



PRECISION STUDIO

A LEADER IN EFFECTIVE COMMUNICATION

Project Management Methodology

Warranty SubPhase



Warranty Sub-Phase

Agenda

- Course Outline
- The Project Lifecycle
- Sub-Phase Purpose
- Team Members
- Inputs/Outputs
- Overview of Sub-Phase Processes





Course Purpose

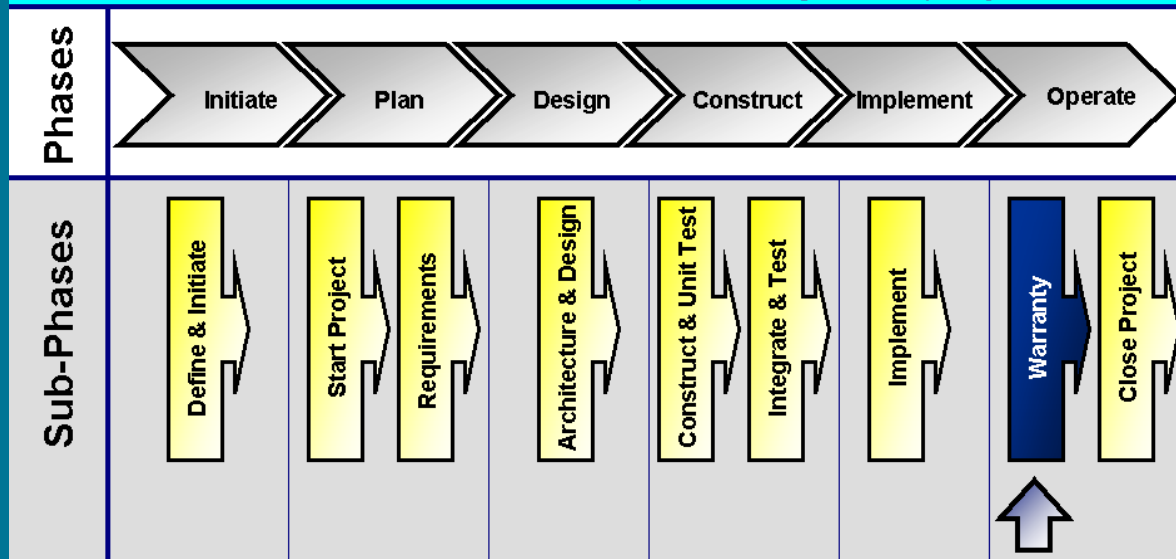


- Familiarize team members with the Warranty Sub-Phase processes.
- Understand process flows, team member roles, and artifacts employed.
- Employ the course concepts to participate as a team member in the preparation of critical sub-phase deliverables.



The Project Life Cycle

Phases and Sub-Phases of the Project Lifecycle



- A Project Solutions Methodology defines a standard project lifecycle.
- The Warranty Sub-Phase is executed during the Warranty Phase of the standard project lifecycle.
- It is the only sub-phase in the Warranty Phase



What is Warranty?

- Warranty is a specific time during which the project team is responsible for operating and maintaining the system until the production maintenance organization is satisfied that the system is in good working order and accepted by the end-user community.
- Therefore, an important aspect of this sub-phase is successful communication and negotiation between the project team and the production maintenance organization.





What makes a 'Good' Warranty?



- Establishing a relationship with the production maintenance organization early in the project's lifecycle and preparing for the transitioning of knowledge well before the Warranty Phase begins help to ensure a successful Warranty Sub-Phase. Deliverables produced and maintained throughout the lifecycle of the project, such as the Requirements Specification, the Requirements Management Strategy, the various defect logs with status and priorities for defects clearly documented, serve as invaluable knowledge transition tools. Clearly defined responsibilities for activities during the transition also serve to increase the likelihood of a successful Warranty Sub-Phase.



Warranty – What Will You Accomplish?

During the Warranty sub-phase:

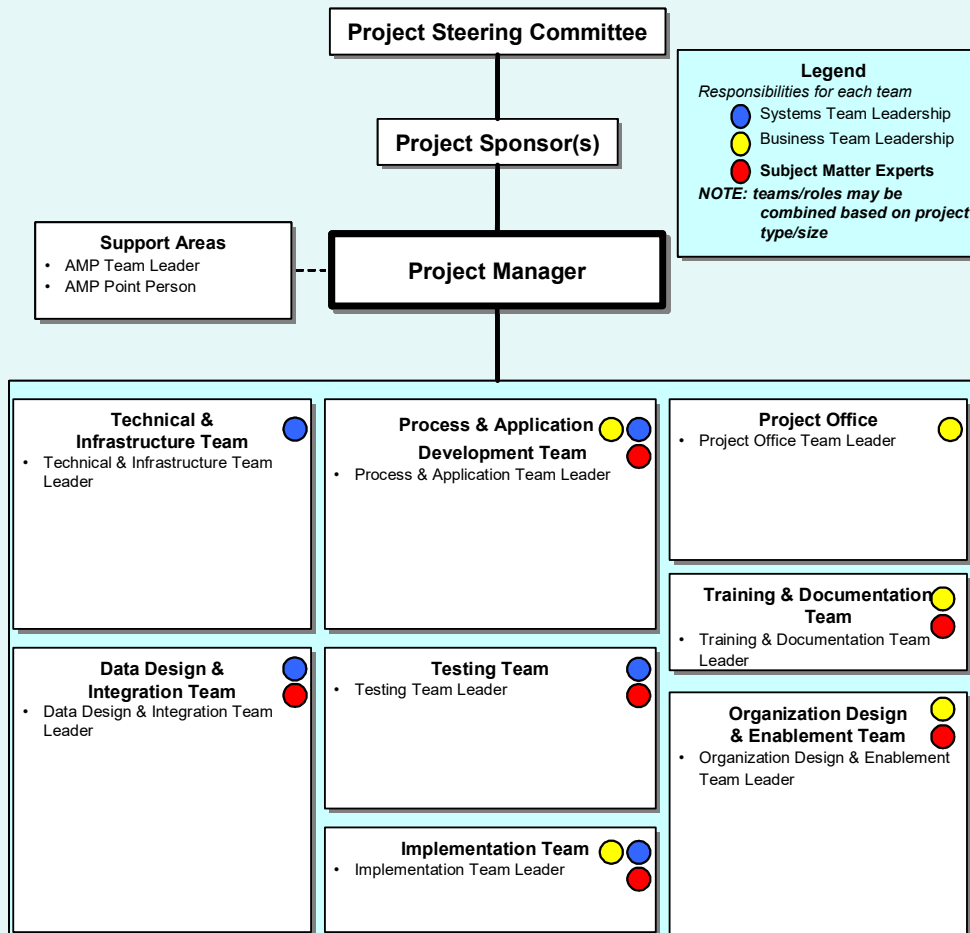
- The project team is transitioned to other activities
- Change management occurs in conjunction with planning for the next project phase (should there be another project phase)
- Project sign-offs are obtained
- The post-implementation review is scheduled
- Application support is handed off to the maintenance support organization.





Who Are Your Team Members?

Project Team Roles – Warranty Sub-Phase

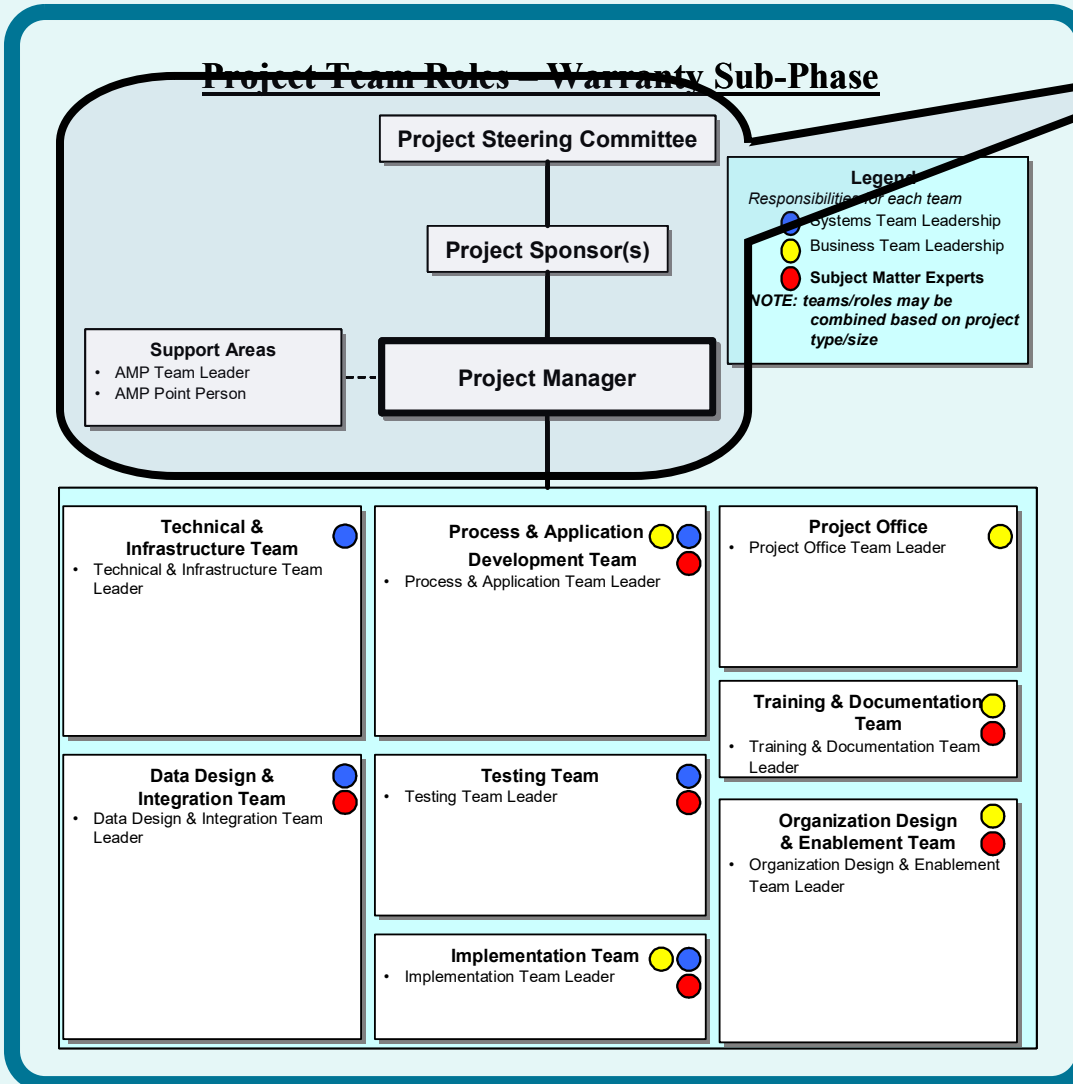


- Individuals with the appropriate skills collaborating to drive a successful project.

- Team roles are subdivided according to functional requirements.



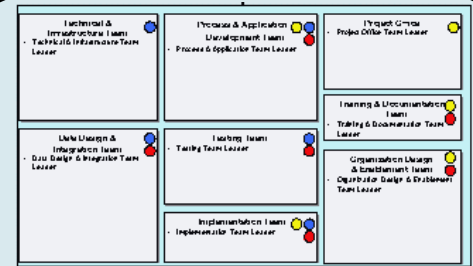
The Management Team



- The Steering Committee provides senior management oversight and direction for a project.
- The Project Sponsor/Business Partner is the “owner” of a project.
- The Project Manager’s primary responsibility is to manage and coordinate day-to-day project activities.
- Support Areas provide Subject Matter Expertise.



The Support Teams



Project Office

The Project Office focuses on large projects. It is accountable to the Project Manager and provides administrative support for Common Project Management Processes. During the Warranty Sub-Phase the project office will lead quality management activities.

Process & Application Team

The Process & Application Team takes the lead in two key areas during the Warranty Sub-Phase. Business representatives on the team are responsible for ensuring that Standard Operating Procedures and facilities function. System representatives are responsible for ensuring that the application software, system interfaces, reports and queries, and user interfaces function as intended. Process & Application Team members will typically take the lead in correcting defects agreed to as a result of the negotiations at the beginning of the Warranty Sub-Phase.

Technical & Infrastructure Team

The Technical & Infrastructure Team is responsible for ensuring that the infrastructure functions as specified. This team may adjust the infrastructure parameters as necessary to address any defect or performance issues within the scope of the Warranty tasks.

Data Design & Integration Team

The Data Design & Integration Team is responsible for ensuring that the data stores have been set up correctly. This team may create or update data stores as necessary to address any defect within the scope of the Warranty tasks.

Organization Design & Enablement Team

The Organization Design & Enablement Team is responsible for ensuring that the new organization has been structured as intended with the proper supporting mechanisms in place.

Training and Documentation Team

The Training staff is responsible for ensuring that courseware, help aids, and coaching materials are updated as necessary based on defects corrected during the Warranty Sub-Phase. Documentation staff is responsible for updates to operations reference manuals for business and systems areas as needed to correct errors and omissions.

Implementation Team

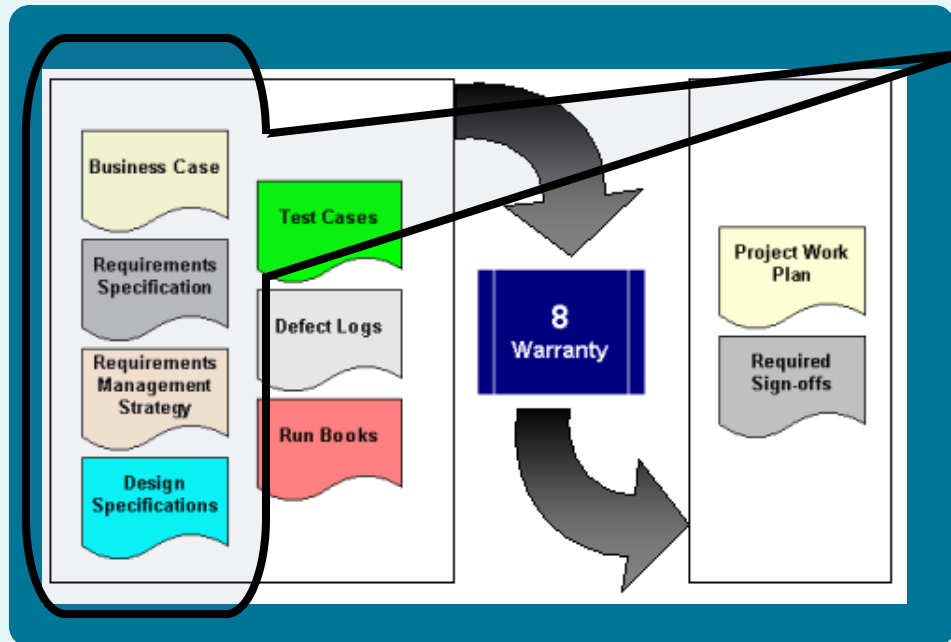
The Implementation Team may re-deploy system components as needed to correct defects.

Production Maintenance

The Production Maintenance Team serves as a partner and counterpart to the project team during the Warranty Sub-Phase. Based on negotiations among the project team, the production maintenance team, and the Project Sponsor (or his/her designee), the Production Maintenance Team may serve in any of the project team roles described above. In addition, the Production Maintenance Team is responsible for performing all of the processes that are part of the Transition Warranty Process including maintaining the production application inventory, conducting warranty evaluations, and building / executing warranty transition plans.



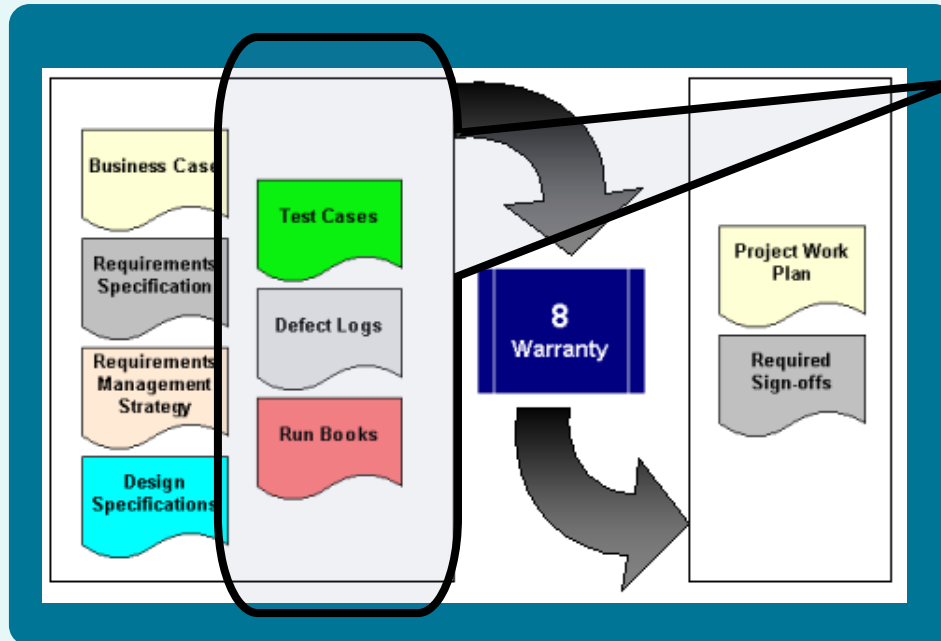
What are the Critical Inputs?



- **Business Case** – Developed during the Define & Initiate Sub-Phase, the Business Case provides the necessary information from a business standpoint, to determine whether or not the project is worth investing in. It is the instrument through which funding for the project is obtained and a project is initiated.
- **Requirements Specification** – Developed during the Requirements Sub-Phase, the Requirements Specification includes business process, organization, application, data, and security requirements for the project.
- **Requirements Management Strategy** – Developed during the Requirements Sub-Phase, The Requirements Management Strategy describes the requirements documentation, requirement types and their respective requirements attributes, specifying the information and control mechanisms to be collected and used for measuring, reporting, and controlling changes to the product requirements. The baseline Traceability matrix is also included.
- **Design Specifications** – Developed during the Architecture & Design Sub-Phase, the Design Specifications include the business process, organization, application, data, and technology design specifications for the project.



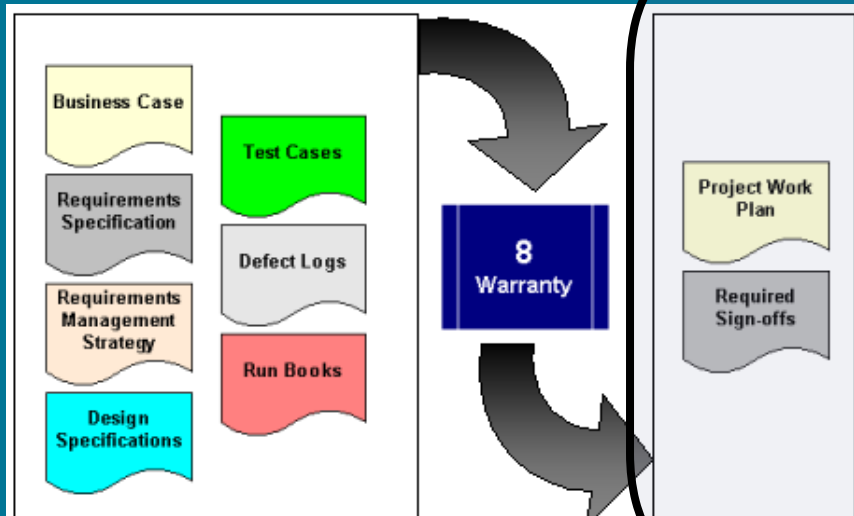
What are the Critical Inputs?



- **Test Cases** – Developed during the Architecture & Design Sub-Phase, Test Cases are part of the Test Strategy deliverable. Test Cases reflect each of the requirements for the solution in a manner that allows a working demonstration of whether or not the requirement (or part of the requirement) has been met.
- **Defect Logs** – Developed during Construct & Unit Test and Integrate & Test Sub-Phases, the defect logs track all identified defects (or perceived defects), the status of the defect (such as fixed, tabled, fix assigned, etc.), and any pertinent notes regarding the defect.
- **Run Books** – Developed during Construct & Unit Test Sub-Phase, Run Books provide detailed instructions necessary for operation of the solution, including instructions on backup, recovery, response to failure, etc.



What Critical Outputs Will You Create?



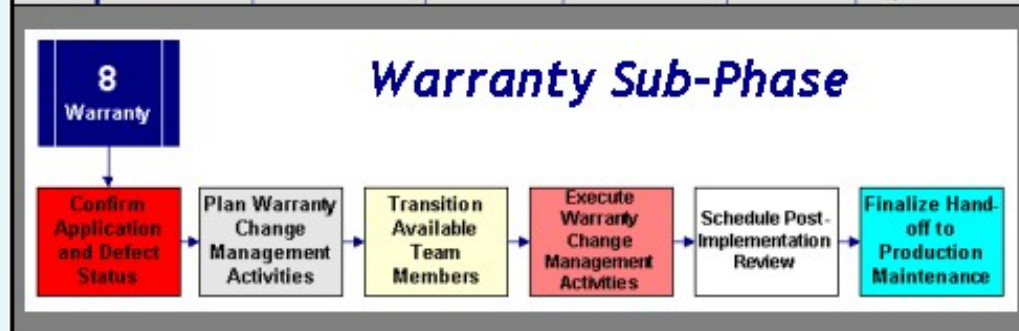
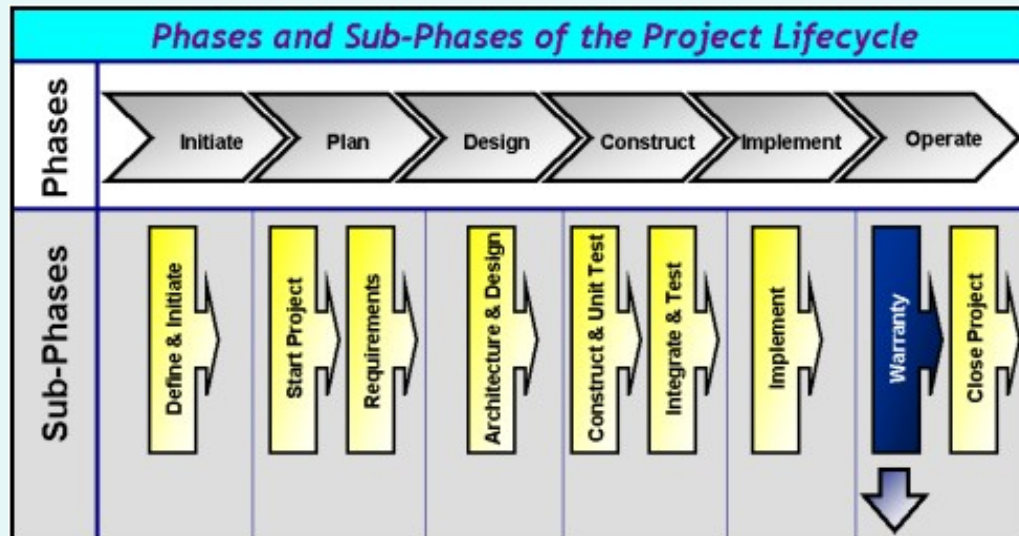
Project Workplan - Updated to include warranty transition activities – Developed during the Define & Initiate sub-phase, the project workplan is a detailed Microsoft Project plan for all project activities. The project workplan is updated during the Warranty Sub-Phase to include the specific tasks that must be executed during the Warranty Sub-Phase in order to achieve the acceptance criteria for transitioning the solution to the production maintenance organization.

Required Sign-offs – Obtained during the Warranty Sub-Phase, there are two major categories of sign-off:

- Sign-off from the Project Sponsor, indicating that the solution has been accepted by the business community.
- Sign-off from the production maintenance organization, indicating that the application ownership has been accepted by that organization.



How Does the Sub-Phase Breakout?



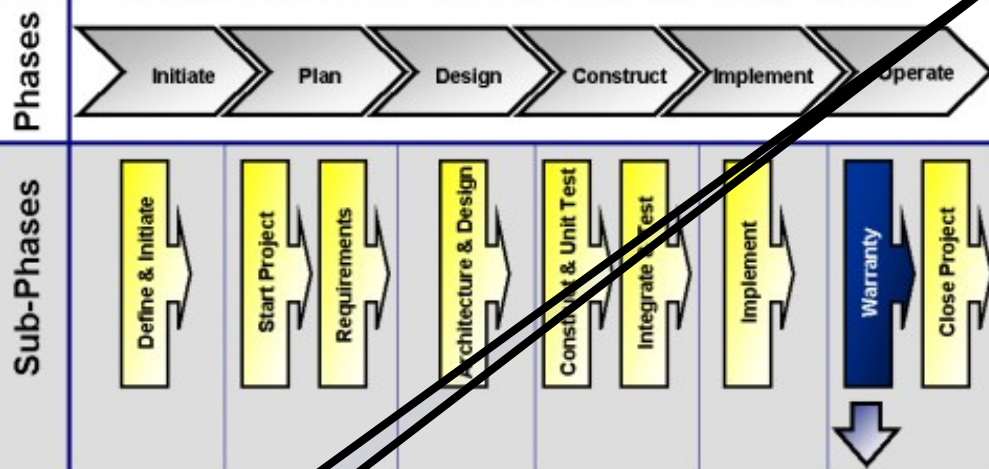
- The *Warranty* sub-phase is broken into six processes.
- Depending on your role, you participate in one or more of the processes.





Confirm Application and Defect Status

Phases and Sub-Phases of the Project Lifecycle



Warranty Sub-Phase



- This process is a “state of the application” review.
- The first step in this process is to confirm the completeness and correctness of deliverables from previous phases of the lifecycle. These deliverables will provide the foundation for knowledge transfer to the production maintenance organization.
- In particular, these deliverables must clearly delineate what requirements have been satisfied by the application, what requirements were tabled for delivery in later phases of the project, what defects have not been corrected, and the priority and criticality of those defects.



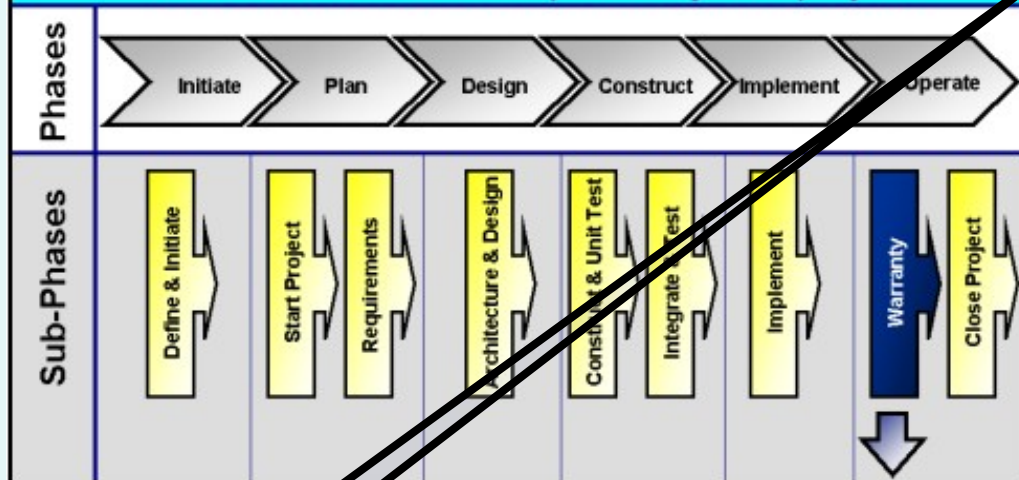
Confirm Application and Defect Status

- The next step is a negotiation process. This negotiation will occur among the project team, the production maintenance organization, and the Project Sponsor (or his/her designees) to confirm:
 - Requirements delivered are sufficient for sign-off,
 - What tabled requirements (if any) will be targeted for delivery in the next (or subsequent) project phase(s),
 - What defects (if any) must be cured prior to turn over to the production maintenance organization and who will take responsibility for curing those defects
 - What defects will be handled as enhancements by the production maintenance organization
 - What defects will be targeted for delivery in the next (or subsequent) project phase(s).
 - What defects will be tabled.
- The final step in this process is to agree upon acceptance criteria for any outstanding requirements or defects that must be completed / cured prior to sign-off and hand-over to the production maintenance organization.



Confirm Application and Defect Status

Phases and Sub-Phases of the Project Lifecycle



Warranty Sub-Phase



This process is broken out into 3 sub-processes:

- Confirm deliverables
- Negotiate Warranty items to be delivered
- Develop acceptance criteria.



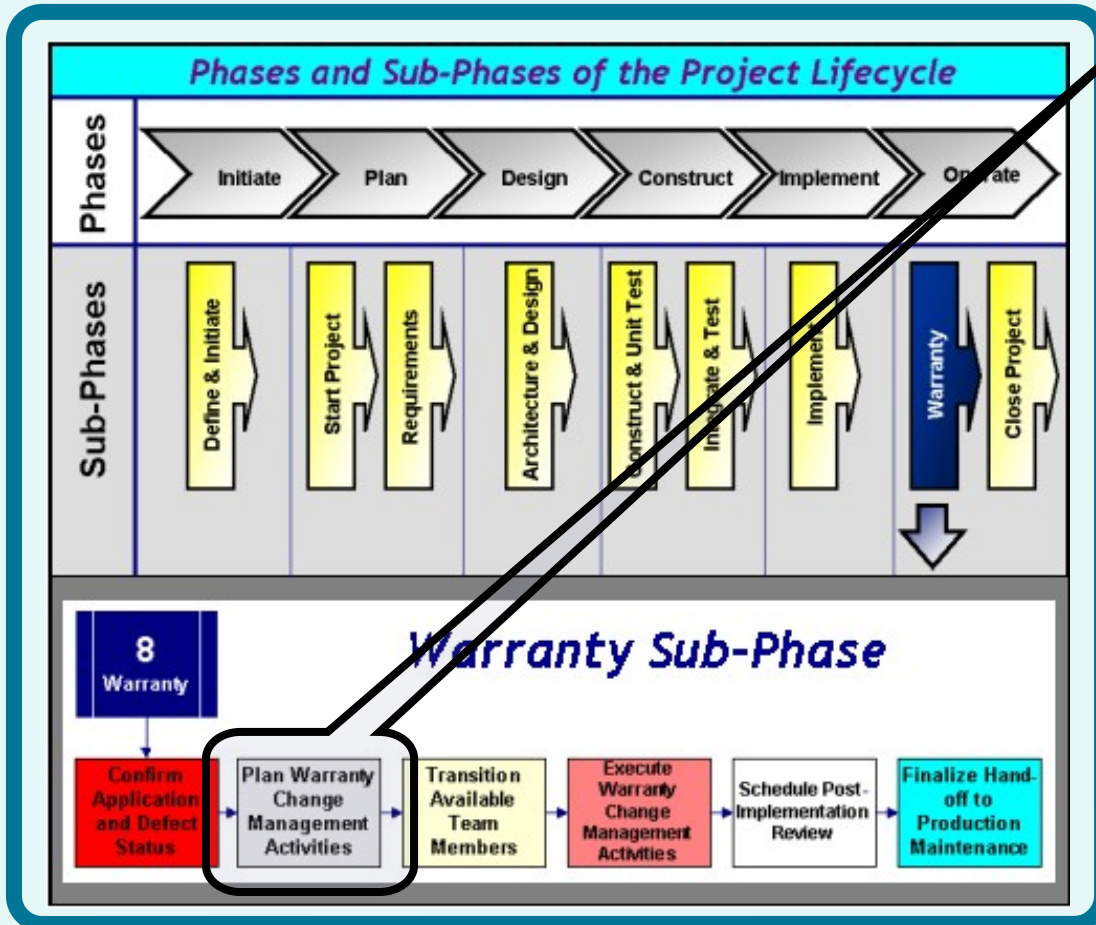


Confirm Application and Defect Status

Inputs & Outputs	
Inputs	Business Case Requirements Specification Requirement Management Strategy Design Specifications Test Cases Defect Logs Run Books
Outputs	Tabled Requirements List (Updated) Defect Logs “Punch List” (a list of all items that must be completed / corrected as part of Warranty, including related acceptance criteria)



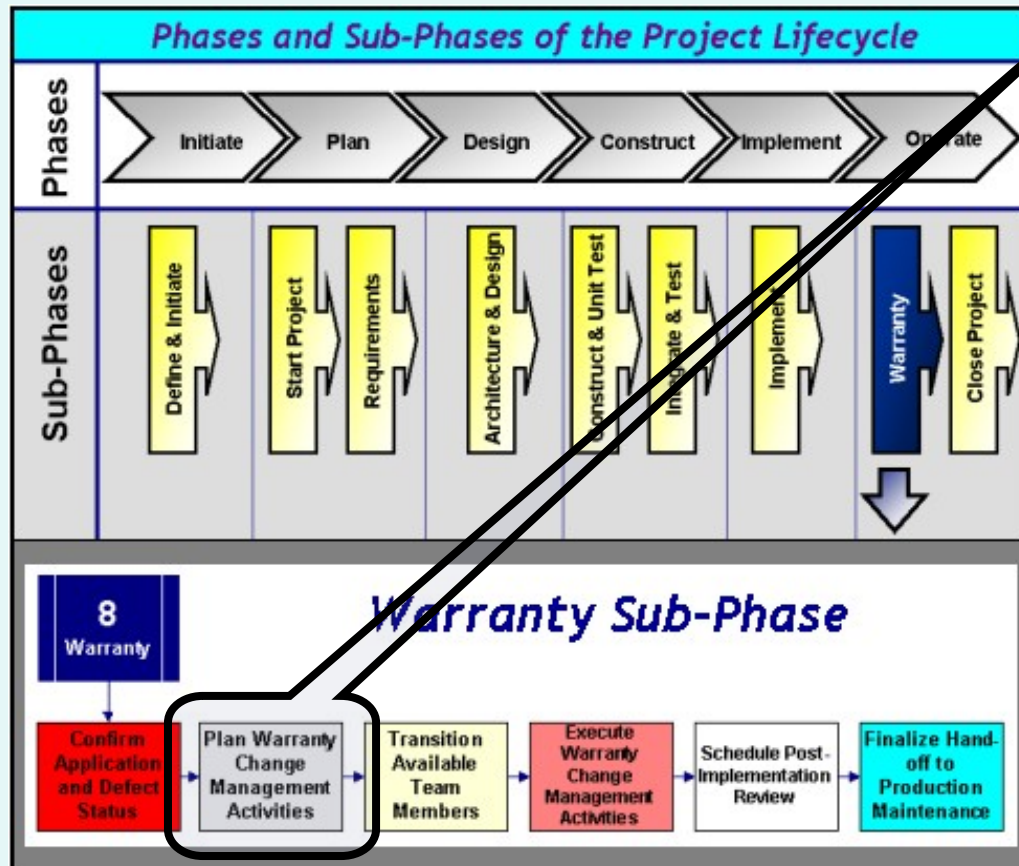
Plan Warranty Change Management Activities



- The “punch list” developed as part of the previous process clearly identifies items needing completion during the Warranty Sub-Phase.
- The purpose of this process is to develop a plan to complete the work identified. This plan will be developed using the same process used to develop a project plan at the inception of a project or project phase (See the Define & Initiate Handbook).
- Key to successful planning in this process is a clearly defined Work Breakdown Structure (WBS) or task list, the identification of resources to be responsible for each item in the WBS or task list, and an estimate of effort necessary to complete each of the identified tasks.
- The planning step will result in two key deliverables – a statement of work which is akin to a Requirements Management Strategy for the Warranty Sub-Phase, and a project plan which is a plan for execution of the tasks required in order to complete the transition for support of the application to the production maintenance organization. Tasks would include items such as fixes for agreed upon defects, knowledge transfer, etc.

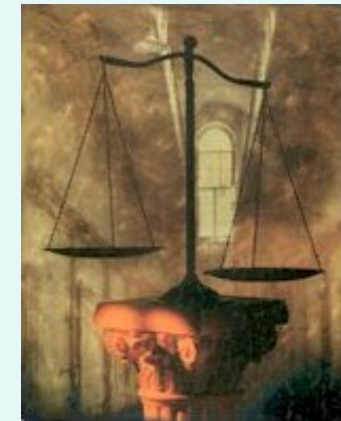


Plan Warranty Change Management Activities



This process is broken out into 2 sub-processes:

- Develop Work Breakdown Structure / Task List
- Develop Warranty Plan



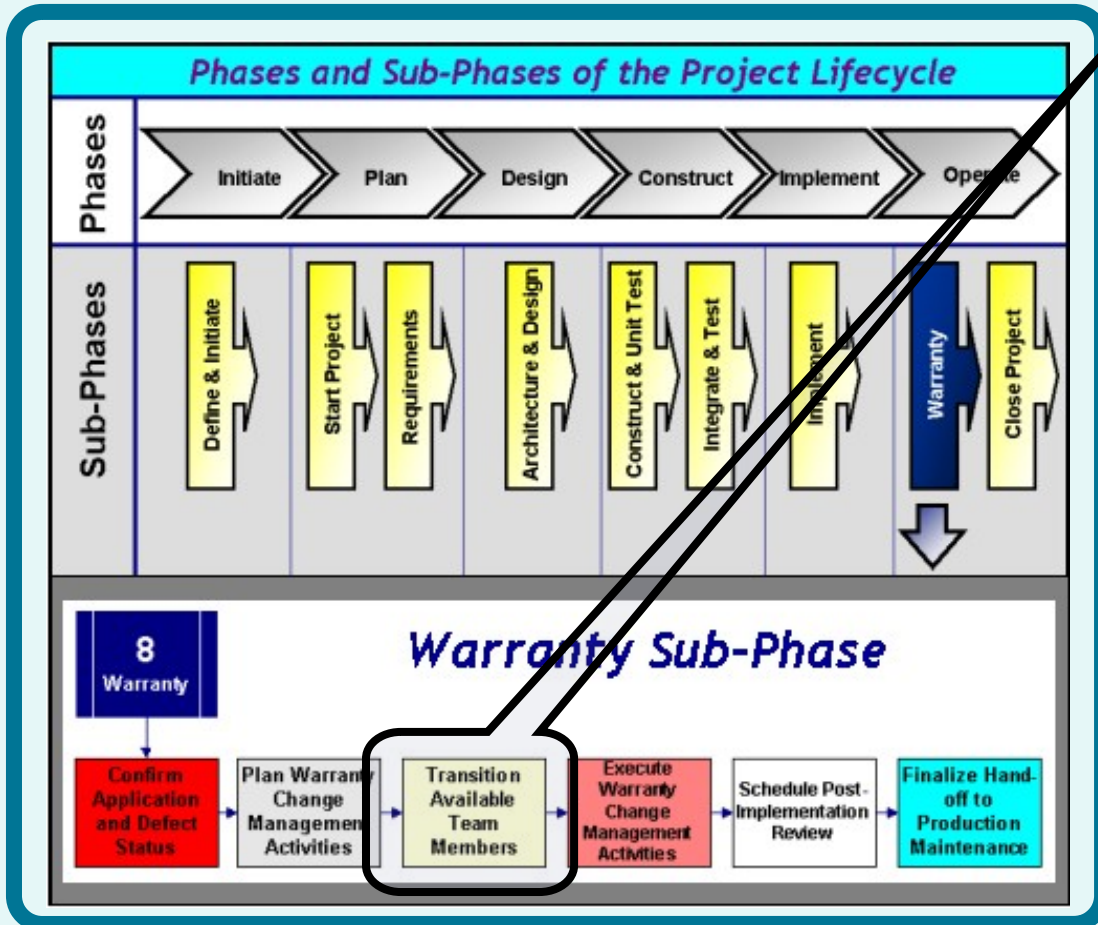


Plan Warranty Change Management Activities

Inputs & Outputs	
Inputs	Business Case Requirements Specification Requirement Management Strategy Design Specifications Test Cases Defect Logs Run Books “Punch List”
Outputs	Work Breakdown Structure / Task List Project Workplan, updated to include warranty transition activities



Transition Available Team Members

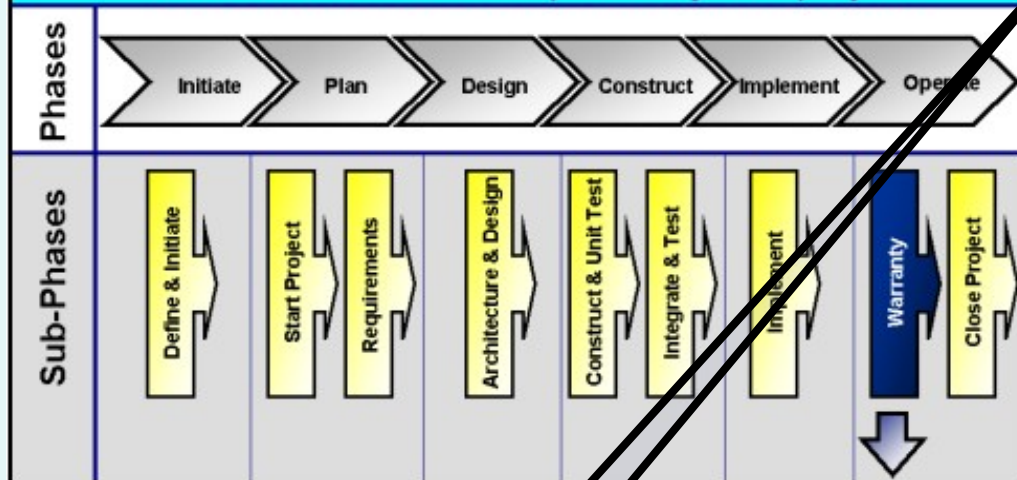


- Once the Project Workplan, updated to include warranty transition activities, is complete, it will be clear what the resource needs will be during warranty.
- Typically, resource needs are diminished by comparison to other phases of the project Lifecycle. Thus, some team members will be available for redeployment.
- Before actually redeploying team members, it is important to identify development opportunities for those team members, develop and conduct project performance reviews, and, finally re-deploy team members as necessary.

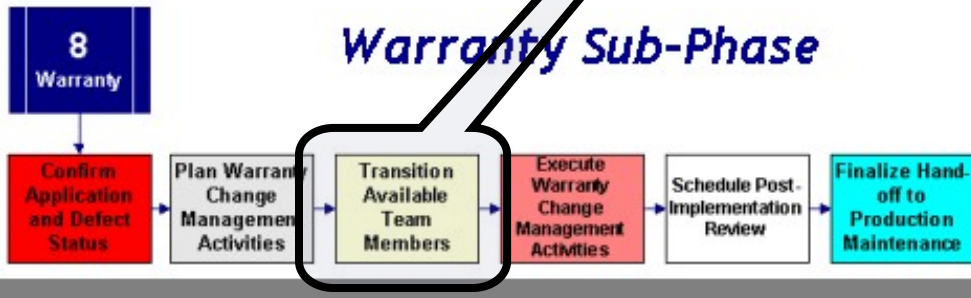


Transition Available Team Members

Phases and Sub-Phases of the Project Lifecycle



Warranty Sub-Phase



This process is broken out into 4 sub-processes:

- Confirm Team Members to be Transitioned
- Identify Team Member Development Opportunities
- Conduct Performance Reviews
- Release / Transition Team Members



Transition Available Team Members

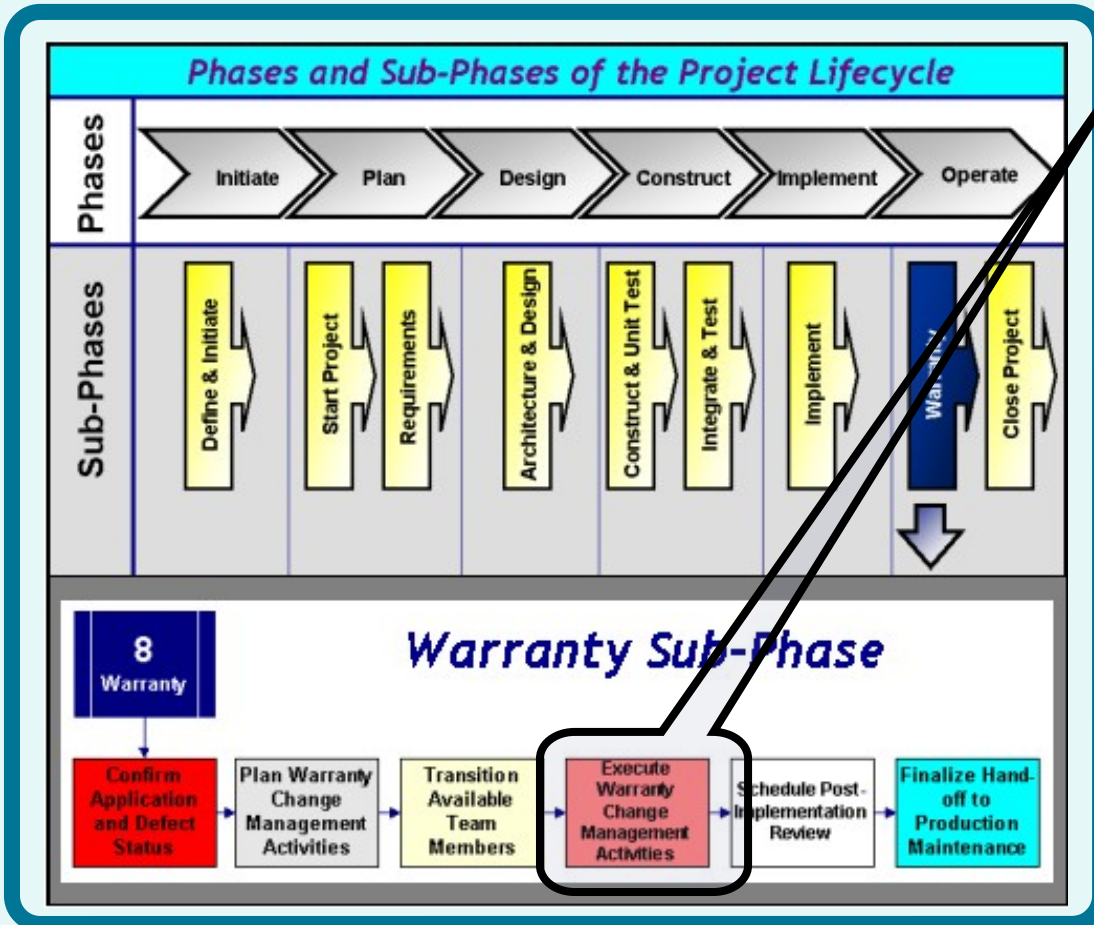
Inputs & Outputs

Project Workplan, updated to include warranty transition activities

List of Team Members to be transitioned
Performance Reviews
Lessons Learned



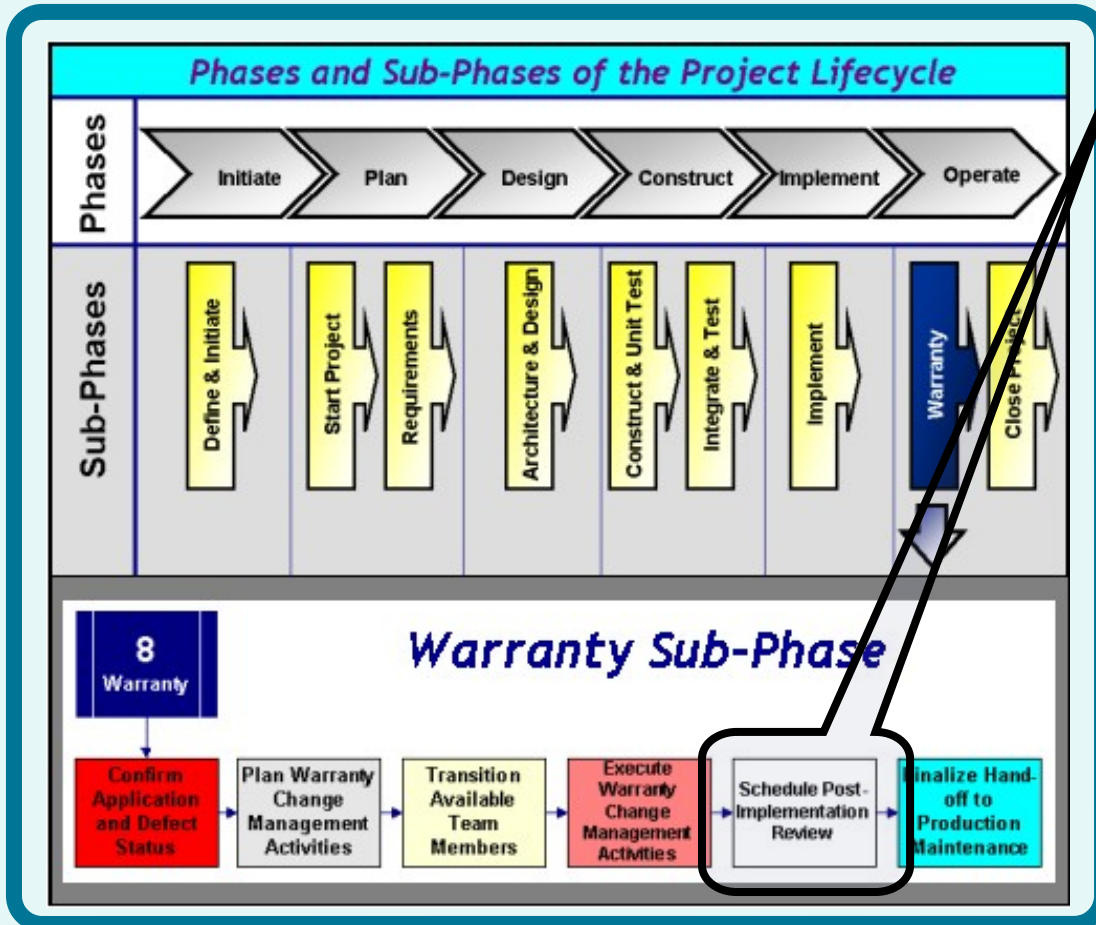
Execute Warranty Change Management Activities



- This is a process involving the execution of the Warranty portion of the Project Workplan, determining if the acceptance criteria defined have been achieved, and obtaining sign-off from the production maintenance organization that they will accept transition of the application, as well as from the Project Sponsor indicating that the business community accepts the solution delivered.



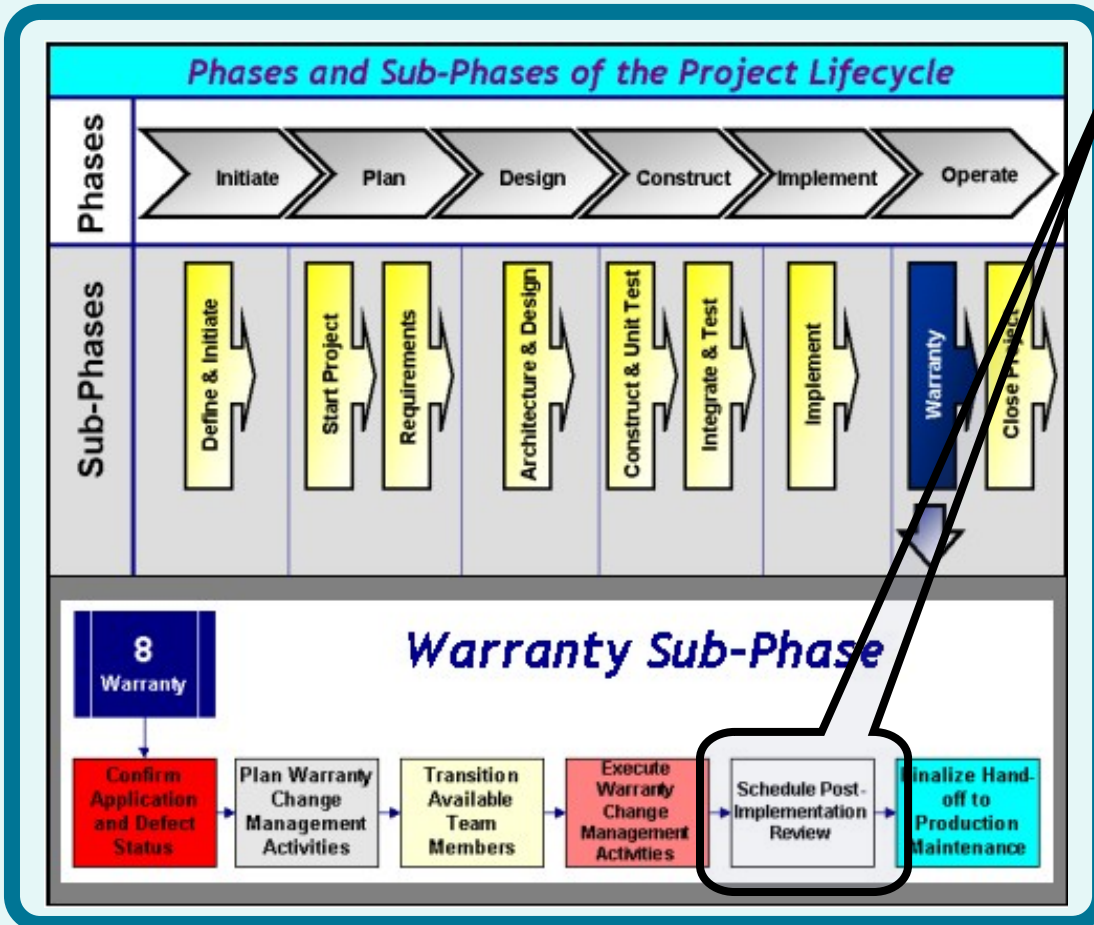
Schedule Post-Implementation Review



- The post-implementation review is a crucial activity for a number of reasons. However, in the often hectic process of transitioning the solution to a maintenance organization, transitioning team members to new projects or activities, and obtaining sign-off on solution completion, the process of scheduling of the post-implementation review can easily be delayed or forgotten. It is very important that this review take place and that it be appropriately documented.



Schedule Post-Implementation Review

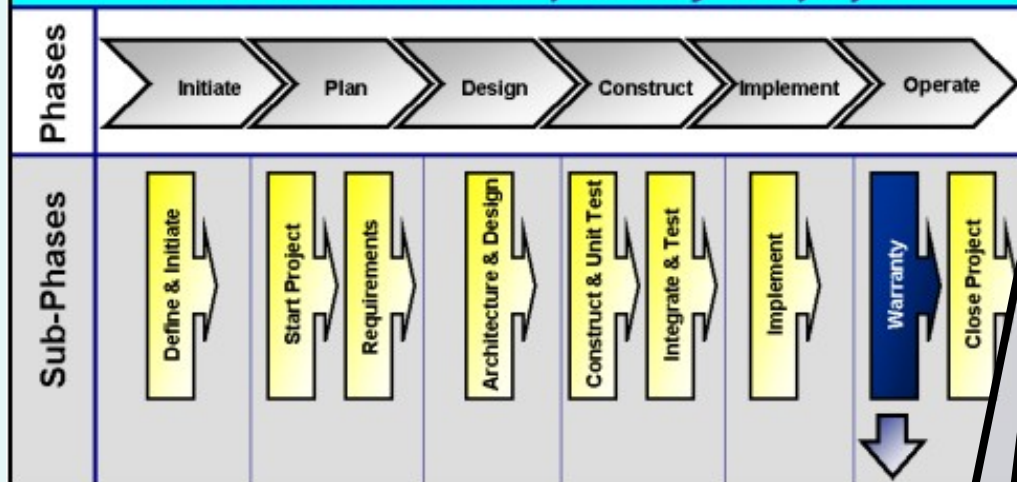


- The post-implementation review documents the lessons learned during the project. This enables future teams to benefit from the experience (and the pain) of the current project team. The review should include input from members of each of the project organizations and teams, as well as from other project stakeholders, and should be facilitated in a manner that encourages open and honest communication, emphasizing the importance of capturing what was done well and what could have been done better, without assigning responsibility or blame.



Finalize Hand-off to Production Maintenance

Phases and Sub-Phases of the Project Lifecycle



Warranty Sub-Phase



- This is a process. It is a formal recognition that the objectives of the Warranty Sub-Phase (and of the project) have been achieved. As a result of this process, the application is no longer considered to be under Warranty, the production maintenance organization accepts responsibility for the application, and the application business owners are so notified.



Warranty Summary

Purpose

- The major purpose of the Warranty Sub-Phase is to transfer management of the application in the production environment to the production support organization.

Team Roles

- Steering Committee, Project Sponsor, Project Manager, Support Areas, Project Office, Process and Application Team, Technical and Infrastructure Team, Data Design and Integration Team, Organization Design and Enablement Team, Training and Documentation Team, Implementation Team.

Major Inputs

- Business Case
- Requirements Specification
- Requirements Management Strategy
- Design Specifications
- Test Cases
- Defect Logs
- Run Books

Major Outputs

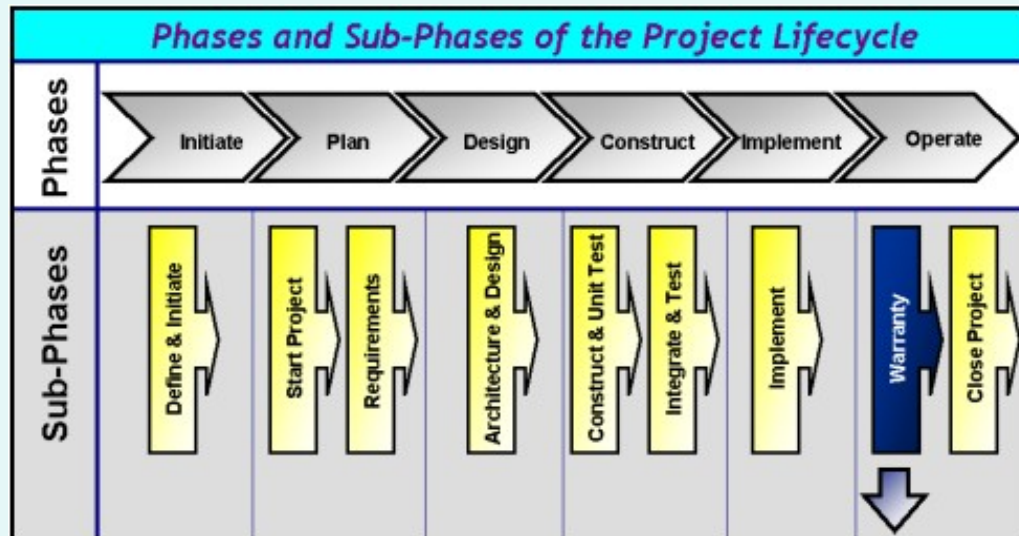
- Project Workplan
- Required Sign-offs

Processes

- Confirm Application and Defect Status
- Plan Warranty Change Management Activities
- Transition Available Team Members
- Execute Warranty Change Management Activities
- Schedule Post-Implementation Review
- Finalize Hand-off to Production Maintenance



Details - How Does the Sub-Phase Breakout?

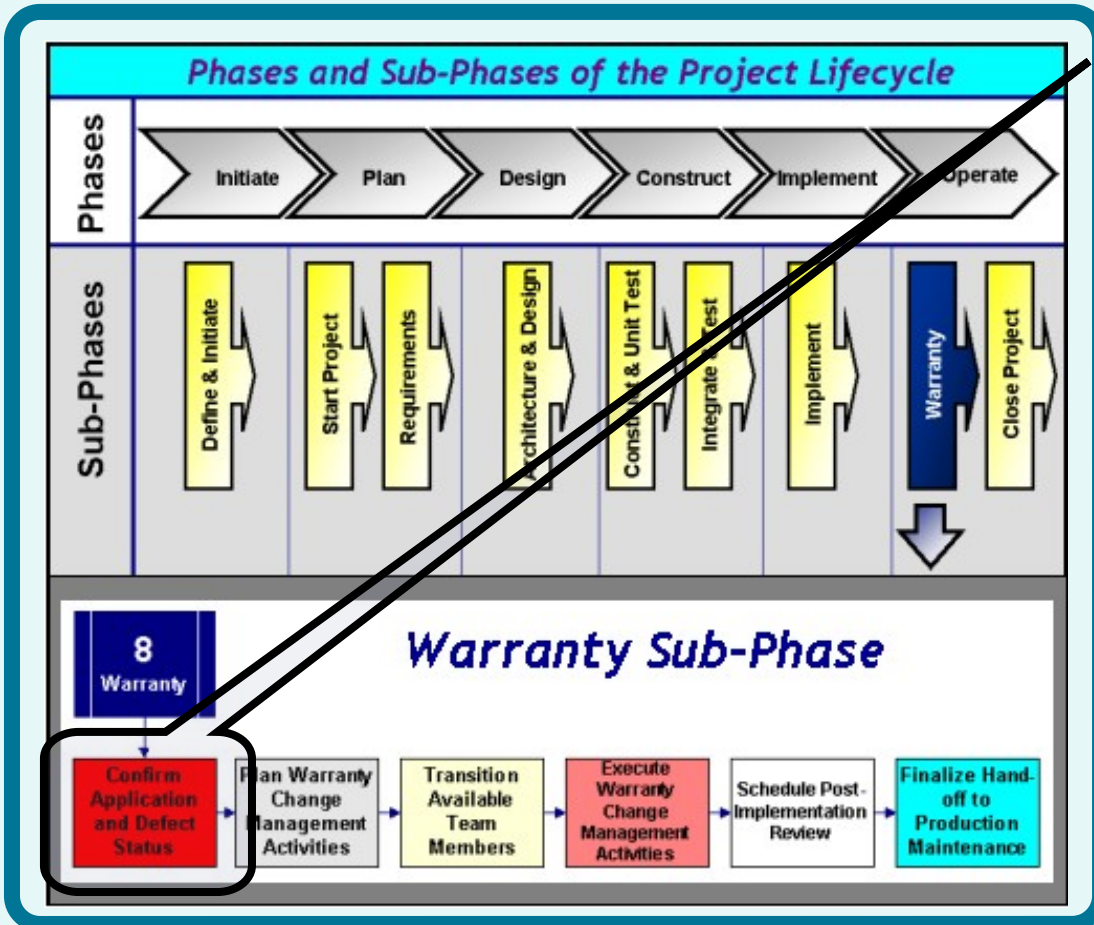


- The *Warranty* sub-phase is broken into six processes.
- Depending on your role, you participate in one or more of the processes.





Details - Confirm Application and Defect Status



- This process is a “state of the application” review.
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- In particular, these deliverables must clearly delineate what requirements have been satisfied by the application, what requirements were tabled for delivery in later phases of the project, what defects have not been corrected, and the priority and criticality of those defects.



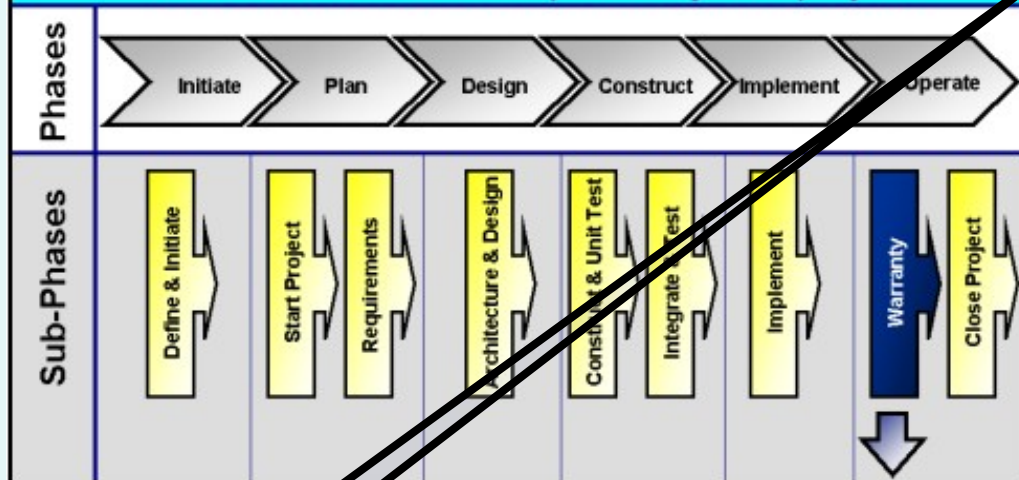
Confirm Application and Defect Status

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 - What tabled requirements (if any) will be targeted for delivery in the next (or subsequent) project phase(s),
 - What defects (if any) must be cured prior to turn over to the production maintenance organization and who will take responsibility for curing those defects
 - What defects will be handled as enhancements by the production maintenance organization
 - What defects will be targeted for delivery in the next (or subsequent) project phase(s).
 - What defects will be tabled.
- The final step in this process is to agree upon acceptance criteria for any outstanding requirements or defects that must be completed / cured prior to sign-off and hand-over to the production maintenance organization.



Confirm Application and Defect Status

Phases and Sub-Phases of the Project Lifecycle



Warranty Sub-Phase



This process is broken out into 3 sub-processes:

- Confirm Deliverables
- Negotiate Warranty Items to Be Delivered
- Develop Acceptance Criteria.

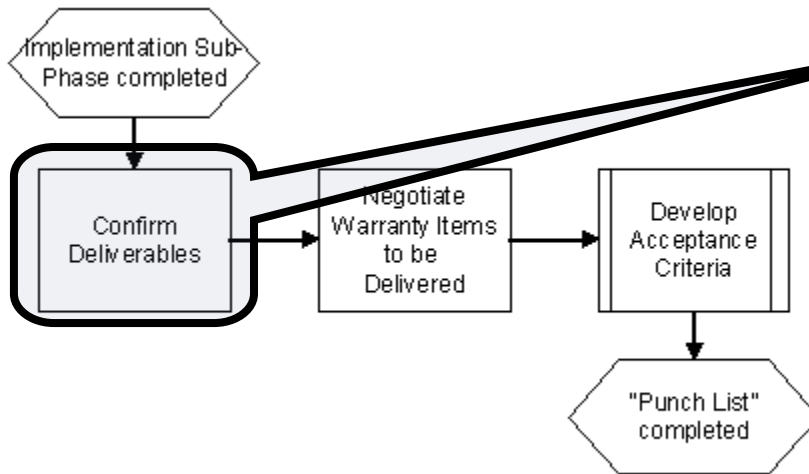




Confirm Application and Defect Status

Inputs & Outputs	
Inputs	Business Case Requirements Specification Requirement Management Strategy Design Specifications Test Cases Defect Logs Run Books
Outputs	Tabled Requirements List (Updated) Defect Logs "Punch List" (a list of all items that must be completed / corrected as part of Warranty, including related acceptance criteria)

Confirm Deliverables

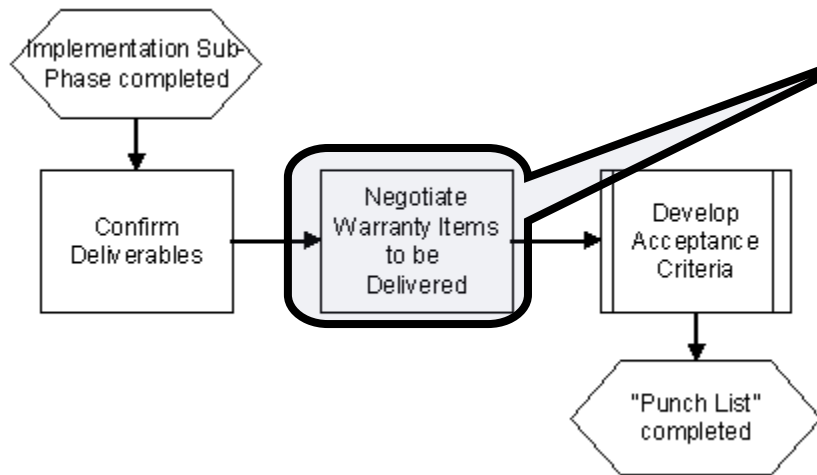


- This activity confirms that the deliverables necessary as input to the Warranty Sub-Phase are complete and correct.
- In particular, priority of defects should be confirmed. The status of tabled requirements should be reviewed to determine whether those items will be addressed in the next release of the project.
- Finally, a “punch list” is created. This list identifies all items that must be addressed as part of the Warranty Sub-Phase.

Confirm Deliverables

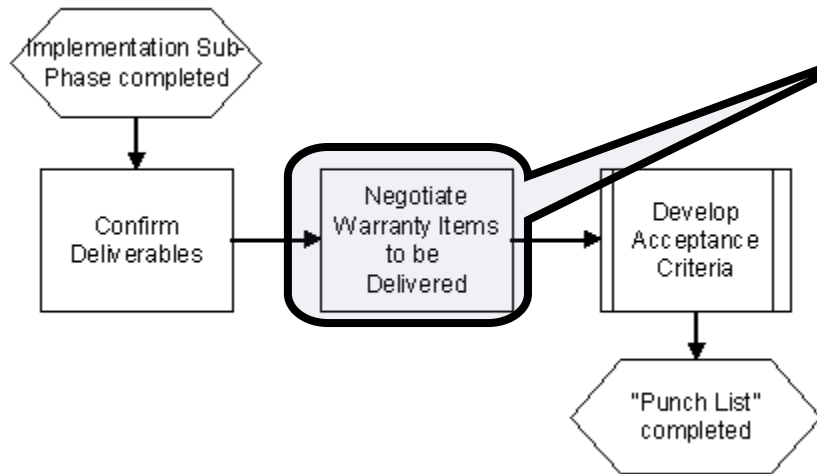
Inputs & Outputs	
Inputs	<p>Business Case Requirement Management Strategy Test Cases Run Books</p> <p>Requirements Specification Design Specifications Defect Logs</p>
Outputs	<p>(Tabled) Requirements Specification (Updated) Defect Logs “Punch List” (a list of all items that must be completed / corrected as part of Warranty)</p>
Roles & Responsibilities	
Role	Responsibility
Project Manager	Executes this activity. Reviews deliverables. Develops the “punch list”.
Team Leaders	Supports this activity. Provide input as to items that should be included on the “punch list” as well as items that can be delayed.
Implementation Team Leader	Supports this activity. Provides input to the “punch list” based on requirements for turn-over.
Implementation Point Person	Supports this activity. Provides input to the “punch list” based on requirements for turn-over.

Negotiate Warranty Items to Be Delivered



- The project team, the Project Sponsor (or his/her designee), and the production maintenance organization negotiate / confirm the items to be delivered as part of Warranty.
- In addition, responsibility for each of the items to be delivered is confirmed. For example, the project team may take responsibility for all items to be delivered; the project team may take responsibility for some of the items to be delivered while the production support team takes responsibility for other items to be delivered; or, the production support team may take responsibility for all items to be delivered.
- Examples of items to be delivered are additional defects that must be corrected; improved documentation; corrected / updated run books, knowledge transfer sessions, etc.

Negotiate Warranty Items to Be Delivered



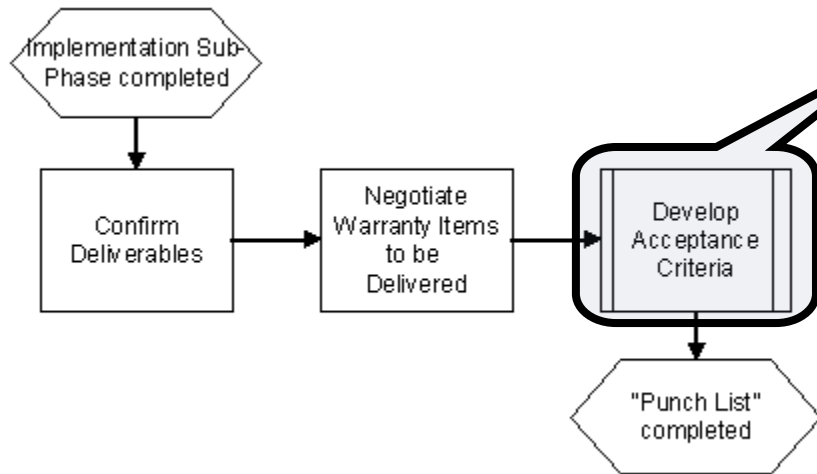
Example:

- The project team may take responsibility for all items to be delivered
 - The project team may take responsibility for some of the items to be delivered while the production support team takes responsibility for other items to be delivered
 - The production support team may take responsibility for all items to be delivered.
-
- Examples of items to be delivered are:
 - additional defects that must be corrected
 - improved documentation
 - corrected / updated run books
 - knowledge transfer sessions.

Negotiate Warranty Items to Be Delivered

Inputs & Outputs	
Inputs	Defect Logs "Punch List"
Outputs	"Punch list" with team responsibilities assigned
Roles & Responsibilities	
Role	Responsibility
Project Manager	Executes this activity. Works with the Implementation Team Leader and the Implementation Point Person to determine what items will be delivered as part of Warranty and which team will take responsibility for delivery of each item.
Implementation Team Leader	Supports this activity. Provides input as necessary regarding responsibilities.
Implementation Point Person	Supports this activity. Provides input as necessary regarding responsibilities.

Develop Acceptance Criteria



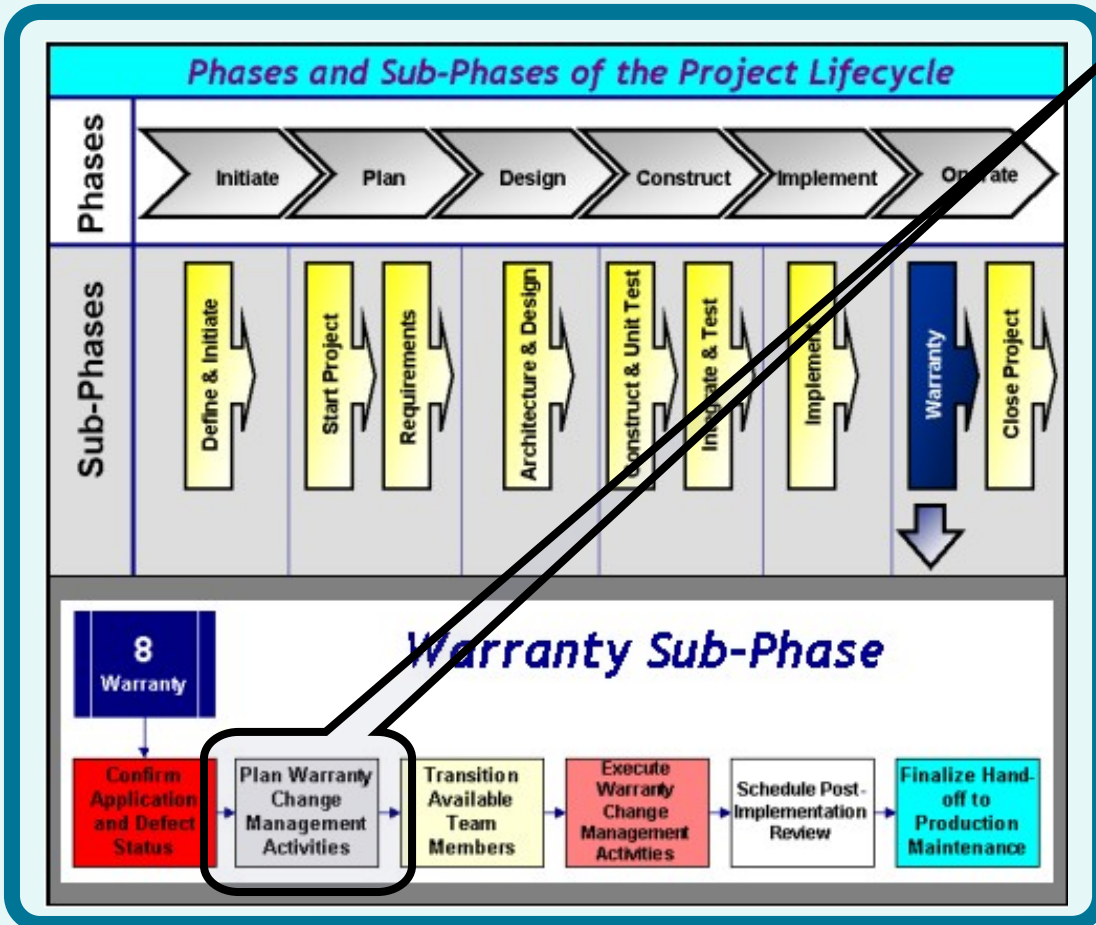
As a pre-requisite to Application Transition, it is highly recommended that the Project Manager and project team leads identify and understand the acceptance / assessment criteria that will be used during the warranty evaluation.

Knowledge and understanding of the criteria will let the project team manage to these expectations and develop deliverables that meet both assessment criteria and project needs.

This approach will minimize rework and the amount of time needed to gather artifacts and deliverables for the warranty evaluation.



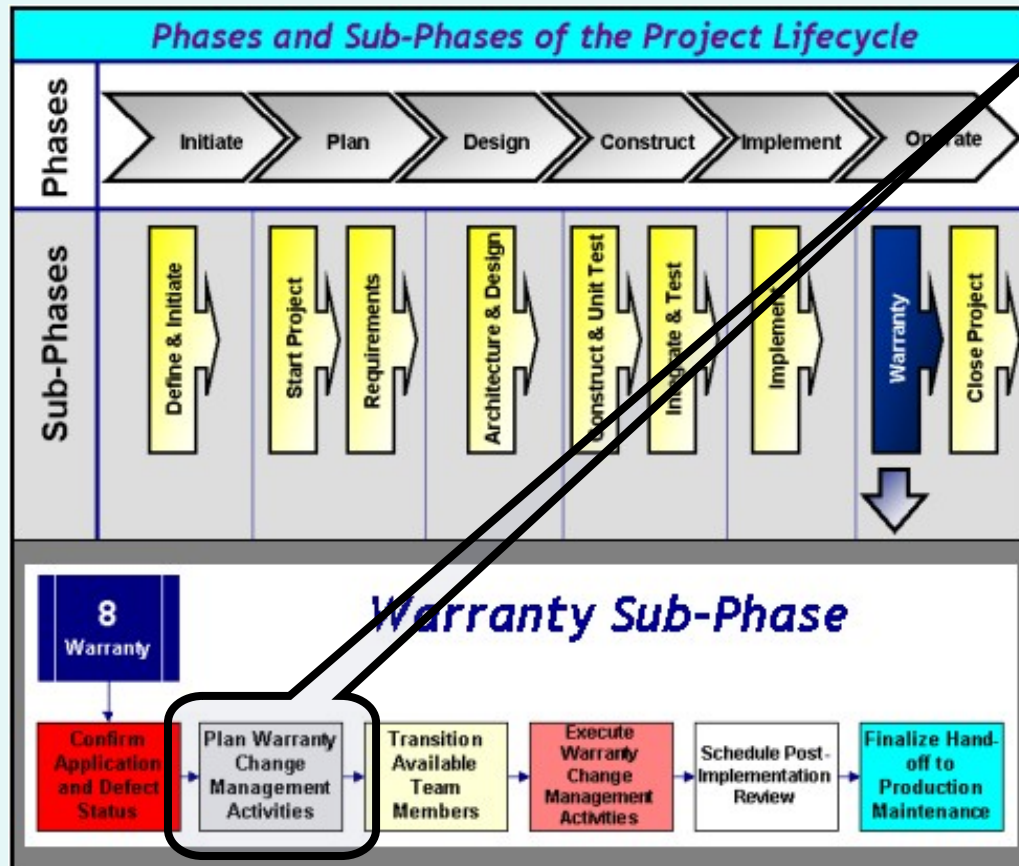
Details - Plan Warranty Change Management Activities



- The “punch list” developed as part of the previous process clearly identifies items needing completion during the Warranty Sub-Phase.
- The purpose of this process is to develop a plan to complete the work identified. This plan will be developed using the same process used to develop a project plan at the inception of a project or project phase (See the Define & Initiate Handbook).
- Key to successful planning in this process is a clearly defined Work Breakdown Structure (WBS) or task list, the identification of resources to be responsible for each item in the WBS or task list, and an estimate of effort necessary to complete each of the identified tasks.
- The planning step will result in two key deliverables – a statement of work which is akin to a Requirements Management Strategy for the Warranty Sub-Phase, and a project plan which is a plan for execution of the tasks required in order to complete the transition for support of the application to the production maintenance organization. Tasks would include items such as fixes for agreed upon defects, knowledge transfer, etc.

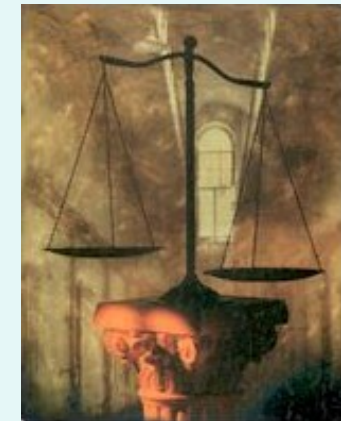


Plan Warranty Change Management Activities



This process is broken out into 2 sub-processes:

- Develop Work Breakdown Structure / Task List
- Develop Warranty Plan

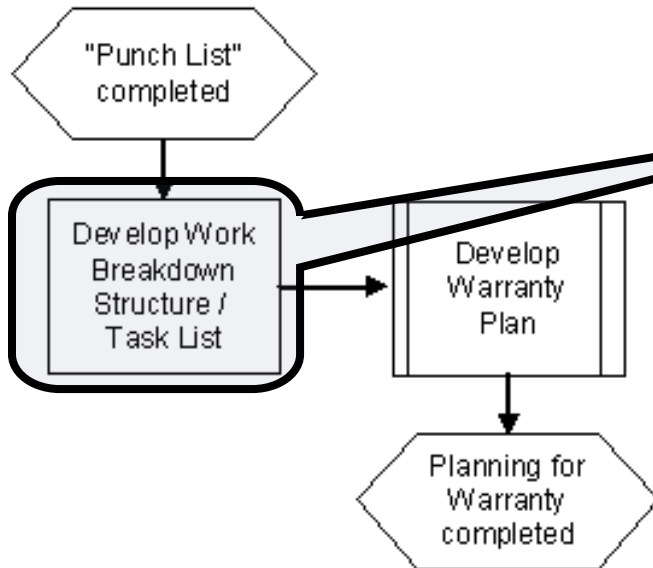




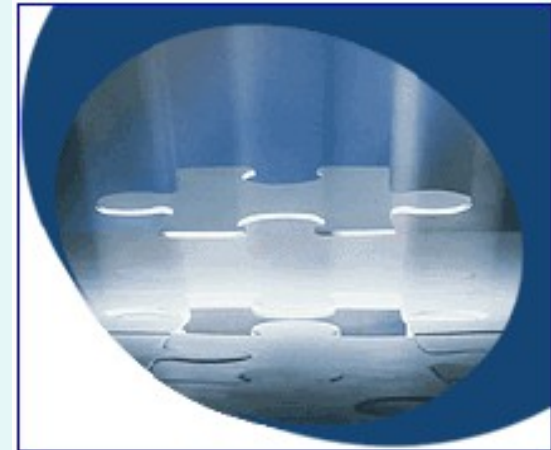
Plan Warranty Change Management Activities

Inputs & Outputs	
Inputs	Business Case Requirements Specification Requirement Management Strategy Design Specifications Test Cases Defect Logs Run Books “Punch List”
Outputs	Work Breakdown Structure / Task List Project Workplan, updated to include warranty transition activities

Develop Work Breakdown Structure / Task List



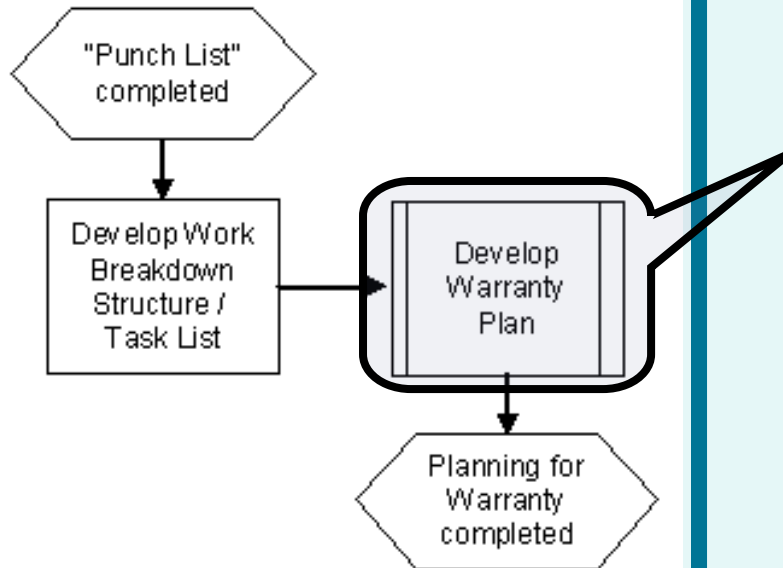
Using the “punch list”, develop a Work Breakdown Structure or task list covering all of the items that must be completed as part of the Warranty Sub-Phase.



Develop Work Breakdown Structure / Task List

Inputs & Outputs	
Inputs	"Punch List"
Outputs	Work Breakdown Structure / Task List
Roles & Responsibilities	
Role	Responsibility
Project Manager	Executes this activity. Develops the Work Breakdown Structure (WBS) from the "punch list" of items to be completed during the Warranty Sub-Phase.
Implementation Point Person	Supports this activity. Assists in the development of the WBS and takes the lead in development of the WBS for items for which Implementation has assumed responsibility.
Implementation Leaders	Supports this activity. Assists in the development of the WBS and takes the lead in development of the WBS for items for which the project team has assumed responsibility.

Develop Warranty Plan



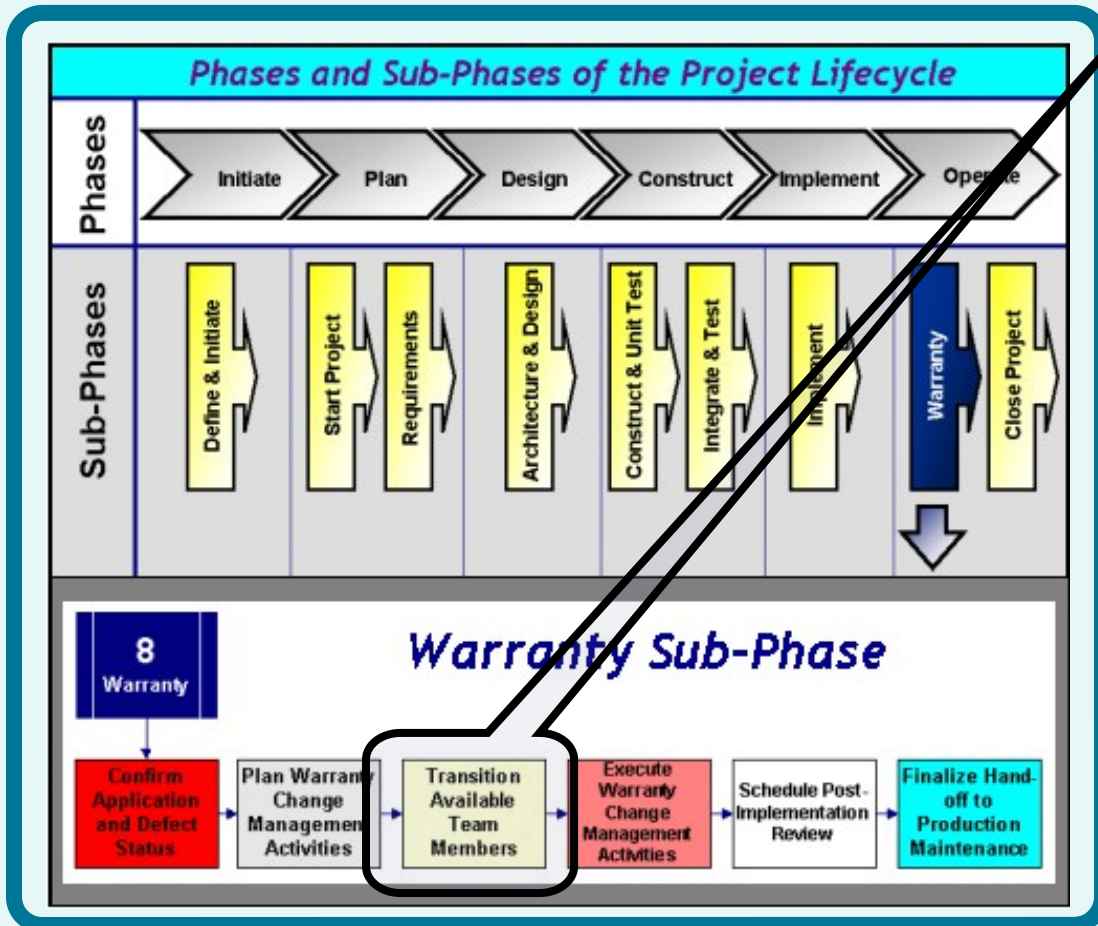
Working with an Implementation Point Person and the Implementation Team Leader, the Project Manager will develop a plan for completing the “punch list” items.

The plan will include an estimation of costs and timing for completion of the items required.





Details - Transition Available Team Members

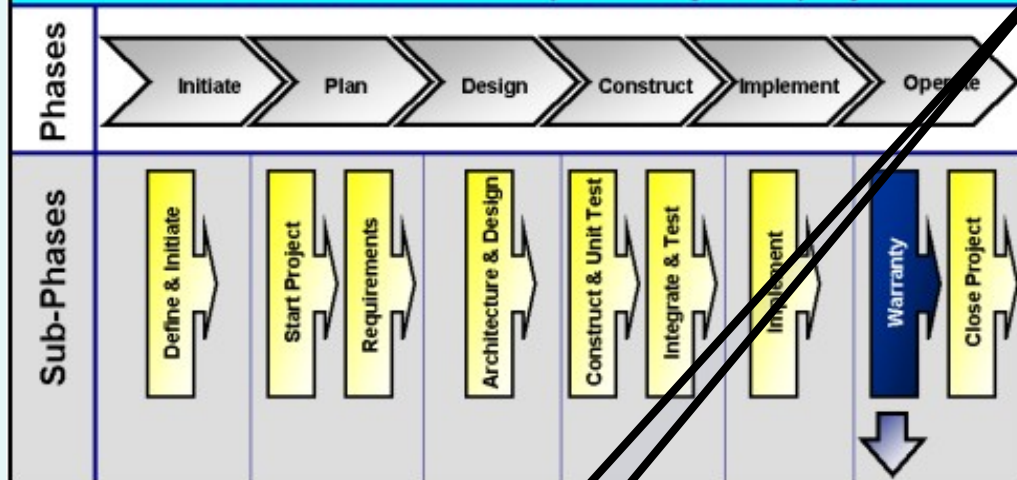


- Once the Project Workplan, updated to include warranty transition activities, is complete, it will be clear what the resource needs will be during warranty.
- Typically, resource needs are diminished by comparison to other phases of the project Lifecycle. Thus, some team members will be available for redeployment.
- Before actually redeploying team members, it is important to identify development opportunities for those team members, develop and conduct project performance reviews, and, finally re-deploy team members as necessary.

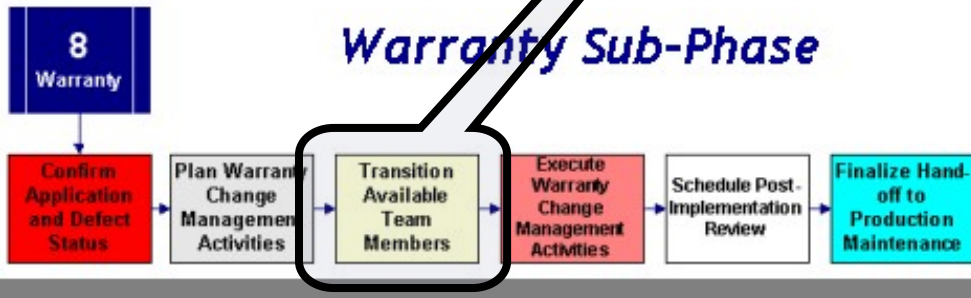


Transition Available Team Members

Phases and Sub-Phases of the Project Lifecycle



Warranty Sub-Phase



This process is broken out into 4 sub-processes:

- Confirm Team Members to be Transitioned
- Identify Team Member Development Opportunities
- Conduct Performance Reviews
- Release / Transition Team Members



Transition Available Team Members

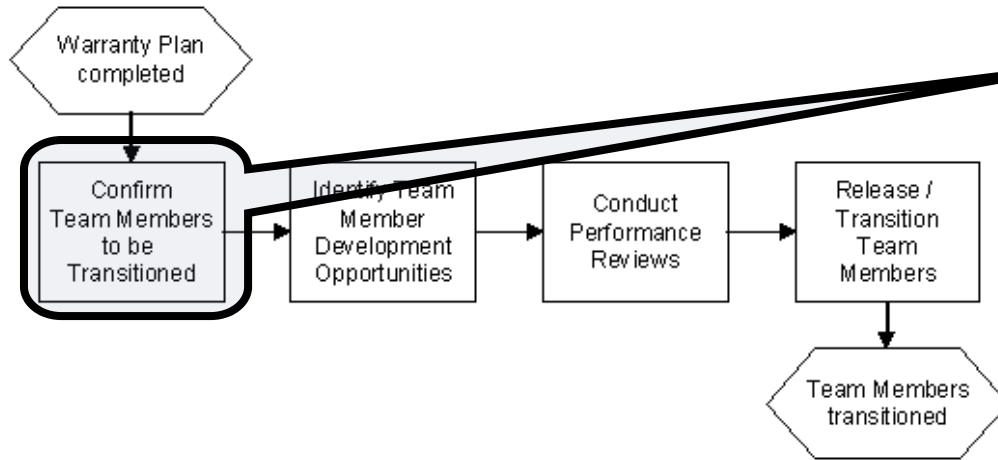
Inputs & Outputs

Project Workplan, updated to include warranty transition activities

List of Team Members to be transitioned
Performance Reviews
Lessons Learned

**Transition
Available
Team
Members**

Confirm Team Members to be Transitioned



- The Project Workplan, updated to include warranty transition activities, includes resource assignments.
- Review the plan to ensure that team members with appropriate skills sets are being assigned to the tasks at hand.
- Confirm the schedule by which team members may be transitioned or released.

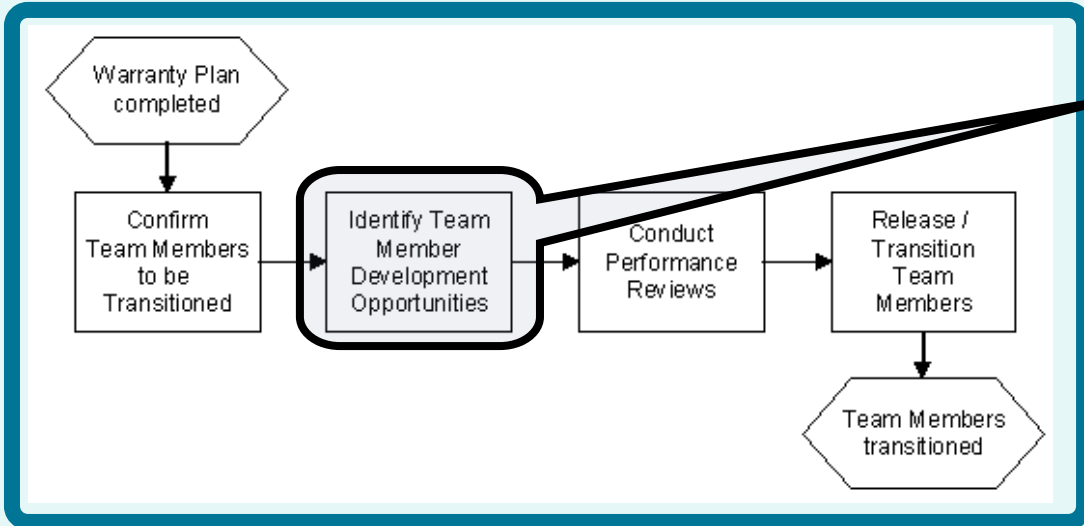
**Transition
Available
Team
Members**

Confirm Team Members to be Transitioned

Inputs & Outputs	
Inputs	Project Workplan, updated to include warranty transition activities
Outputs	List of Team Members to be Transitioned
Roles & Responsibilities	
Role	Responsibility
Project Manager	Executes this activity. Reviews the Project Workplan, updated to include warranty transition activities, to confirm resource needs. Confirms schedule by which team members may be transitioned or released.
Team Leaders	Supports this activity. Assists the Project Manager in confirming necessary resources and schedule by which team members may be transitioned or released.

**Transition
Available
Team
Members**

Identify Team Member Development Opportunities



- The execution of a project provides numerous situations for identifying development opportunities for team members.
- Review the Project Workplan along with resource assignments.
- Consider tasks that team members performed well, tasks that were new to team members, and situations in which team members clearly indicated interest in gaining additional expertise.
- For each team member ready to transition, document development opportunities.

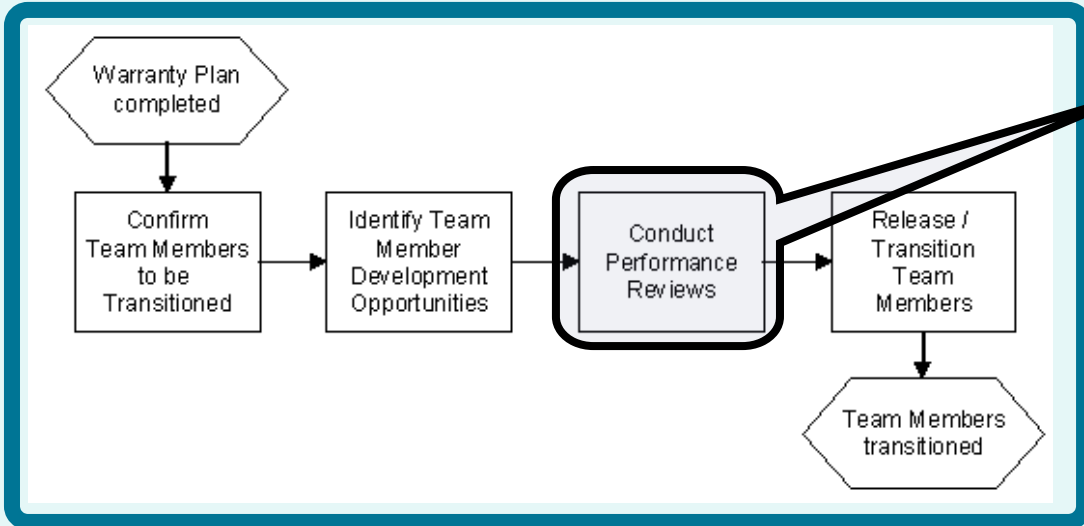
**Transition
Available
Team
Members**

Identify Team Member Development Opportunities

Inputs & Outputs	
Inputs	Project Workplan
Outputs	Development Opportunities List
Roles & Responsibilities	
Role	Responsibility
Project Manager	Executes this activity. Reviews project plans and resources to identify areas for development opportunities.
Team Leaders	Supports this activity. Assists Project Manager in reviewing and identifying development opportunities for team members.

**Transition
Available
Team
Members**

Conduct Performance Reviews



- Review Development Opportunities List.
- Develop and conduct project performance reviews for each team member scheduled for transition.
- For additional information on developing and conducting performance reviews, please contact your Human Resources Specialist.

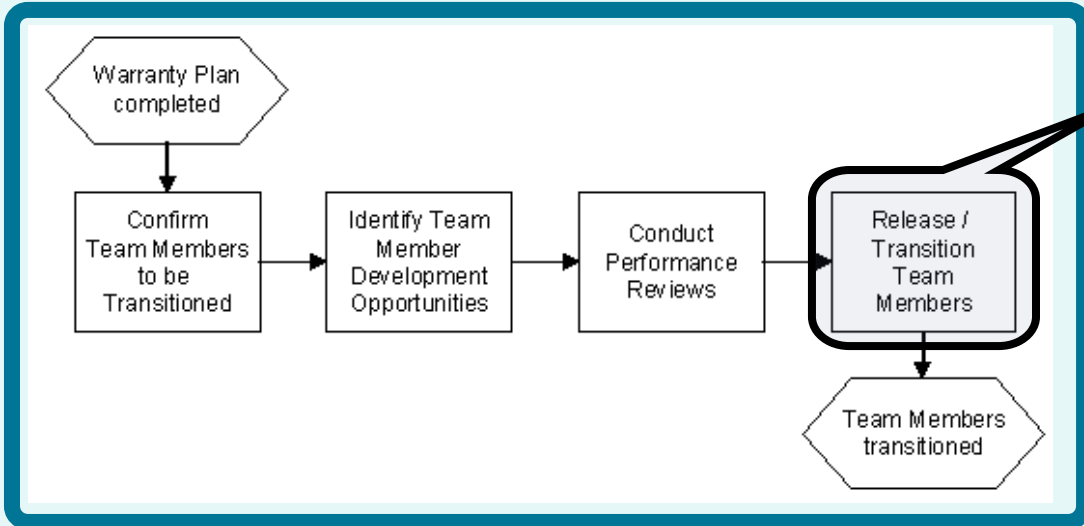
**Transition
Available
Team
Members**

Conduct Performance Reviews

Inputs & Outputs	
Inputs	Development Opportunities List
Outputs	Performance Reviews
Roles & Responsibilities	
Role	Responsibility
Project Manager	Executes this activity. Develops and conducts performance reviews.
Team Leaders	Supports this activity. Assists Project Manager in developing and conducting performance reviews.

Transition Available Team Members

Release / Transition Team Members



- Discuss transition opportunities with impacted team members.
- Together, settle on the transition most appropriate for each team member.
- Be sure to express appreciation for the contributions of each team member to the success of the project.
- Solicit feedback from the team member on lessons learned during the project.
- Document as input to the Post-Implementation Review.

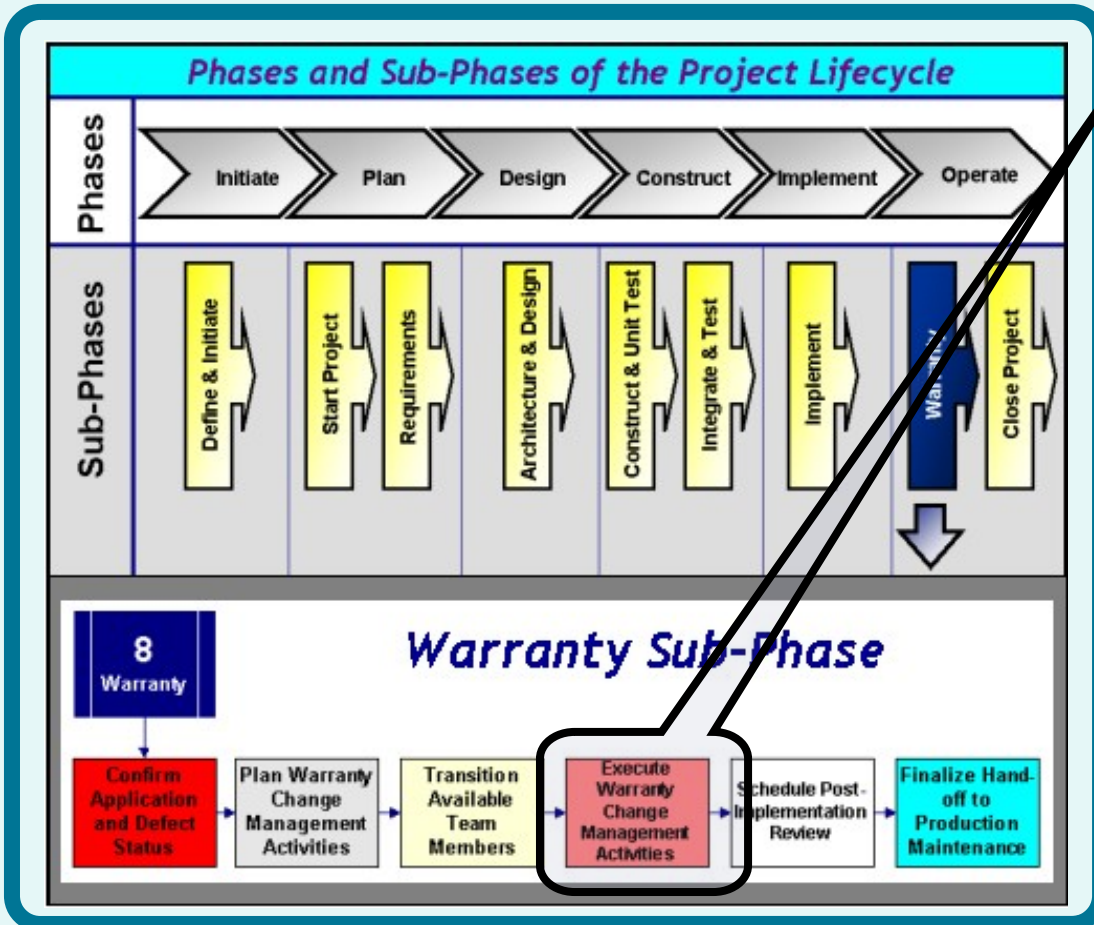
**Transition
Available
Team
Members**

Release / Transition Team Members

Inputs & Outputs	
Inputs	
Outputs	Lessons Learned
Roles & Responsibilities	
Role	Responsibility
Project Manager	Executes this activity. Discusses and determines transition opportunities. Solicits feedback on lessons learned.
Team Leaders	Supports this activity. Discusses transition opportunities. Solicits feedback on lessons learned.
Team Members	Supports this activity. Discuss transition opportunities. Provides feedback on lessons learned.



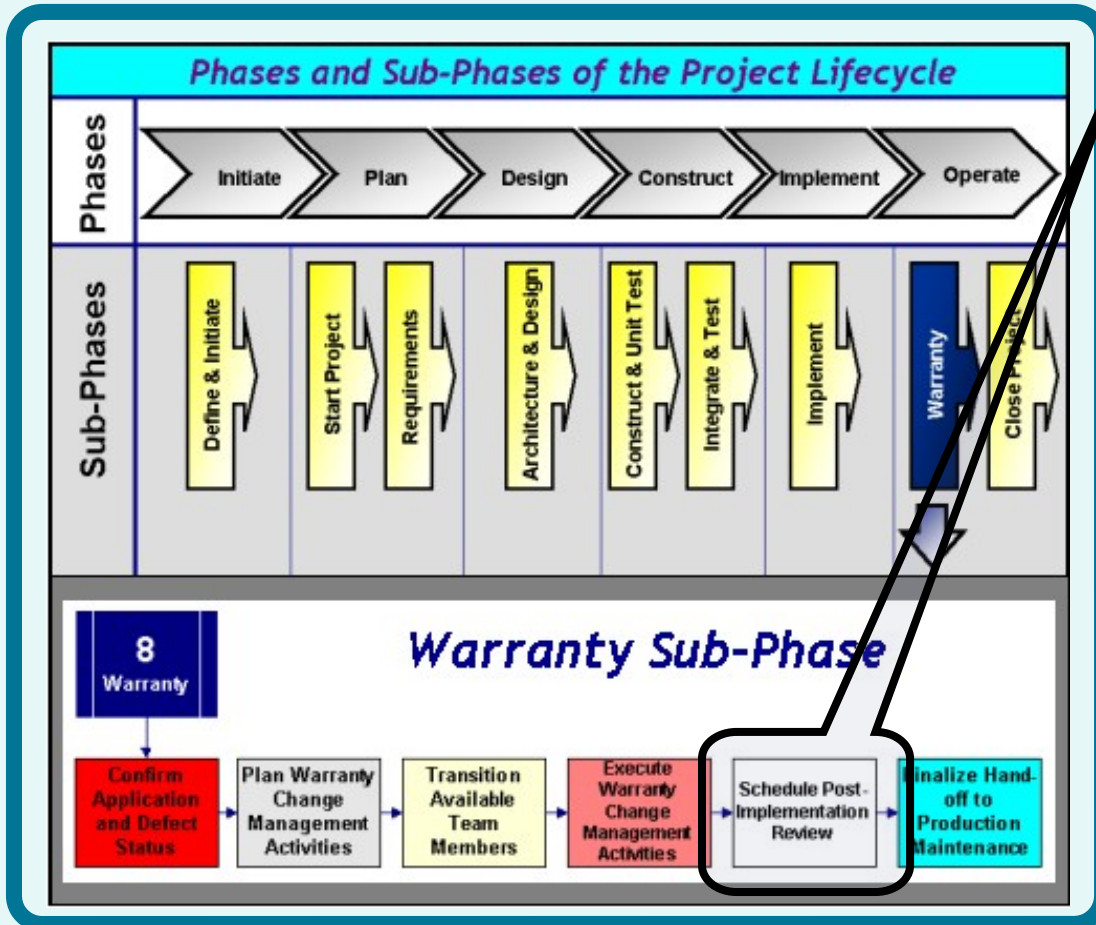
Execute Warranty Change Management Activities



- This is a process involving the execution of the Warranty portion of the Project Workplan, determining if the acceptance criteria defined have been achieved, and obtaining sign-off from the production maintenance organization that they will accept transition of the application, as well as from the Project Sponsor indicating that the business community accepts the solution delivered.



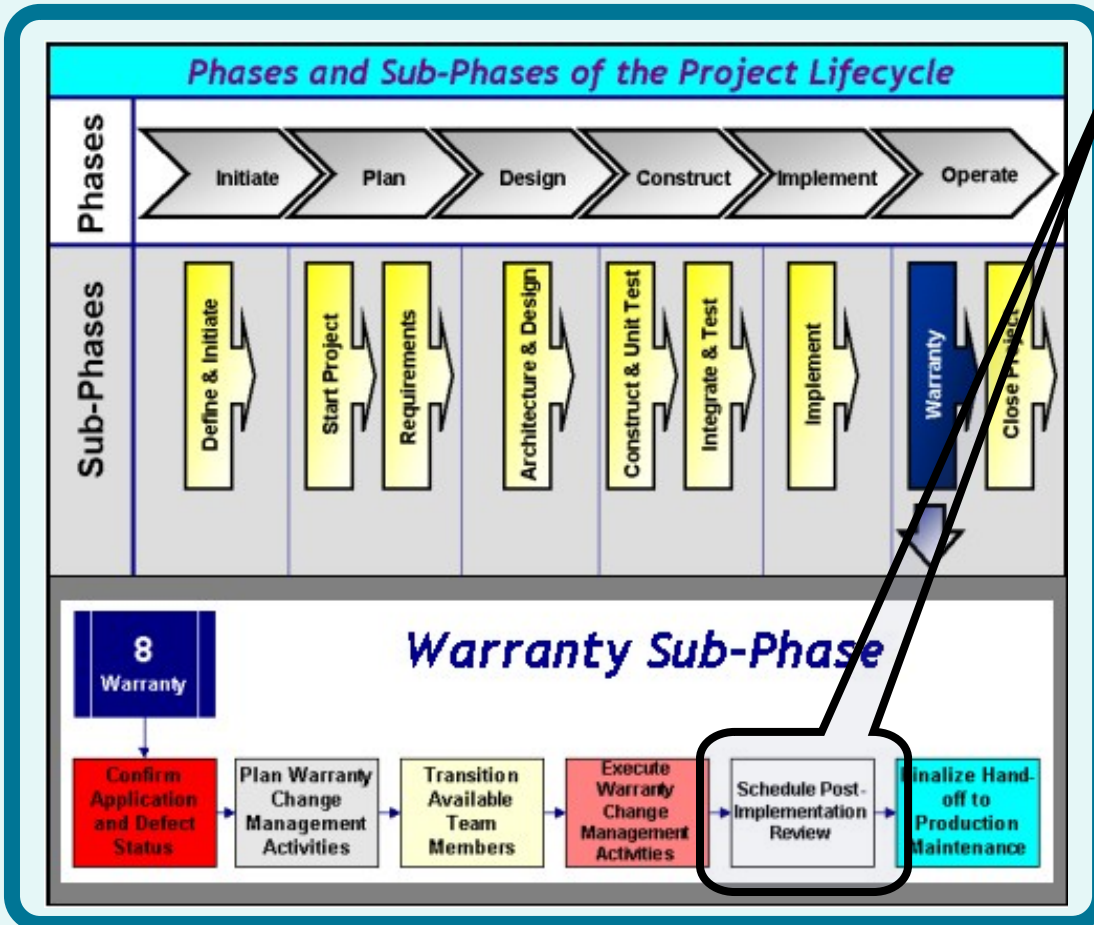
Schedule Post-Implementation Review



- The post-implementation review is a crucial activity for a number of reasons. However, in the often hectic process of transitioning the solution to a maintenance organization, transitioning team members to new projects or activities, and obtaining sign-off on solution completion, the process of scheduling of the post-implementation review can easily be delayed or forgotten. It is very important that this review take place and that it be appropriately documented.



Schedule Post-Implementation Review

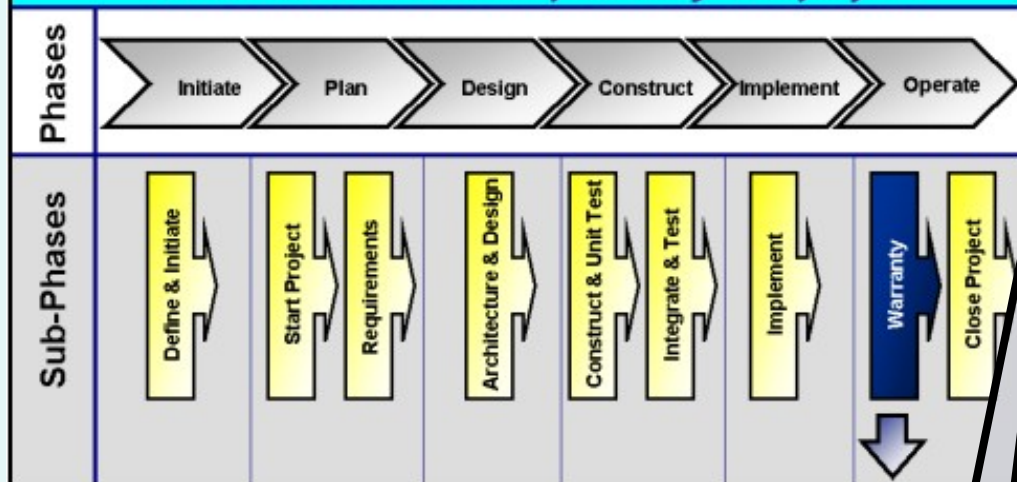


- The post-implementation review documents the lessons learned during the project. This enables future teams to benefit from the experience (and the pain) of the current project team. The review should include input from members of each of the project organizations and teams, as well as from other project stakeholders, and should be facilitated in a manner that encourages open and honest communication, emphasizing the importance of capturing what was done well and what could have been done better, without assigning responsibility or blame.



Finalize Hand-off to Production Maintenance

Phases and Sub-Phases of the Project Lifecycle



Warranty Sub-Phase



- This is a formal recognition that the objectives of the Warranty Sub-Phase (and of the project) have been achieved. As a result of this process, the application is no longer considered to be under Warranty, the production maintenance organization accepts responsibility for the application, and the application business owners are so notified.



Warranty Summary

Purpose

- The major purpose of the Warranty Sub-Phase is to transfer management of the application in the production environment to the production support organization.

Team Roles

- Steering Committee, Project Sponsor, Project Manager, Support Areas, Project Office, Process and Application Team, Technical and Infrastructure Team, Data Design and Integration Team, Organization Design and Enablement Team, Training and Documentation Team, Implementation Team.

Major Inputs

- Business Case
- Requirements Specification
- Requirements Management Strategy
- Design Specifications
- Test Cases
- Defect Logs
- Run Books

Major Outputs

- Project Workplan
- Required Sign-offs

Processes

- Confirm Application and Defect Status
- Plan Warranty Change Management Activities
- Transition Available Team Members
- Execute Warranty Change Management Activities
- Schedule Post-Implementation Review
- Finalize Hand-off to Production Maintenance



Warranty Sub-Phase

Thank You

