



## 1.0 Policy Statement on Transition to Support

This document establishes the Federal Student Aid (FSA) policy on Transition to Support (TTS). The purpose is to support the FSA-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, FSA 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.