

**PROJECT NAME**

**Early Life Support Plan**

**Prepared by:** Author

**PURPOSE OF DOCUMENT**

Early life support is a time-limited, enhanced level of assistance to ensure appropriate levels of support are provided during stabilisation, issues are addressed quickly and knowledge transfer is occurring to the run organisation. The objective of the plan is to establish specific activities that will occur that are above and beyond the standard production support plan as well as establish criteria for stabilization

**RACI**

|  |  |  |  |
| --- | --- | --- | --- |
| Responsible | Accountable | Consult | Inform |
| Project Manager | Project Board & Project Executive | Business Owner,  Infrastructure,  Applications,  Services Management, Research IT |  |

*GUIDANCE NOTE: This should show who is responsible, accountable, consulted and informed with regard the document*

**DOCUMENT CONTROL**

CHANGE CONTROL TABLE

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| Version | Amendment | Description | Release Date | Updated by |
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**APPROVALS**

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# Introduction

Early life support is a time-limited, enhanced level of assistance following successful deployment to ensure that:

* Appropriate levels of support are provided during stabilisation.
* Issues relating to deployment are addressed quickly.
* Knowledge transfer occurs to the Service Desk and BAU support teams.

The Early Life Support Plan covers the following:

1. Defined support activities
2. Communication expectations during ELS
3. Exit criteria and measurement
4. Escalation paths

# Support Desk Type, Roles and Expectations

*GUIDANCE NOTE*: *Update, amend or add to the standard text in the table as required*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Type** | **Roles & Qty Required** | **Details** | **Timeframe** | **Contact** |
| ELS Help Desk (temporary / virtual) | \* Service Desk Analysts  \* Project Team Members  \* Dept (or legacy) Support | The roles will be managed respectively by the Service Desk Manager and the Project Manager who will agree on:  \* Team member working hours  \* Knowledge transfer expectations  \* Phone / customer contact expectations  \* Response / Fix turn-around expectations | Duration of ELS |  |

# Support Activities and Resource During ELS

*GUIDANCE NOTE*: *Update, amend or add to the standard text below and in the table as required*

The following activities will be conducted during Early Life Support. The specifics around each activity area should be determined in consultation with users as to their needs, support groups as to their assessment of reasonable level of support and the business owner as to appropriate commitment

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Activity** | **Details** | **Timeframe** | **Resource** | **Contact Information** | **Resource Agreed With** |
| Ensuring application operation is acceptable |  |  |  |  |  |
| Ensuring Operational readiness |  |  |  |  |  |
| On-Call support |  |  |  |  |  |
| Troubleshooting network, filestore, OS or application problems |  |  |  |  |  |
| Responding to basic user queries |  |  |  |  |  |

# Communications

*GUIDANCE NOTE*: *Update, amend or add to the standard text in the table as required*.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Description** | **Possible Recipient(s)** | **Frequency** | **Method** | **Communicated by:** |
| The Project Manager will conduct regular meetings, communicate about issues as needed and coordinate with others who may also need to attend. | \* Project Team members  \* Client Devices Manager or representative  \* Campus Customer Support Managers or representatives  \* Service Desk Manager or representative  \* Applications Support Managers  \* FRMs  \* Others deemed necessary for specific concerns | Regular (likely daily) | **Project and Deployment Teams** will attend regular meetings. The purpose of the meeting is to identify specific incidents and determine necessary courses of action.  Other topics that arise needing more than a few minutes to address will be set aside for later discussion among the necessary parties. |  |
| Tracking progress against stabilisation criteria. | *\** Service Desk Manager  \* Service T & A Manager | At the end of Project ‘stand-by’ period (day 4 post-migration), then as required until ELS exit. | Via regular e-mail, phone or in-person discussions or meetings when necessary. |  |
| Announcing stabilisation and early life support exit and the move to standard support. | \* All Support Teams  \* Project Board  \* Lead Team | On final decision | Via formal meeting between Project Managers, Service Desk Manager, relevant Support Team Managers and Service T&A Manager. |  |

# ELS Duration and Stabilisation (Exit) Criteria

*GUIDANCE NOTE*: *Update, amend or add to the example text below and in the table as required.*

The ELS period will last for a period of up to two weeks from go-live provided the following stabilisation criteria are met. Some criteria are measured using specific indicators, others are based on feedback.

|  |  |  |  |
| --- | --- | --- | --- |
| **Measurement Category** | **Metric** | **Required for Stabilisation** | **Report/Feedback Provided by** |
| Operational Platform / Infrastructure Testing | Operational Requirements Checklist |  |  |
| Known issues **without** workaround | Number of known errors / issues relating to Operating System or application performance. | Number of user-impacting, known errors or issues arising since migration **without** a workaround = 0 (zero) |  |
| Known Issues **with** workaround | Number of known errors / issues relating to Operating System or application performance. | Number of known errors or issues arising since migration **with** a workaround < 5 |  |
| Significant Incidents | P1 or P2 Incidents reported over a set number of consecutive business days. | Significant (P1 or P2) migration-related Incident tickets raised by department or school in the previous 2 business days = 0 (zero) |  |
| Knowledge Transfer | Support teams (including Applications and Infrastructure) in possession of required documentation, scripts and Known Error logs. | Confirmation from all support teams that they have all required information and knowledge to take on BAU support. |  |
| Support Resource Requirements | Number of outstanding resource requirements as identified in the Support Model. | Number of outstanding resource requirements = 0 | Support Team Managers |
| CMDB Update | Registering of new configuration items | All new configuration items provided in agreed format to the CMDB Analyst. | Configuration Analyst |

# Stabilisation Review and Escalation

*GUIDANCE NOTE*: *Update, amend or add to the standard text below and in the table as required*

The triggers for immediate stabilisation review and the required escalation process are defined below:

|  |  |  |
| --- | --- | --- |
| **Trigger** | **Escalation Point** | **Contingency** |
| 1 or more criteria metrics at risk or experiencing significant issues | Project Manager creates corrective course of action in collaboration with other work/resource managers to allocate staff.  If resources become unavailable, Project Manager will refer to appropriate ITS leadership to identify resources. | Manageable resolution with an extension of stabilisation period for as long as necessary and with necessary resources allocated.  Stabilisation criteria re-evaluated and priorities adjusted where appropriate.  Contingency plans must be consistently communicated with Service Desk Manager, Service T&A Manager and FRMs as required. |

# Approval to Exit ELS

*GUIDANCE NOTE*: *Update, amend or add to the standard text below and in the table as required*

|  |  |  |
| --- | --- | --- |
| **Role** | **Name** | **Signature\* and Date** |
| IT Service Owner | e.g. AD Applications, AD Infrastructure |  |
| Applications / Database Manager |  |  |
| Servers & Storage Manager |  |  |
| Client Devices Manager |  |  |
| Service Desk Manager |  |  |
| CCS Manager |  |  |
| Project Manager |  |  |
| Service Transition & Acceptance Manager |  |  |

*\* Electronic signature or notification of acceptance is a valid method of approval. The project manager should maintain a record of any such notifications in the project folder structure.*

# Contact Information

*GUIDANCE NOTE*: *Update, amend or add contact details of stakeholders to the table as required*

|  |  |
| --- | --- |
| Project Team: | Servers and Storage: |
| Applications: | Service Desk:   * Service Desk Analysts, ext. 8888 |
| Client Devices: | Service Transition and Acceptance Manager: |