



Transition
To
Support



Federal Student Aid

Transition to Support Awareness Presentation

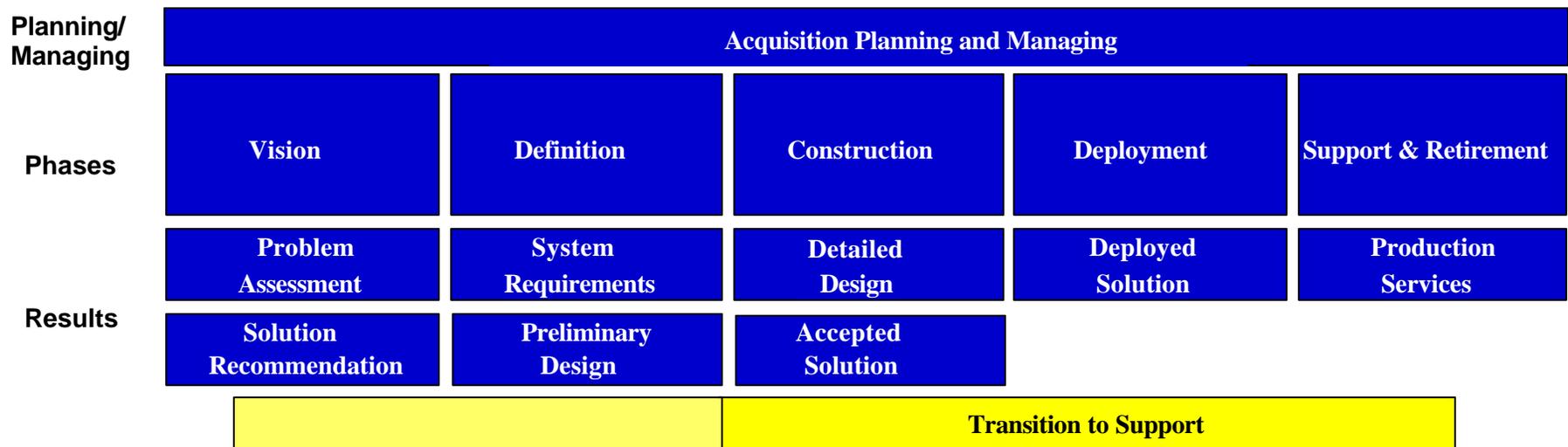


- **Solution Acquisition in the Solution Life Cycle (SLC)**
- **Solution Acquisition and the SLC**
- **SA-CMM in the SLC**
- **SLC and SA-CMM**
- **TTS in the SLC**
- **What is Transition?**
- **TTS Objectives**
- **Benefits of TTS**
- **Planning Transition**
- **Executing Transition**
- **TTS Tools**
- **Review and Summary**



The SLC is a framework to guide a successful solution acquisition from business case to deployment and support. The outline for the SLC is illustrated below.

This framework provides FSA with repeatable processes that allow project management to reduce time, effort, and unnecessary steps by providing an outline to follow throughout the project.



Transition to Support ensures that a solution support organization is identified, funded, trained, and in place when support activities begin.



Solution Acquisition and the SLC

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Vision

Definition

Construction

Deployment

Support &
Retirement

Phases



We begin with a Vision.

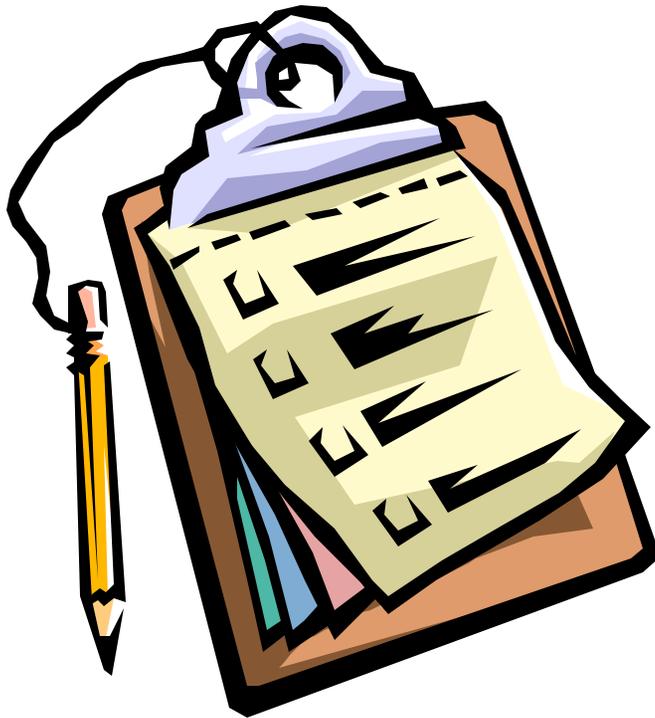
A business need has been identified that requires an assessment and solution recommendation.

A member of the FSA Management team is identified to oversee the Vision Phase processes and manage the solution effort from Vision to Support & Retirement.

This FSA employee is the Executive Sponsor of the project.



The Software Acquisition Maturity Model (SA-CMM) is a Capability Maturity Model for organizational improvement.



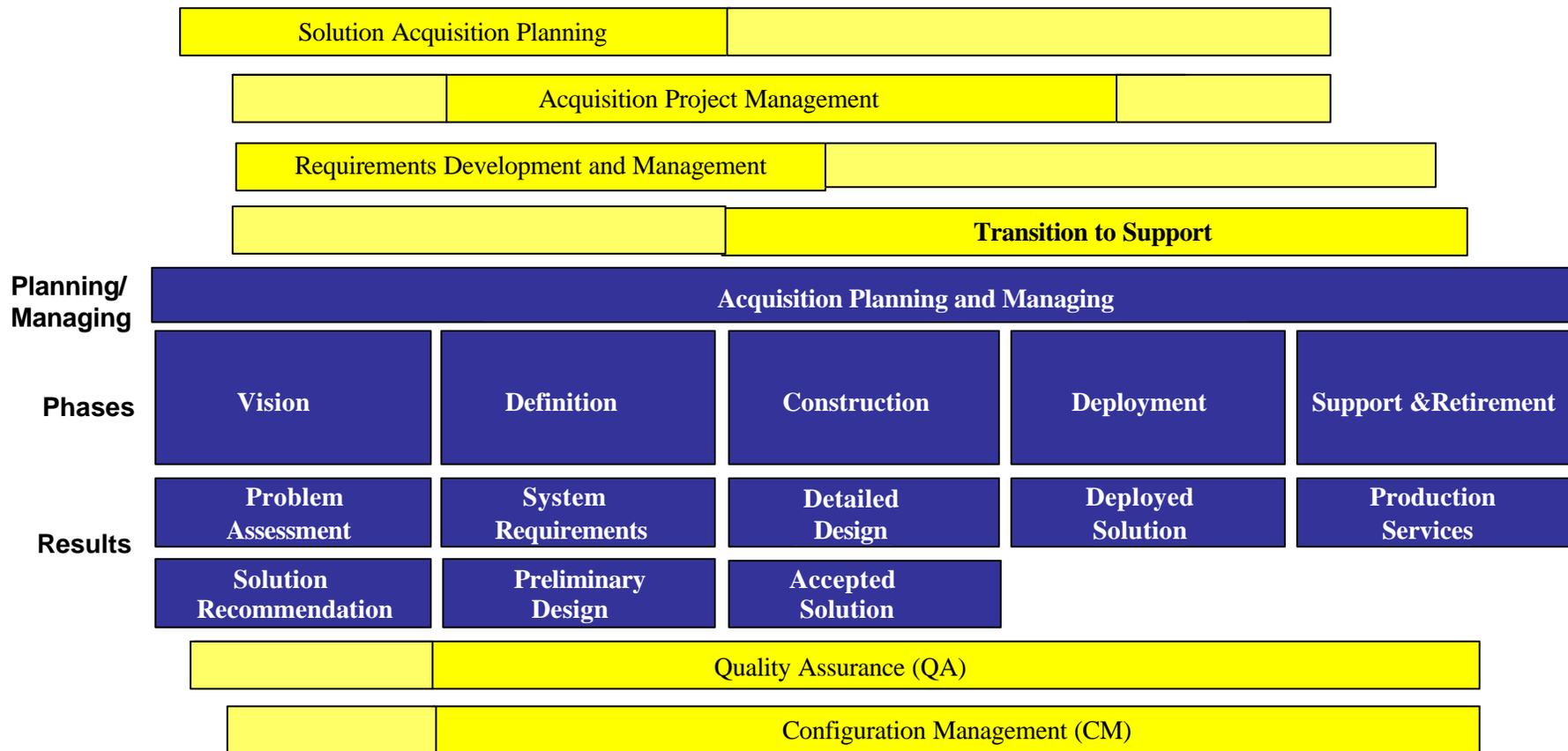
The SLC is further enhanced by the SA-CMM.

SA-CMM identifies Key Process Area (KPAs) on which organizations should focus their efforts to ensure their solution acquisition projects are run efficiently.

These KPAs align with different phases of the SLC. Defining and developing repeatable processes and procedures within each KPA will help FSA increase the efficiency of the SLC.

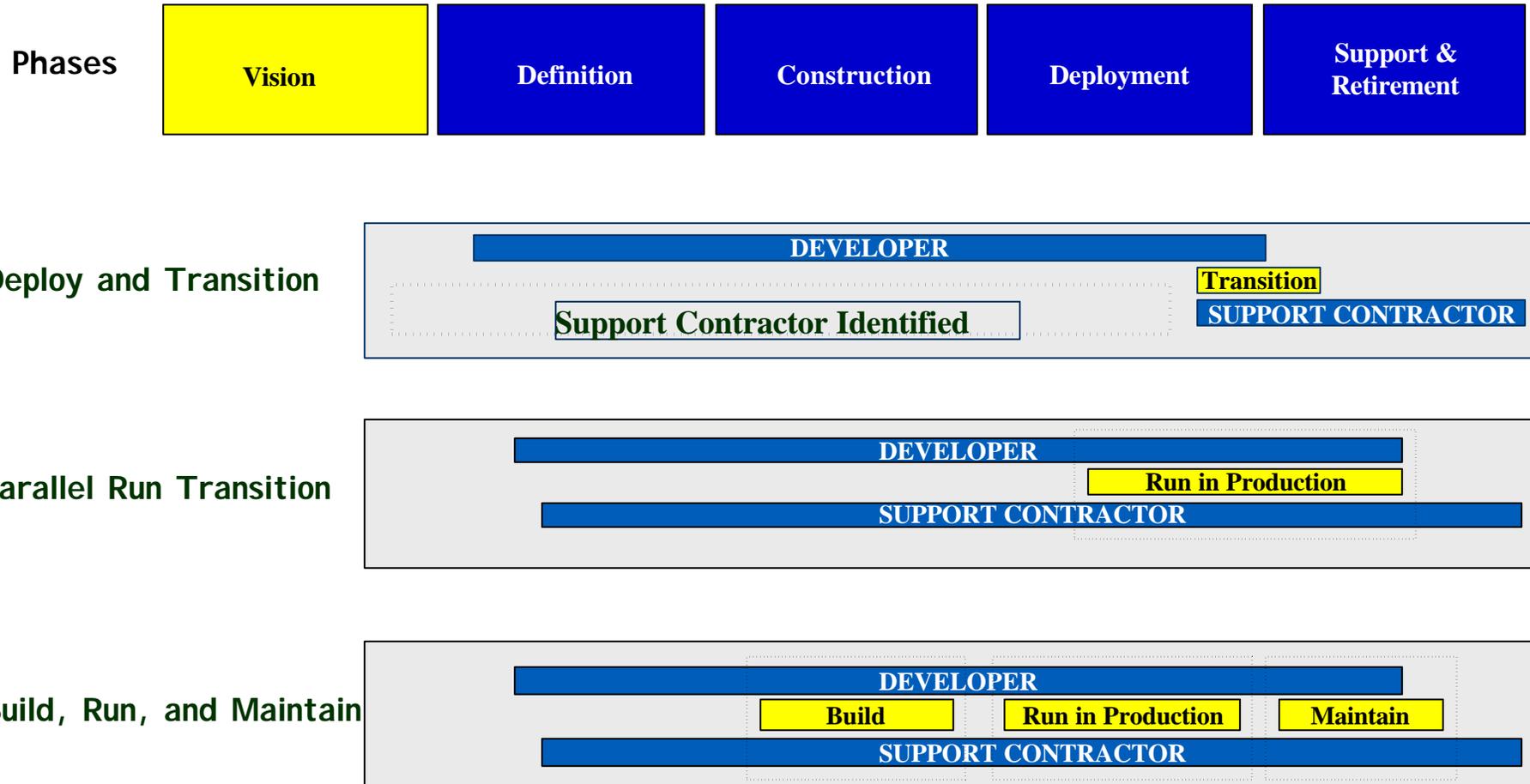


These six KPAs were chosen from the Software Acquisition (SA) and Software (SW) CMM models





TTS activities can vary based on transition method selected.



What is Transition?

Transition
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Transition is a transfer of system components from the development environment to the support environment.

System Transition is between one party to another.

- Deployment  System Support Organization

Transition can occur in several ways;

- One day of transition or “cut over”
- Parallel System Run between Deployment and Support Organizations
- Build, Run, and Maintain in an iterative phases

What is TTS?

Transition
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Provides for the transition of system products or components being acquired to the eventual system support organization.

Transition involves:

- **Identification of Resources**
- **Implementing plans**
- **Transition Readiness Test**
- **Disruption Free Transfer**



What is TTS?

Transition
To
Support



- Transition to Support Activities Include:
 - Activity 1: Follow the plan
 - Activity 2: Transfer responsibility only after demonstration of capability and capacity to maintain system
 - Activity 3: Project team conducts activities to ensure support is maintained during transitions
 - Activity 4: Oversee configuration control of software products during transition



One aspect of TTS is to establish a common and clear hand - off of system component between the Development and System Support Organization.

- The Goals of TTS are:
 - Goal 1: Project team ensures system support organization has the capacity and capability to assume support responsibilities
 - Goal 2: Continuity of support of system products does not suffer during transition
 - Goal 3: Configuration management is maintained throughout transition.



TTS provides a clear, comprehensive, and common approach to transition.

- Well developed planning and execution of transition reduce cost and system delivery service.
- Results Include:
 - Decrease Risk
 - Increase efficiency
 - Reduce transition time
 - Increases predictability and consistency
 - Repeatable

Transition Planning

Transition
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Vision

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Construction

Deployment

**Support &
Retirement**

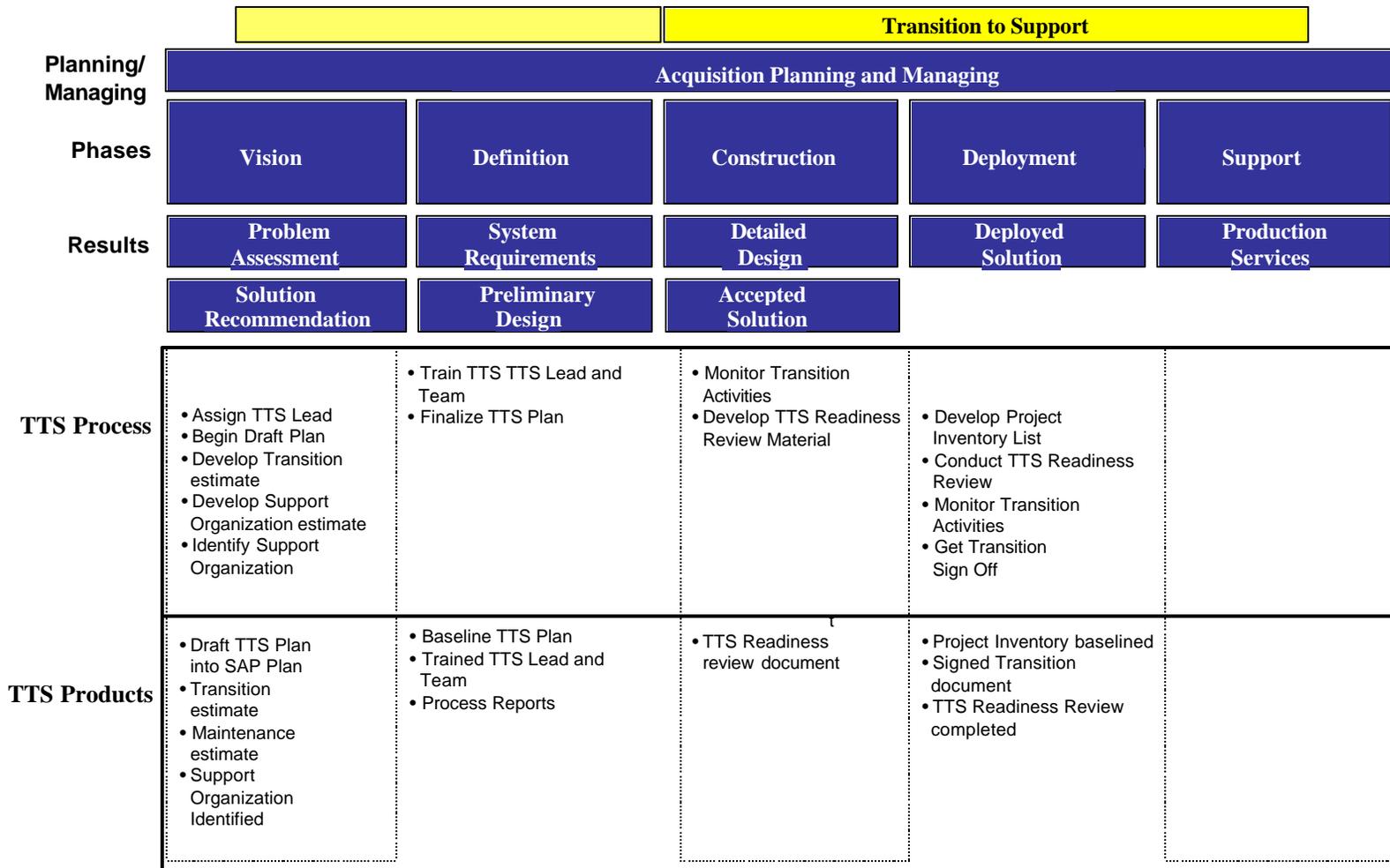
Phases

Transition planning begins in the Vision Phase.

- It Involves
 - Identifying funds and resources
 - Identifying long term Maintenance Budget
 - Identifying Support Organization
 - Developing TTS Draft Plan

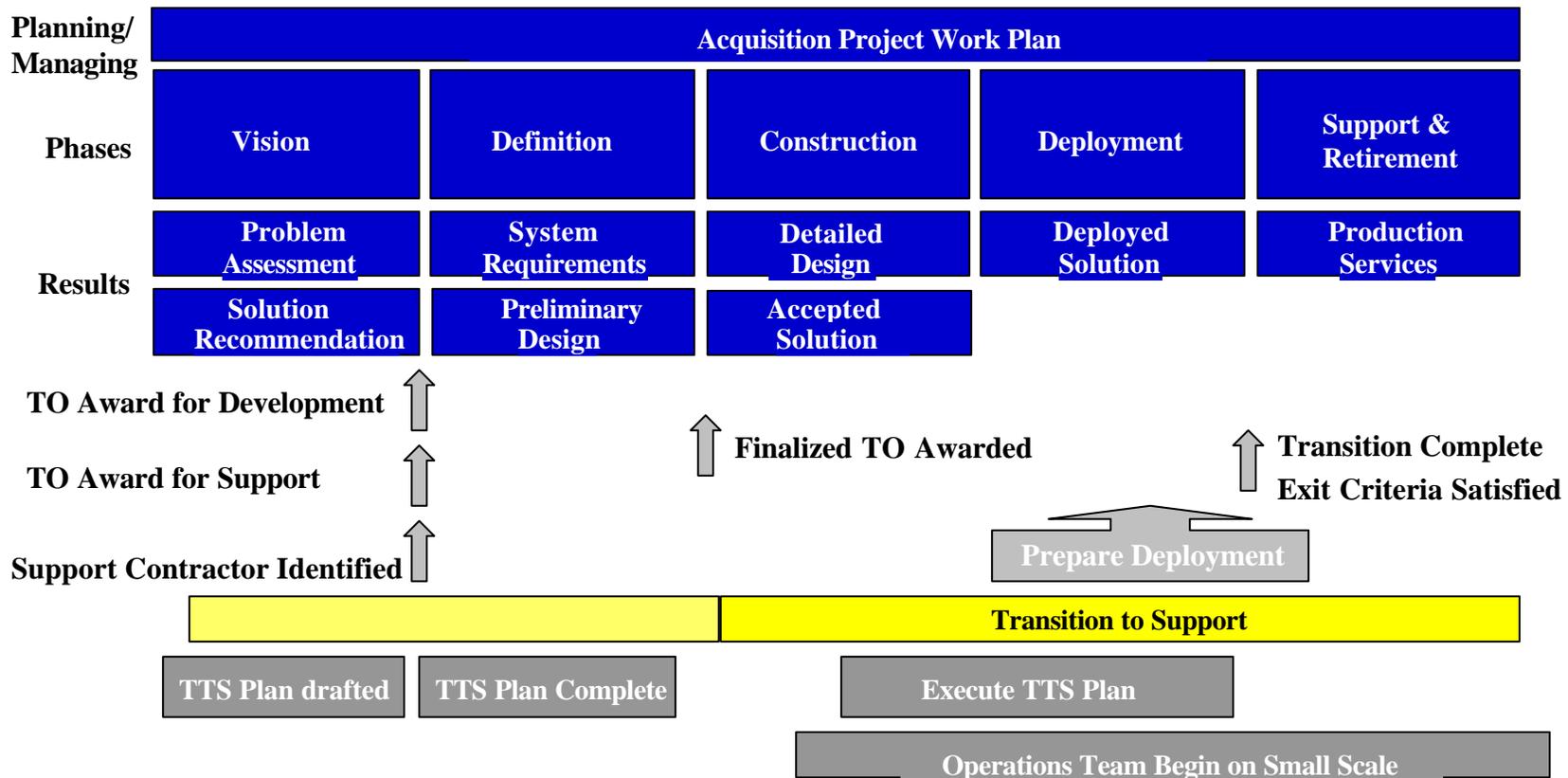
Transition Planning

Transition To Support



Transition Planning

Transition
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Support





Performing transitioning begins with the collaboration and agreement of transition plans from the Development and System Support Organization.

- Review of transition plans
- Transfer of System Inventory List
- TTS Readiness Review Checklist
- Ensure System Components is configuration managed
- Reporting of Status, Project Schedule, and TTS Sign - Off.

See TTS Process Guide.



Tools used to support the TTS process include:

- Policy
- Work Plan
- Transition Process Flow
- Process Guide
- Plan Template
- Readiness Review Checklist





Summary points include:

- SLC and SA-CMM
- TTS Definition
- TTS in the SLC
- Benefits of TTS
- Questions?

