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Implementation Plan
<<Project Name>>

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Improve | Innovate | Digitise

Document Controls

Project Information

Organisation	<< Organisation Name >>
Project Sponsor	<< Project Sponsor >>
Project Name	<< Project Name >>
Project Number	<< Project ID >>

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Version	Date	Nature of Amendment	Changed By

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a) *The dark blue text represents help/instructional text in the template – please remove it from the final version and/or before publishing the document.*

b) *This template is for documenting the key aspects to consider whilst formulating an Implementation Plan.*

c) *Fill in sections with relevant information for the project.*

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e) *Do not forget to update the table of contents figures and caption tables (Reference tab in MSWord) once the document is complete.*

1. Introduction

1.1 Purpose

An implementation plan is required to ensure specific actions are undertaken to achieve the outcomes or goals specified during the planning phase and assist with a smooth transition with minimal disruption. The purpose of this implementation plan is to document the key aspects considered for *<<insert client's name & system or area>>* in order to minimise the inherent risk of a change and ensure business continuity.

Understanding the methodology used by the organisation will have an impact on how the implementation stage is managed, it could either be many implementations over the course of a few months every second week in an Agile organisation, as depicted below in Figure 1. It could also be months of implementing a large system, depicted in figure 2, or it could be a hybrid of these. Regardless of methodology, it's important to consider all aspects so that nothing is missed that could be detrimental to the business and customers' experience.

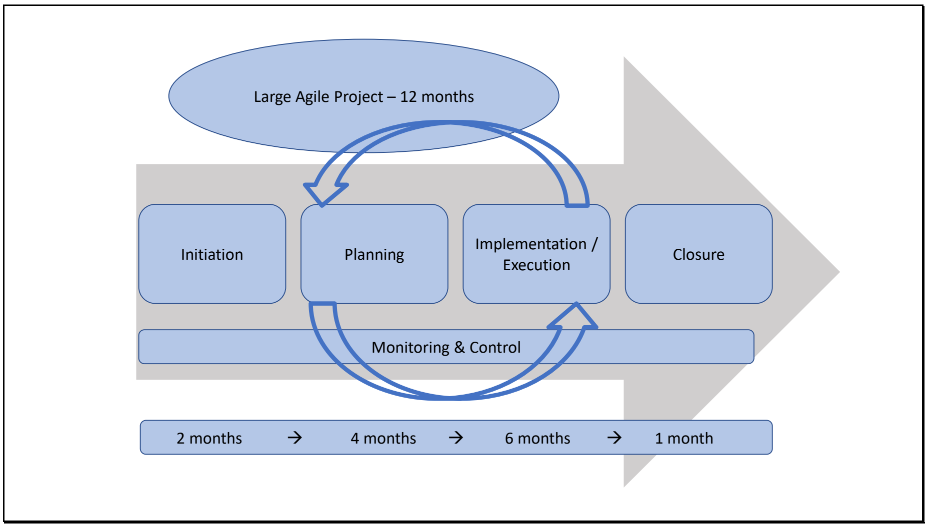

Figure 1 - Agile Project Lifecycle depiction

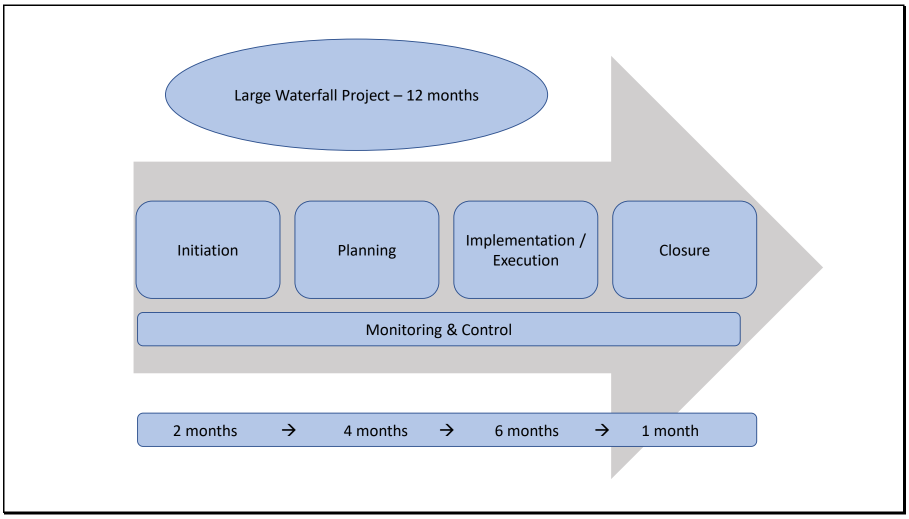

Figure 2 - Waterfall Project Lifecycle depiction

2. Inputs Required

The business analyst will require the following documentation, in order to effectively document the implementation steps. This will help to understand who is impacted, what they require as an output prior to implementation, during implementation or post implementation for an effective handover. As well as, communication plans and timeframes targeted:

2.1 Stakeholder identification and impact analysis

<Insert table here or create if required as below>

Table 1 - Stakeholder identification and impact analysis

Name	Outputs	Owner	Date
Operations	*Updated operations manual*	*Assign owner responsible*	*Assign a date when this should be completed by*
Information Technology	*As-is and To-be Process models showing interdependencies*	*Assign owner responsible*	*Assign a date when this should be completed by*
External Vendors			

2.2 Transition Requirements and Success Criteria

These will facilitate the transition from current state to future state and are temporary in nature
<Insert table here or create if required as below>

Table 2 - Transition Requirements and Success Criteria

Transition Requirements	Priority	Success Criteria
Change *<Include any transition requirements which may be related to the change, whether technical system, software development or process change>*		*Once implemented, how will the success of this requirement be measured?*
Operations *<Include any transition requirements which may be related to the Operational unit specifically>*		
Support *<Include any transition requirements which may be related to support specifically>*		
Optimize *<Include any transition requirements which may be related to capacity or performance and SLA's specifically>*		

2.3 Dates and Timeframes

Dates targeted for specific milestones as well as implementation duration – whether a project is following Agile/Waterfall or Hybrid methodology, you should always have a clear understanding of how long an implementation is likely to take (Days/weeks/months) and what the organisational change management process is so that you align your activities with that. For example, with Agile projects, implementation may *be a day every fortnight or with Waterfall it may be a few weeks or months of continuous implementation to get a large transformation project over the line. Keeping in mind that a compliance change may have a hard-set date to be compliant by.*

Table 3 - Dates and Timeframes

Dates and Timeframes	
Compliance Date:	*<enter date here>*
Pre-Implementation Dates:	
Tasks Completed By:	*<enter date here>*
Deliverables Signed Off By:	*<enter date here>*
Change Board Approval Required By:	*<enter date here>*
Implementation Dates:	
Target Start Date:	*<enter date here>*
Target End date:	*<enter date here>*
Post Implementation dates:	
Tasks Completed By:	*<enter date here>*
Deliverables Signed Off By:	*<enter date here>*

2.4 Communication plan

This is to understand who needs to be made aware of the upcoming implementation and any key points to bring to their attention, for example, whether any systems will be unavailable and when.

Table 4 - Communication Plan

Stage	Audience	Frequency	Key points
Pre implementation	*Wide – entire organization/entire department depending on breadth of change*	*Once/Twice*	• *Dates of implementation start* • *Current issues* • *Who to raise production queries to?* • *Provide documentation where required* • *Advise of the unavailability of systems and timings*
During implementation	*Focused – project team, key stakeholders*	*Weekly/Fortnightly*	• *Status reports* • *Risks and issues* • *Advise of the unavailability of systems and timings*
Post implementation	*Mirroring the Pre implementation audience*	*Once* *(After each implementation if Agile)*	• *Advising what changes are now in production* • *The post implementation sign offs provided and by whom*

Stage	Audience	Frequency	Key points
			• *Updating documentation where required*

3. Implementation Checklist

The below steps/checklists can be added to/amended as required but the main topics should be covered off, including contingency plans identified, decommissioning required, roll back plans etc.

Table 5 - Product Information & Implementation Checklist

Product Information	
Product Name:	*<Insert project name here>*
Project Manager:	*<Insert project manager name here>*
Planned Implementation Start Date:	*<Insert planned implementation start date here>*
Planned Implementation End Date:	*<Insert planned implementation end date here>*
Product Owner post implementation:	*<Identify Product owner once implementation is complete>*
Business Owner post implementation:	*<Identify Business owner once implementation is complete>*
Technical Owner post implementation:	*<Identify Technical owner once implementation is complete>*

Pre Implementation	**Yes**	**No**	**N/A**	**Comments**
Do you have all necessary inputs required? - Stakeholder identification and Impact Assessment - Transition requirements and Success Criteria - Dates and Timeframes - Communication plan	☐	☐	☐	
Is Testing complete and signed off? - Functional - Integration - Performance - Penetration - Accessibility - User Acceptance (UAT)	☐	☐	☐	
Are the To-Be processes defined and signed off? - Process for lodging technical incidents - Process for raising service requests - Etc.	☐	☐	☐	
Do any technical documents need to be updated? - Architecture diagram - Release notes	☐	☐	☐	
Is there any training to be done or training documentation required?	☐	☐	☐	
Are the user manuals updated? - Operations - Technical - Support	☐	☐	☐	
Is the new production system/environment configured?	☐	☐	☐	
Is the new production system/environment backed up regularly?	☐	☐	☐	

Are the transition requirements available and understood by key stakeholders?	☐	☐	☐	
Have you sent out a communication according to your communication plan and timeframes?	☐	☐	☐	
Are there any change management processes we need to follow? Or a change cycle? Or specific maintenance windows for releases?	☐	☐	☐	
Do we have a contingency plan for issues encountered?	☐	☐	☐	
Is there a rollback plan?	☐	☐	☐	
Do we have the current risks/issues documented and mitigations for those?	☐	☐	☐	
If systems are no longer required, do we have a decommissioning plan?	☐	☐	☐	
Do we require extra resources during implementation/post implementation?	☐	☐	☐	
If data is involved, do we have processes for back up, restoring, archiving and recovery of data?	☐	☐	☐	
Are there regulatory requirements for data retention?	☐	☐	☐	
Does data need to be transferred to the new area?	☐	☐	☐	
Do we have an incident management process? - Who to contact? - Contact details - Escalations	☐	☐	☐	
Are we ready for the Go/No Go meeting?	☐	☐	☐	
During Implementation	**Yes**	**No**	**N/A**	**Comments**
If training needs were identified, has this taken place?	☐	☐	☐	
Are you sending out communications (status reports) according to your communication plan and timeframes?	☐	☐	☐	
Are there any change management steps still to complete?	☐	☐	☐	
Do we have the current risks/issues documented and mitigations for those?	☐	☐	☐	
Have we recruited extra resources required or know which resources will be transferred post implementation, if required?	☐	☐	☐	
Post Implementation	**Yes**	**No**	**N/A**	**Comments**
Have the success criteria been met?	☐	☐	☐	
Budget handover – Licensing, support, maintenance and hosting	☐	☐	☐	

Artefact handover: - Project Scope - Project Objectives, Outputs and Outcomes - Product Roadmap Detailed - Project Benefits and KPIs detailed - BAU Project Costing Detailed - Remaining Risks and Mitigation Strategies	☐	☐	☐	
Has a comms gone out to relevant stakeholders?	☐	☐	☐	
Risks/issues handover	☐	☐	☐	
Vendor handover: - Roles - Contact details - Escalation process - Contract renew dates - SLA's/OPA's	☐	☐	☐	

4. Appendix

4.1. Deliverables

Table 6 - Deliverables

Stage	Deliverables
Pre implementation	• Updated process models • Updated technical documents • Training document • User manuals/guides created or updated • Contingency plan • Rollback plan • Decommissioning plan • Risk and Issues log • Resources plan • Data management plan
During implementation	• Status reports • Risk and Issues log
Post implementation	• Handover documents