



TRANSITION TO SUPPORT Policy

1.0 Policy Statement on Transition to Support

This document establishes the Student Financial Assistance (SFA) policy on Transition to Support (TTS). The purpose is to support the SFA-wide process improvement initiative.

- Each project lead will develop a TTS Plan and use it for managing its activities.
- Each project lead will have a designated leader responsible for TTS activities and trained individuals, to include end users, to perform their duties.
- Each project lead will identify the system support organization prior to the point at which a solicitation package would be issued.
- Each project lead will involve, as appropriate, the designated system support organization throughout the acquisition.
- Appropriate measurements identified in the SA – CMM Level 2 key process area (KPA) Transition to Support will be used to determine the status and results of TTS activities.

2.0 Responsibilities.

Executive Sponsors will:

- Commit adequate resources, funding, and awareness training to implement TTS processes
- Review performance and results in accordance with defined process measurements

Project Managers will:

- Assign TTS responsibilities in accordance with policy, SFA standards (i.e. the Technology Handbook), and organizational disciplines and ensure adequate funding is identified in the business case.
- Ensure the implementation of the processes documented in the TTS Process Guide.
- Ensure that the system support organization, prior to transition (official hand-off), has delivered to them, from the Developer, a complete inventory list of all system material and related items.
- Ensure that the project members interfacing with the TTS activities receive orientation on the salient aspects of TTS activities.
- Ensure that TTS plans, activities, and work products are reviewed and approved
- Ensure that TTS activities and work products are delivered and maintained consistent with the defined Solution Life Cycle
- Ensure that change control processes as specified by Configuration Management Subgroup are maintained throughout the transition.
- A knowledge transfer of key information and material will occur through periodic meetings between Developer and Support organization.