> <li>Phased take on of Service management processes</li> <li>EUS Cutover Plan</li> <li>EUS training Plan</li> <li>Staff Transfer Complete</li> </ul> |                        | <ul style="list-style-type: none"> <li>Phased take on of processes (each one will have its own unique activities and some processes are subordinate to others e.g. change)</li> <li>50% of tickets successfully handled by the Supplier</li> </ul> | <ul style="list-style-type: none"> <li>Phased take on of individual processes and Services commence (order of process take-on to be established in Detailed Implementation Plan (some processes are dependent on others being operational first).</li> <li>50% of all tickets successfully handled and actioned by the Supplier.</li> </ul>   |   | Commencement Date + 100 WD        |       |                                   |                             |            |  | CPP2-EUS       |
| M5a | Transition: SD Service Commencement Complete | <ul style="list-style-type: none"> <li>Acceptance into Service Complete</li> </ul>  |                        | <ul style="list-style-type: none"> <li>Take on new Projects and some In-Flight Projects</li> <li>All tickets and Services delivered by the Supplier</li> </ul>   | <ul style="list-style-type: none"> <li>Supplier ready to receive new Projects and handover of In-Flight Projects commences in accordance with Call Off Schedule 19 (Projects) and/or Call Off Schedule 11 (Implementation) respectively.</li> <li>Supplier completed take-on all Services including in-flight or transferred tickets and there are no outstanding tickets or work left to be</li> </ul> |   | Commencement Date + 100 WD        |       |                                   |                             |            |  | CPP3-SD        |

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|---------|--|---|------------------------|--|--|---|-----------------------------------|-------|-----------------------------------|-----------------------------|------------|--|----------------|
|         |  |   |                        | Fully taken on all Service Levels  | conducted by the Incumbent Suppliers.<br><br>Supplier completed phased take on all Services and working to the agreed set of Service Levels in accordance with Call Off Schedule 3 (Service Levels, Service Credits and Performance Monitoring). |   |                                   |       |                                   |                             |            |  |                |
| M5<br>b | Transition:<br>EUS Service Commencement Complete | <ul style="list-style-type: none"> <li>Acceptance into Service complete</li> </ul>  |                        | Revise and decommission configuration items , knowledge articles etc to reflect the change of supplier to operational and exit of incumbents | Finalise the change over all guidance, knowledge and system data to reflect the full operational status of the Supplier. To include decommissioning of any redundant information, systems or data.   |   | Commencement Date + 120 WD        |       |                                   |                             |            |  | CPP3-EUS       |
| M6<br>a | Transition:<br>SD Steady State Complete          | <ul style="list-style-type: none"> <li>ELS Complete</li> <li>Post Implementation Report (including lessons learned and record of the activities delivered against the Detailed Implementation Plan).</li> </ul> |                        | Final exit of Incumbent Suppliers<br><br>Steady state operation.<br><br>Project closure and handover to Business-as-Usual teams.             | Maintain steady state operations to all Service Levels<br><br>Implementation project closure, TMO complete.  |   | Commencement Date + 160 WD        |       |                                   |                             |            |  | Final CCP4-SD  |
| M6<br>b | Transition:<br>EUS Steady                        | <ul style="list-style-type: none"> <li>ELS Complete</li> <li>Post Implementation Report</li> </ul>  |                        |  |  |   | Commencement                      |       |                                   |                             |            |  | Final CPP4-EUS |

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|---|----------------|--|------------------------|--|---|---|-----------------------------------|-------|-----------------------------------|-----------------------------|------------|--|----------------|
|   | State Complete | (including lessons learned and record of the activities delivered against the Detailed Implementation Plan.) |                        |  |   |   | Date + 180 WD                     |       |                                   |                             |            |  |                |

\*Note 1: Where a Milestone is split into sub-Milestones (e.g. M2a and M2b etc.), the Tasks and Descriptions listed against that Milestone in the table above apply equally in respect of each such sub-Milestone.

\*\* Note 2: “**Project Initiation Document**” or “**PID**” means the document which defines the scope of the project and the controls and management structure that will be applied to ensure its successful delivery, using the Buyer’s standard template as may be provided from time to time.



Appendix 1 OIP.xlsx



FEUSPP Order Form  
Attachment 3 (Outline