



**Exhibit to Data Center Services
Multisourcing Service Integrator
Master Services Agreement**

DIR Contract No. DIR-DCS-MSI-MSA-001

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

Capgemini America, Inc.

**Exhibit 19
Transition Plan**

June 25, 2012

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EXHIBIT 19
TRANSITION PLAN

Update Methodologies and Attachments to Exhibit 19

The following update methodologies and attachments are incorporated as part of **Exhibit 19**:

Title	Methodology for Updating Associated Exhibit Attachments
<u>Exhibit 19</u> Transition Plan	<u>Exhibit 19</u> is updated in accordance with <u>Section 4.2(b)</u> of the MSA.
<u>Attachment 19-A</u> Transition Milestones	<u>Attachment 19-A</u> shall be updated in accordance with <u>Section 4.2(b)</u> of the MSA.

1. TRANSITION MANAGEMENT

Introduction

In accordance with **Section 4.2** of the Agreement, this **Exhibit 19** and the attached **Attachment 19-A** collectively constitute the Transition Plan, and references to the Transition Plan in this Agreement (including this Exhibit) shall be read and understood to collectively mean this **Exhibit 19** and the attached **Attachment 19-A**. Service Provider shall maintain and implement the Transition Plan, and any modifications to the Transition Plan shall be subject to DIR's review and approval in accordance with **Section 4.2** of the Agreement.

The provisions of the Transition Plan are in addition to, and not in lieu of, the terms and conditions contained in the body of the Agreement and the other Exhibits and Attachments thereto; provided however, unless otherwise expressly stated, the provisions of this Transition Plan shall not control over conflicting provisions of the Agreement. Unless otherwise expressly defined in the Transition Plan, capitalized terms used in the Transition Plan shall have the meaning assigned to them elsewhere in the Agreement.

The dates in this document are intended to provide context and set expectations for the solutions described. Actual milestone dates are contained in the appropriate milestone documents (Attachment 19-A Transition Milestones and Attachment 20-A Transformation Milestones). In the event of a conflict in dates the dates in the milestone documents will control.

Document Overview

Transition consists of those standard activities necessary for the Service Provider to assume service delivery responsibility from the State beginning on Commencement Date. These activities include the transfer of staff, establishment of the IT environment, setup of the program management system, implementing workplace logistics, and deploying any necessary interim processes and tools.

2. TRANSITION GUIDING PRINCIPLES

The Service Provider will:

Provide a customized approach to meet the needs of DIR which includes:

- ◆ DIR and DIR Customer transition models
- ◆ Experienced transition project managers
- ◆ Leveraging Service Provider's tools and templates customized to the DIR and DIR Customer environments

Establish strong governance, which includes:

- ◆ Clearly defined roles and responsibilities
- ◆ Jointly developed processes
- ◆ Effective meetings and reporting framework to minimize resource requirements while achieving goals
- ◆ Mechanisms in place to identify and address risks and issues early
- ◆ Support for OLA development

Maintain effective communication, which includes:

- ◆ Consistent delivery of key messages through well-defined communication plans
- ◆ Tailored communications to target audiences and stakeholders
- ◆ Mutually agreed frequency of communications to meet the needs of the stakeholders

Promote collaboration and teamwork, which includes:

- ◆ Detailed upfront project planning and feedback
- ◆ Joint agreement on status for reporting purposes
- ◆ Plans scaled to address DIR Customer differences in size and complexity
- ◆ Establishment and support for successful deliverable review process
- ◆ Feedback on deliverables throughout the life of the project.

3. TRANSITION OBJECTIVES

Following are the objectives for the DIR DCS Multisourcing Service Integrator (MSI) Transition Project. For purposes of this document, references to the Transition Project or Transition Plan refer to the combined and integrated transition project plans of the MSI and SCPs to deliver the DCS Integrated Transition Project Plan.

Transition Overall Project Objectives

The objectives of the Transition Project Plan are to transfer the existing services from the State of Texas Incumbent Service Provider to the MSI and SCP providers, and to achieve the MSI and SCP Statements of Work as described below in Phase I and Phase II of the Transition. The following high-level objectives are achieved by the DCS Transition Project.

- Transfer the knowledge and documentation held by the State of Texas Incumbent Service Provider(s) to the respective MSI and SCP service teams.
- Deliver the Transition Plan milestones as specified in **Attachment 19-A** and Data Center Services Service Component Provider **Attachment 19-A** (DIR Contract Number DIR-DCS-SCP Service Component Provider-MSA-002).
- Plan and execute the Transition Project with consideration for State of Texas business events, existing projects and priorities, and other DIR customer considerations to minimize business disruption to DIR Customers.

Phase I Transition Project Objectives

The following objectives of the DCS project plan are implemented in Phase I of Transition according to the milestone plan depicted in **Attachment 19-A**.

DCS Service Component	Phase I Transition Objectives	Timeframe
Service Management Processes and Procedures	<ul style="list-style-type: none"> ▪ Design, publish and implement ITIL v3 compliant service management processes and procedures to enable the structure and requirements of the DCS MSI /SCP multi-supplier services environment for Incident, Problem, Change, Service Request, Service Asset and Configuration Management, etc. ▪ Design, publish and implement Major Incident Management processes and procedures ▪ Design, publish and implement Change Authorization Board structure processes and procedures ▪ Design, publish and implement a Problem Management process to address the existing Problem backlog ▪ The MSI conducts a gap analysis of current DIR Service Management processes, procedures and work instructions compared to MSI best practice, and will develop the DCS Service Management processes and procedures according to final requirements and design agreed by the MSI, SCP and DIR. The process will accommodate new Problem Management tickets at Commencement ▪ The transition approach for retention of current incumbent Service Provider Remedy system data is described in Section 3.1 of this document. 	Commencement

DCS Service Component	Phase I Transition Objectives	Timeframe
Service Management Tools	<ul style="list-style-type: none"> ▪ Implement the MSI Service Management tools and network access, and provide technical integration of MSI Service Management tools with the SCP auto-event Incident Management tool and other SCP data sources. <p>The following tools will be replaced or implemented:</p> <ul style="list-style-type: none"> ▪ Transition from IBM Tivoli Usage and Accounting Manager to Digital Fuel IT Financial Management ▪ Replace current Remedy 7.1 with Remedy 7.6 ▪ Implement Remedy Service Request Management and SharePoint technology for Service Catalogue ▪ Implement Clarity for ongoing Program and Project Management ▪ Take-over and enhance existing Portal functionality ▪ Implement Remedy CMDB for Asset and Configuration Management ▪ Implement Capgemini Global Reporting System (GRS) for Service Level and operational reports 	Commencement
Service Performance and Reporting	<ul style="list-style-type: none"> ▪ Implement the Service Level Agreement processes, procedures, measures and reports used for monitoring, controlling and managing service performance of the Agreement and Data Center Services Service Component Provider Master Services Agreement (DIR Contract Number DIR-DCS-SCPService Component Provider-MSA-002). The MSI publishes a SLA manual describing the functional requirements and design for each service level, including the sources, timing and uses of data and their use in calculating each SLA, and the periodic service flow processes employed by the MSI and SCPs in the creation of each service level report. ▪ Implement the operational reporting processes, procedures, data dictionary, and reports. The MSI finalize requirements and design through reviews and agreement with the DIR and SCPs. 	Commencement
Service Catalogue	<ul style="list-style-type: none"> ▪ Implement the DCS Service Catalog. The MSI establishes a service catalog to develop an interactive and searchable relational database management system (RDBMS) and technology container, accessible via the Portal. MSI configures the user interface, catalog structure, hierarchy, taxonomy, and establish acceptable values for the Service Catalog. The Service Catalog contains a definitive list of service offerings and service items available in production or for deployment to Authorized Users. SCPs will contribute the content for such items. ▪ Service Catalogue will include processes that guide DIR Customer choices and support ordering the features in the Service Tier Matrix. ▪ Following Commencement, MSI works with the SCPs and DIR to update, validate, and gain approvals for service catalog entries. 	Commencement
Disaster Recovery	<ul style="list-style-type: none"> ▪ MSI and SCP update the existing Disaster Recovery Plans with new contact information based on the change from the Incumbent Service Provider to the DCS Service Providers. 	Commencement

DCS Service Component	Phase I Transition Objectives	Timeframe
Asset Inventory and CMDB Initial Data Population	<ul style="list-style-type: none"> MSI and SCP complete an Asset Inventory and CMDB initial data population. Refer to Section 3.2 of this document for high level approach and timing. 	Commencement
Security Plan	<ul style="list-style-type: none"> MSI develop a DCS services security plan to address MSI and SCP security components for managing and controlling the safety, security and confidentiality of DIR Data. 	Commencement - 1
Security Clearance Database	<ul style="list-style-type: none"> Implement a security clearance database central repository and processes for collecting, maintaining and reporting an agency view of individual security clearances and roles-based accesses granted to MSI and SCP staff. MSI will design, develop and implement the security database; and MSI will develop the processes for maintaining the information in the database. 	Commencement
Chargeback System	<ul style="list-style-type: none"> Implement the DCS Chargeback System. MSI drives the tasks to design and implement a Chargeback application for DIR and DIR Customers. MSI and SCPs jointly design, test and implement Chargeback application processes and technical interfaces. 	Commencement
Service Desk	<ul style="list-style-type: none"> Implement the DCS Service Desk. MSI conducts knowledge transfer from existing service desk and works with SCPs to develop a knowledge base and training for first call resolution of Incidents. 	Commencement
Project Management Office	<ul style="list-style-type: none"> Implement PMO governance processes and procedures for ongoing program/project management. Work with SCP to develop related processes and procedures for managing portfolio of DCS projects Implement resource demand management process Install, configure, and conduct user acceptance testing and training for Clarity Project Management tool 	Commencement - 1
Portal Improvement Plan	<ul style="list-style-type: none"> MSI will deliver a Portal Improvement Plan; the milestones and tasks for improving aspects of of DCS Service Provider systems delivered through the Portal (e.g. Service Catalog, Chargeback, documentation and reporting) and for implementation of improvements 	Commencement -2
Portal	<ul style="list-style-type: none"> Implement the DCS Portal. Service Provider utilizes the existing portal and portal technology and integrates the Service Catalog and the Remedy, Chargeback, Service Flow Reporting and Clarity applications to the Portal. MSI and SCP jointly develop revisions to the Portal structure and content. The revised Portal is adjusted, tuned, and approved over the course of Transition. The MSI conducts unit, integration, and user acceptance test cycles. 	Commencement -1

DCS Service Component	Phase I Transition Objectives	Timeframe
Training	<ul style="list-style-type: none"> ▪ Deliver Training to MSI, SCP, DIR and DIR Customers. Training course content, packaging and curriculum development, target audience, comprehension requirements, course administration requirements, and training of MSI and SCP trainers provided by the MSI. ▪ Training delivered in multiple formats (e.g. CBT, face-to-face, webex) as appropriate and according to the requirements of content and audience. Additionally where appropriate, a train the trainer approach will be used for MSI or SCP trainers (e.g. SCP trainers for SCP technical staff). ▪ Training is provided for the following categories. <ul style="list-style-type: none"> – ITIL Awareness Training – Process and Tools Training – IT Service Continuity Management Training – IT Financial Mgmt Chargeback Training – Security Management Training – Program / Project Management and Clarity Training – Governance Interfaces Training. 	Commencement -1
Training Validation	<ul style="list-style-type: none"> ▪ SCPs administer and certify trainees per course administration and comprehension requirements. 	Commencement
Service Management Manual Phase I and II	<ul style="list-style-type: none"> ▪ Deliver Service Management Manual Phase I and Phase II as follows ▪ Phase I: due Commencement -4 includes initial contents and structure ▪ Phase II: due Commencement -1. Includes sections indicated as due prior to Commencement in the Due Date column of <u>Attachment 6-B</u>. 	Commencement -1
Consolidated Network Improvement Plan	<ul style="list-style-type: none"> ▪ Deliver the Consolidated Network Improvement Plan. MSI and SCP jointly develop and publish a Local Area Network Improvement Plan for the ADC, SDC and Winters Data Center. 	Commencement - 2
Transition Readiness Plan	<ul style="list-style-type: none"> ▪ MSI will deliver plans and milestones for completing the transition of the management and operations of the Services to Service Provider. The plan will include checklists, systemic validation tests of work flows, and validation of interfaces with SCP, DIR and DIR Customers as appropriate. 	Commencement -1
OLA Final	<ul style="list-style-type: none"> ▪ Publish final OLAs. MSI, DIR and SCP finalize and publish the OLA documents. 	Commencement -4

Phase II Transition Project Objectives

The implementation of the following functional capabilities are accomplished in Phase II of the DCS Transition Project and delivered following Commencement date according to the timeframes indicated.

DCS Service Component	Phase II Transition Objectives	Timeframe
Problem Management	<ul style="list-style-type: none"> ▪ Implement pro-active problem management process 	Commencement +3

DCS Service Component	Phase II Transition Objectives	Timeframe
Configuration Management	<p>MSI and SCPs develop and execute a stabilization plan for Configuration Management including:</p> <ul style="list-style-type: none"> ▪ SCP data reconciliation with MSI system of record data ▪ Define and reconcile configuration relationships ▪ Improve integration with Availability Management, Service Level Management, Capacity Management, and Incident Management ▪ Make certain that CIs are properly mapped and updated in the CMDB in order to support service delivery processes and Service Level measurements 	Commencement +4
Asset Inventory and CMDB Initial Data Population True-up	<ul style="list-style-type: none"> ▪ Completion of inventory true-up. MSI and SCP Asset and Configuration Managers utilize the findings of the Phase I asset physical inventory, the electronic interrogation of assets and the knowledge transfer findings to complete the true-up of current CMDB ▪ MSI deploys software license compliance capabilities. The SCP captures Proof of Entitlement (POE) data from DIR, DIR Customer, and Incumbent Service Provider ▪ MSI defines the ongoing Configuration Management processes for maintaining the relationships ▪ MSI and SCP jointly define the Application to Server relationships that were not auto discovered in Phase I ▪ MSI and SCP employ the Application to Sever relationships as input into the DR Gap Analysis planning. 	Commencement +4
Chargeback	<ul style="list-style-type: none"> ▪ Execute IT Chargeback System stabilization projects to reduce invoice and Chargeback differences and disputes 	Commencement +4
Availability Management	<ul style="list-style-type: none"> ▪ Develop and maintain Availability plan ▪ Implement reactive Availability Management for breached Availability SLAs ▪ Implement proactive Availability Management based on Problem RCA analysis, Change, and project management forecasts 	Commencement +2
Capacity Management	<ul style="list-style-type: none"> ▪ Complete Capacity Management transformation project to deliver full Capacity Management functionality in <u>Exhibit 2</u> 	Commencement +2
Disaster Recovery	<ul style="list-style-type: none"> ▪ Update existing Disaster Recovery Plans based on Change impacts due to Transition 	Commencement
Disaster Recovery	<ul style="list-style-type: none"> ▪ Conduct gap analysis of the current Disaster Recovery Plans and Technical Recovery Guides compared to the requested recovery time objective, as specified in <u>Exhibit 16</u> and update the Disaster Recovery Plans with the results 	Commencement +6
Service Management Manual Phase III	<ul style="list-style-type: none"> ▪ Publish final and complete Service Management Manual 	Commencement +6
New Customer Integration Plan	<ul style="list-style-type: none"> ▪ Publish New Customer Integration Plan. MSI, DIR and SCP develop a plan for integrating a new DIR Customer into the existing services. 	Commencement +12

3.1 Transition and Approach for Incumbent Service Provider Legacy Remedy Data

The following transition process and approach applies to the Incident, Problem, Change and Service Request tickets that are remaining in the Incumbent Service Provider's Remedy system at Commencement.

The MSI Service Desk, Incident, Problem, and Change Managers, and the SCP resolver group managers work with the Incumbent Service Provider's service desk team to receive an aging report at Commencement - 1. The MSI and SCP teams rationalize and synchronize the Incumbent Service Provider's Remedy backlog with the SCP stabilization, service request backlog, and problem backlog project plans so that the mapping of work from the legacy system to the various SCP project plan sources is understood. The incumbent creates and assigns SCP resolver teams in the legacy Remedy system so that the SCP resolver teams can close tickets in that system. The Incumbent Service Provider also provides access to the MSI Incident, Problem, and Change teams to enable monitoring and reporting queues. The use of the Incumbent Service Provider's legacy system by MSI and SCP teams extends through Commencement + 2, or until a decision is made to re-key the remaining tickets into the MSI ITSM system.

A number of stakeholders will require access to the Incumbent Service Provider ITSM system (Remedy). DIR may require access for audits or settlement of the incumbent contract. The MSI and SCP will require access to past tickets, associated solutions, and other historical notes with the ability to view the backlog of items, requests, projects, problem investigations and other elements in order to trend data. The Service Provider will continue to run the Incumbent ITSM system (Remedy) instance for 12 months. The number of concurrent licenses will be maintained at twenty (20) users for "read only" access and five (5) users for "update" access. The Incumbent ITSM system (Remedy) will be maintained on the existing hardware platform so long as this system is sufficient, with support for the archival instance only. Any development, test or staging instances will be eliminated.

3.2 Transition and Approach for Asset Inventory and Initial CMDB Data Population

Completion of the Asset Inventory and initial CMDB data population are conducted during the period six(6) months prior to Commencement. The MSI will make certain that the tasks, activities and processes conducted by the MSI and SCP to complete this deliverable are fully integrated, and that the various interim processes and milestones to complete this deliverable meet the required quality standards.

The following transition process and approach applies to the asset inventory and initial CMDB data population

Transition Step	Description	Timeframe
MSI CMDB Design	<ul style="list-style-type: none"> ▪ The MSI provides a final CMDB design including initial Chargeback CMDB requirements and design; and Definitive Media Library (DML) contents and design ▪ The steps to designing the CMDB are for the MSI and SCP Configuration and Asset teams to identify and document the complete set of requirements placed on CI components and their relationships. This information is derived from the Agreement and Data Center Services Service Component Provider Master Services Agreement (DIR Contract Number DIR-DCS-SCPService Component Provider-MSA-002 and includes the list of CI attributes from the SMM, reconciliation functionality, Software license compliance process functionality, DML functionality, requirements to support Service Level calculations, maintenance agreement management, and operational requirements. ▪ Subsequently, the MSI and SCP teams map the CMDB requirements to the available CI structure in the standard BMC data model, and where possible, utilize the standard BMC CI classes to fulfill these CMDB requirements. The final step is review of the final CMDB data model with the DIR, MSI and SCP teams to gain approval that the design meets requirements. 	Commencement -5
Physical Inventory Plan	<ul style="list-style-type: none"> ▪ The SCP will design the physical inventory plan. The MSI will review and provide inputs to the SCP physical inventory plan and will provide quality audit review of plan execution 	Commencement -5
Working copy of Existing CMDB	<ul style="list-style-type: none"> ▪ SCP receives an electronic file copy of the existing CMDB from the Incumbent Service Provider, and loads the file copy to a SCP-owned stand-alone Atrium CMDB instance that is structured in accordance with the MSI CMDB design 	Commencement -5
	<ul style="list-style-type: none"> ▪ 	
Physical Inventory Conduct	<ul style="list-style-type: none"> ▪ SCP performs physical inventory of all Equipment, Software, and related information items and services provided or supported by DCS Service Providers and deployed at DIR Facilities or DCS Service Provider locations. The MSI will periodically provide quality reviews during the physical inventory activities. 	Commencement -2
Physical Inventory Reconciliation	<ul style="list-style-type: none"> ▪ SCP reconciles physical inventory data with the initial legacy CMDB data and records results into the SCP-owned stand-alone Atrium CMDB instance. 	Commencement -2
ADDM data Capture	<ul style="list-style-type: none"> ▪ SCP applies the captured eDiscovered server data to the SCP-owned interim CMDB instance and provides the data to MSI for inclusion into the production CMDB. 	Commencement
Apply Change Transactions to SCP-owned Interim CMDB	<ul style="list-style-type: none"> ▪ MSI applies Change requests that were initiated between effective date and Commencement to the interim CMDB. 	Commencement -1 to +1
Transition Step	Description	Timeframe

	<ul style="list-style-type: none"> ▪ 	
Initial CMDB Relationships Capture	<p>The SCP captures the following CMDB relationships during the knowledge transfer, physical inventory, and eDiscovery processes :</p> <ul style="list-style-type: none"> - Applications to Applications - Applications to databases - Applications to Servers - Server to first Network device - Virtual to physical Servers - Server to Server tier (High, Medium, Low to Platinum, Gold, Silver, Bronze) - Definitive Media Library content 	Commencement
Secondary CMDB Relationships Capture	<ul style="list-style-type: none"> ▪ SCP captures the final Network and Server-to-storage CMDB relationships ▪ SCP reconciles and loads Definitive Media Library content 	Commencement +4

3.3 MSI Space Requirement for staff at the ADC

The MSI will use twenty-five (25) seats for Service Provider staff at the Austin Data Center.

3.4 Transition Approach for the Implementation of Business Continuity

Modifications of Business Continuity Services during Transition include the modification of the appropriate Service Provider Business Continuity Plans to reflect obligations to maintain the continuity of the Services. Such modifications include update of Service Provider’s existing Business Continuity Plans for the sites listed in **Attachment 7-B**. Service Provider works with the DIR Business Continuity Team to create Business Continuity Plans for Service Provider personnel working at DIR Facilities.

The approach for the implementation of business continuity for the MSI services is shown in the following table.

Business Area	Business Continuity Approach	Timeframe
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Business Area	Business Continuity Approach	Timeframe
Service Desk	<p>During a business continuity event, personnel from the Palestine Service Desk are relocated to Capgemini Irving, Texas location. These personnel utilize laptops that are kept in storage, and are specifically configured for such an event. Telephony is re-routed to the facility and operations resumed. Personnel are located at the Irving facility on a 24x7 basis until the BCP event is over and all service restored to the Palestine facility. During Transition, the process is reviewed and revised in order to meet any additional requirements.</p>	Commencement +2
Service Management Tools Infrastructure	<p>The BCP approach for the MSI Service Management tools is accomplished through support of primary and secondary Capgemini Data Centers at, Manassas VA and Marlborough, MA; and primary and secondary BMC Remedy On Demand Centers in Arizona and Virginia; and the Clarity on-demand services in New Jersey and California.</p> <p>Service Provider personnel supporting State of Texas have 3 alternative work locations:</p> <ul style="list-style-type: none"> ▪ Their respective home offices with high-speed internet connectivity and VPN connectivity to Capgemini Network ▪ Capgemini Offices with inherent connectivity to Capgemini network ▪ State of Texas offices allocated to Service Provider use and connectivity to internet and VPN connectivity to Capgemini Network 	Commencement +2

4. TRANSITION APPROACH AND PROJECT METHODOLOGY

4.1 Methodologies

A key tenant of the Service Provider's transition approach is Service Provider's ability to manage and execute efficient and effective knowledge transfer and start-up of services. Service Provider will utilize its **DELIVER global** transition methodology to provide a single unified transition approach for the MSI services. Additionally, Service Provider will apply the tenants of our DELIVER methodology to provide oversight and quality management for the DCS Integrated Transition Plan.

The Service Provider DELIVER global transition methodology provides a roadmap for the non-disruptive changeover to Service Provider services. This global project management approach is used across our worldwide delivery centers and is optimized to provide speed to value with minimal risk. Our transition methodology incorporates a wide array of techniques, templates, tools and processes that enable execution, tracking, and reporting of transition and knowledge transfer activities. Service Provider's transition methodology has seven major work streams. Each stream has specific objectives, critical success factors, tasks, and deliverables to be completed as part of transition.

Service Provider Knowledge Acquisition Methodology

The Knowledge Transfer (KT) stream contains activities and deliverables required to identify, track and validate knowledge attainment and test the readiness of teams to perform support services. The Knowledge Acquisition Methodology (KAM) is used to guide the transfer of portfolio knowledge from current in-house or third-party providers.

The KAM follows a ten-step process to transition the knowledge and processes for each transition unit of work. The KAM prescribes the deliverable artifacts for each step and the required quality gates. Specific acceptance criteria are validated at each juncture.

Knowledge Transfer Risk Assessment and Cut-Over Sequencing

Service Provider's transition methodology provides a portfolio scoring technique used to develop a complexity and risk rating called the Transition Index (TI). The TI is used to assign a level of effort and difficulty to knowledge transfer to segments of the work being transferred, and to prioritize and organize the approach to service cutover sequencing. Service Provider as the MSI will work with the SCPs and Incumbent Service Provider to evaluate the DCS program technical and service processes and develop representative portfolio scoring techniques to achieve the following:

- Prioritization of knowledge gathering and training
- Duration and types of knowledge gathering processes for each information category
- Incumbent Service Provider subject matter requirements knowledge object mastery and ticket expertise for readiness
- Prioritization and "areas of interest" that require special attention
- Types of readiness requirements to be demonstrated
- Grouping and sequencing of service cut-over activities

Inventory and Design and Knowledge Acquisition Plans

For those knowledge areas where Service Provider as the MSI is responsible, the following Inventory and Design (I&D) processes will be accomplished to conduct analysis and discovery of the MSI-related knowledge objects to be transferred during KT. Service Provider will inspect and verify that equivalent processes are followed by the SCP for knowledge which they are responsible.

- Review of existing process asset libraries
- Interviews with the Incumbent Service Provider SMEs
- Knowledge inventory questionnaires
- Existing documentation, knowledge repositories, and process libraries
- Incident and Change ticket analysis to understand the ticket frequency and complexity

The outputs of I&D are an inventory list of knowledge objects (KOs). KOs comprise the set of business, technical and process knowledge components required to support the MSI services. Knowledge Acquisition Plans (KAPs) are next created whereby the KOs captured in the I&D phase are sequenced into units of work assignable to individual teams, with specified activity durations, resource assignments and quality outcomes. Once completed, the KAPs become the activities, schedule, cost, and quality control mechanism for each transition unit.

Knowledge Transfer Quality

KT Execution

KT quality is greatly enhanced through the standardized execution of knowledge acquisition plans, and the tracking, progress reporting, and issue management tracking of those plans through the use of our KT tools. Activities of KT execution include the following:

- On-boarding of Service Provider resources
- DIR familiarization training
- Training for processes, tools, and work instructions
- Scheduling and execution of KT training sessions and acquisition of knowledge objects
- Working through known break-fix and Service Request activity
- Reviewing and/or creating operations documentation
- Shadowing/reverse shadowing (floor walking)
- Tracking of actual activity against planned KAP activities on the Transition portal
- Measuring effectiveness of KT against KAP quality standards for each KO

Various levels of KAP tracking and reporting are available for each KAP to summary level tracking and dashboard reporting at the enterprise level.

Operational Readiness, Handover and Stabilization

Operational readiness, handover and stabilization are conducted initially through unit tests and assessment of individual capabilities according to the KAPs, and finally by measures of the end-to-end services capability performed during the Operational Readiness Assessment (ORA) phase. ORA checklists specific to each service are developed and agreed during transition planning, and are utilized during this phase to assess the major categories of integrated readiness testing.

DCS Integrated Transition Plan operational readiness criteria will be initially developed during the transition ASE process, and finalized for the Critical Deliverable Transition Readiness Plan. Operational readiness criteria typically include the following:

- Proof of learning—Individual and team KT recipients will be tested against KAP and KO criteria
- Infrastructure tests—Connectivity and performance tests will be completed for each relevant system
- Access to supported systems—All personnel will show the ability to successfully access the applications, libraries, and tools which are identified in the KOs and KAPs
- Integration testing—MSI and SCP teams will conduct integrated end-to-end testing of key MSI processes and service functions to verify that the key daily and weekly processes are operational (Incident, Problem, Change, and Service Request). Operational readiness checklists for each MSI service will be developed and executed.

4.2 DCS Integrated Transition Project Plan Approach

The DCS Integrated Transition Project Plan is a Microsoft Project plan comprised of the summary tasks of the MSI and SCP plans, and includes the milestones of **Attachment 19-A** and Data Center Services Service Component Provider **Attachment 19-A** (DIR Contract Number DIR-DCS-SCP Service Component Provider-MSA-002). Each task line item of the DCS integrated Transition Project Plan is representative of detailed work breakdown structures (WBS) from the MSI and SCP detailed Microsoft Project plans. When linking the DCS Integrated Project Plan and independent MSI and SCP project plans, the MSI makes certain that the following conditions are maintained:

- The MSI and SCP each independently maintain their detailed project management plans in a form and structure consistent with the requirements, schedule, and quality management plans stipulated by the MSI
- Each MSI and SCP detailed plan contains the required inter-project dependencies reflecting the MSI and SCP schedule and successor predecessor relationship.
- The DCS Integrated Project Plan properly reflects the requirements and schedule relationships of the detailed MSI and SCP plans
- Progress reporting of the DCS Integrated Project Plan remains consistent with, and accurately reflects the progress reporting of each of the detailed MSI and SCP plans

Project Planning Task	Project Task Description	Timeframe
MSI and SCP Transition Detailed Plans – Initial	<ul style="list-style-type: none"> ▪ MSI and SCP provide initial detailed Microsoft Project Transition plans to the MSI. Tasks of the transition plans reflect Interim, Major, and Critical milestone tasks consistent with Attachment 19-A and Data Center Services Service Component Provider Attachment 19-A (DIR Contract Number DIR-DCS-SCP Service Component Provider-MSA-002). 	Commencement -7
DCS Integrated Transition Plan - Initial	<ul style="list-style-type: none"> ▪ MSI provides initial DCS Integrated Project Plan reflecting Attachment 19-A and Data Center Services Service Component Provider Attachment 19-A (DIR Contract Number DIR-DCS-SCP Service Component Provider-MSA-002) milestones. 	Commencement -6

Project Planning Task	Project Task Description	Timeframe
Transition Project OLA's	<ul style="list-style-type: none"> ▪ MSI and SCP develop and publish Transition OLAs to include <ul style="list-style-type: none"> – OLA Services and Deliverables – Develop and publish SPT PMO governance structure, processes, interactions – Develop and publish OLA milestone and Critical Deliverable interactions – Develop and publish requirements for sources, timing and uses of Operating Level Measuredata – Define and publish OLA roles & responsibilities – Define and publish OLA prioritization and escalation procedures. 	Commencement -6
DCS Transition Initial Communications to Stakeholders	<ul style="list-style-type: none"> ▪ MSI and SCP conduct initial communications to DIR and DIR Customers regarding Transition month 1 activities. Modifications to phasing and pacing of Transition month1 activities reflected in MSI and SCP plans 	Commencement -6
DCS Transition Planning ASE - Phase I	<ul style="list-style-type: none"> ▪ MSI conducts Transition Planning Accelerated Solutions Environment with Stakeholders. Modifications to phasing and pacing of Transition schedule reflected in MSI and SCP plans 	Commencement -5
MSI and SCP Detailed Transition Plans Final	<ul style="list-style-type: none"> ▪ MSI and SCP provide final detailed Transition Microsoft Project Plans 	Commencement -4.5
DCS Transition Program Governance Plan	<ul style="list-style-type: none"> ▪ MSI publish final DCS Transition Program Governance Plan containing , referencing Transition OLA results and the knowledge area transition management plans including activities, schedule, risk, quality, and resource plans 	Commencement -4.5
DCS Integrated Transition Plan - Final	<ul style="list-style-type: none"> ▪ Publish Final DCS Integrated Transition Microsoft Project plan comprised of the summary tasks of the MSI and SCP detail plans reflecting the milestones of Attachment 19-A and Data Center Services Service Component Provider Attachment 19-A (DIR Contract Number DIR-DCS-SCP Service Component Provider-MSA-002) milestones. 	Commencement -4

4.3 Program Integration Management

Service Provider Transition Program Management Office (SPT PMO)

The DCS Service Provider Transition Program Management Office is comprised of the MSI Transition Project Manager and SCP Transition Project Managers from each of the SCP solution towers (Mainframe, Server, Network, Datacenter, and Print/Mail). The SPT PMO is responsible for operational day-to-day management oversight of the DCS Service Providers' DCS Integrated Transition Program.

The SPT PMO is a key component supporting the DIR Transition Program Management Office (DIR TxPMO). The DIR TxPMO has the overarching responsibility to coordinate and integrate all activities related to the Transition from the Incumbent Service Provider to the DCS Service Providers. Other components supporting the DIR TxPMO include: the DIR DCS Transition and Transformation Management Office, the Transition Solution Group, and other DIR staff

members and outside consultants providing functional expertise as needed. The DIR TxPMO will be led by a director, who will report to and receive guidance from the DIR TxPMO Executive Steering Committee. Upon coordination with the DIR TxPMO, the SPT PMO will have the authority to modify the Service Provider Integrated Project Plan baseline schedule, quality, risk, and issue management plans that do not alter the achievement of milestones in **Attachment 19-A**.

The MSI Transition Project Manager leads the SPT PMO, provides the purpose, requirements, controls, and governance of the SPT PMO, provides project management oversight of the DCS Service Provider Integrated Project Plan, and represents the SPT PMO to the DIR TxPMO.

The SCP provides Transition project planning, execution, monitoring and controlling for their respective tower project plans.

The SPT PMO members meet on a scheduled weekly basis to oversee Transition including detailed progress reviews for requirements and schedule, quality reviews of interim deliverables, risks and issues management, and to review, finalize and approve formal communications to DIR and DIR Customers. Ad hoc meetings of the SPT PMO are conducted for issues for risks affecting overall DCS Service Provider Transition Program performance that require immediate coordination or decisions.

Transition SharePoint Site

The MSI provides a DCS Transition SharePoint site where the DCS Transition program control documents and the documents providing formal communications of the DCS Transition project are stored and are accessible by DCS Transition stakeholders. Access to the content of this site is controlled by the DCS Service Provider Transition PMO. Content for this site is managed by the MSI Transition Manager.

This SharePoint site is a Service Provider-hosted solution and provides an interim solution for storage of DCS Transition program and project plans and control documents until the Clarity tool and associated processes are available.

Service Provider Transition Program Management Office Membership

PMO Member	DCS Transition Steering Role
MSI Transition Project Manager	<ul style="list-style-type: none"> ▪ Leads the DCS Transition PMO ▪ Publishes the DCS Integrated Transition Governance Plan ▪ Manages DCS Integrated Transition Program Control Documents ▪ Provides DCS Transition SharePoint site ▪ Conducts Transition PMO Weekly Meetings – provides meeting structure, agenda, content, templates, inputs and outputs ▪ Represents the DCS Transition PMO to the DCS Transition Solutions Group ▪ Publishes DCS Integrated Transition Communications to Stakeholders
SCP Transition Project Managers - Mainframe, Server, Network, Data Center, Print/Mail	<ul style="list-style-type: none"> ▪ Represent SCP Transition project management for their respective towers to the Transition PMO ▪ Provide weekly reports, dashboard content for respective tower transition plans as required by DCS Transition PMO Lead

Transition Management Plans

The Service Provider Transition Program Management Office develops, publishes and executes Transition Project Management Plans associated with each of the key project knowledge areas of the Transition Project Plan. The MSI will provide the initial form and content of such plans and will receive feedback from SCPs and the Transition Solution Group for final publication. The Transition Project Management Plans are published in final form in conjunction with the Final Transition Plan scheduled at Commencement -4, and are stored on the DCS Transition SharePoint site.

Transition Project Management Plans are developed for the following key Transition Plan knowledge areas.

- *Transition Program Governance Management Plan* - This plan defines how the Service Provider Transition PMO will integrate with the DIR Transition PMO and the Transition Solution Group.
- *Stakeholder Communications Management Plan* - This plan defines the policies, processes, reporting content, reporting method, and cadence for reporting the progress of the DCS Integrated Transition Plan to the DCS Transition stakeholders. Stakeholder communications include weekly summary documents showing the status of Transition and made available to DIR, DIR Customers, and other named stakeholders using the DCS Transition SharePoint site. The MSI will recommend project progress templates and communications documents. The MSI will review with and receives final content agreement from the Transition Solution Group at Commencement -4.
- *Scope and Schedule Management Plan* - This plan defines the objectives, policies, processes, documents, information flows, management controls, tools and participants to manage Transition Plan scope and schedule. The Scope and Schedule Management Plan references the DCS Integrated Transition Project Plan and the detailed project plans of the MSI and SCP. Summary tasks representing milestones taken from each party's Microsoft Project Plan are represented in the integrated Transition Plan. Schedule variance of these MSI and SCP summary tasks represents the value of schedule compliance of the Transition Project Plan.
- *Requirements Management Plan* - This plan defines the objectives, policies, and processes and documents information content for the creation and approval of Transition Plan requirements. This plan applies to interim milestones that require DIR, DIR Customer, MSI and SCP inputs, and MSI, SCP and DIR requirements signoff.
- *Shared Resources Management Plan* - This plan defines the objectives, policies, processes, and documents that comprise the oversight of scheduling of State of Texas and Incumbent Service Provider resources that are sought by the MSI and SCP. This plan also provides policies and controls for managing the potentially conflicting activities of rehiring incumbent resources.
- *Quality Management Plan* - This plan defines the objectives, policies, processes, documents, information flows, management controls, tools and participants to manage Transition Plan milestone quality. Refer to Section 7.1 Transition Quality Management Plan of this document.
- *Risk Management Plan* - This plan defines the contents and the management approach for the identification and management of Transition Plan risks. Refer to Section 7.2 of this document.

- *Issue Management Plan* - This plan defines the processes and information that comprise the Transition Plan Issue Management process.
- *Program Configuration Management Plan* – This plan defines the structure and content of documents comprising the Program Configuration Library and the processes for preparation, approval, and revision control of these documents. The MSI utilizes SharePoint for this purpose and manages access control for MSI, SCP and DIR and DIR Customers.
- *Project Change Management Plan* – This plan defines the processes documents and information governing request, approval, and incorporation of changes to the DCS Transition Program requirements or schedule baselines of the final integrated transition plan, or changes to the quality objects establish by the Transition Readiness Plan.
- *Transition Readiness Plan* –This plan outlines the approach for the development of the Transition Readiness Plan and calls for publication of an initial draft at Commencement -3 based on **Attachment 19-A** milestone completion criteria and the readiness checklists supplied for each service area by the MSI and SCP. Readiness checklists are tested and updated by the Service Provider Transition PMO throughout Transition and are finalized and submitted at Commencement -1.5 for approval.

5. TRANSITION OVERVIEW

5.1 Transition Planning Accelerated Solution Environment

A Transition Planning Accelerated Solution Environment (ASE) is conducted by the MSI, and includes key stakeholders from the MSI, SCPs, DIR and DIR Customer. The purpose of the ASE is to communicate the Transition Program to the stakeholders, and to fast-track input and gain consensus to remaining planning objectives. Participants in the Transition Planning ASE are key representatives from DIR, DIR Customers, MSI and SCP leaders and project managers, Incumbent Service Provider, and key Third Parties. The Transition ASE is scheduled 30 days after the Transition Program starts (Commencement -5). The key attributes of the Transition Planning ASE are:

- Acceleration—Speeds the decision process of a broad group of stakeholders - decisions in hours
- Innovation—Taps into group genius to craft a more robust and creative solution
- Alignment—Consensus achieved across diverse stakeholders to implement created solutions
- Risk Management—Reduces rework and extended feedback cycles to accelerate signoff

Key Deliverables of the Transition Planning ASE – Following are the key objectives and deliverables of the Transition Planning ASE:

- Finalize the structure and controls for the Service Provider Transition Program Management Office, including the Transition Management Plans
- Communicate and gain commitment and buy-in for the plan from key stakeholders
- Confirm roles and responsibilities for Incumbent Service Provider and Third Party stakeholders
- Communicate DIR, DIR Customer, Incumbent Service Provider and Third Party resource requirement to finalize the process for resource availability management and scheduling
- Finalize Incumbent Service Provider staff acquisition approach for re-badge of Incumbent Service Provider resources
- Final phasing and pacing of knowledge transfer and service cut-over for each service component based on State of Texas business events, existing projects and priorities, and DIR Customer considerations
- Transition activities for State of Texas in preparation for and including initiation of service
- Communicate the preliminary Transition Readiness Plan including key activities, schedules, and milestones for each work stream. Transition Operational Readiness Assessment (ORA) approach and metrics to be provided for each service type, communicate transition risk management approach, and overview the initial transition risks, risk approach, risk owners, and mitigation strategies
- Initiate organizational change and communications structures

The structure of the Transition Planning ASE provides for breakout sessions designed to review specific transition approach for areas where stakeholders have expressed targeted interests. Breakout sessions include Transition governance and progress reporting, targeted DCS multi-supplier governance, Service Level Transition, Service Catalogue and Portal, Chargeback, Disaster Recovery, and specific service tower transitions. The MSI and SCP work with DIR and the Transition Solution Group to develop and prepare the agenda, identify and invite stakeholders, and provide facilities and logistics for the ASE.

5.2 Final Integrated Transition Plan

The final planning activities to combine and integrate the project plans of the MSI and SCPs are forecast to be completed 60 days after the effective date. The final set of project documents takes into consideration the Transition ASE outputs and the discovery completed by the MSI and SCP Transition teams.

5.3 Transition Milestones and Deliverables

The MSI Transition Milestones including their descriptions, acceptance criteria, completion date and the interactions with the SCP, DIR, and DIR Customers are provided in **Attachment 19-A**. Further, the combined milestones of the MSI and SCP are reflected by the DCS Integrated Transition Plan and reflect the combined commitments of the MSI and SCP to deliver the DCS Integrated Transition Plan milestones.

5.4 Critical Dependencies on SCP Tools

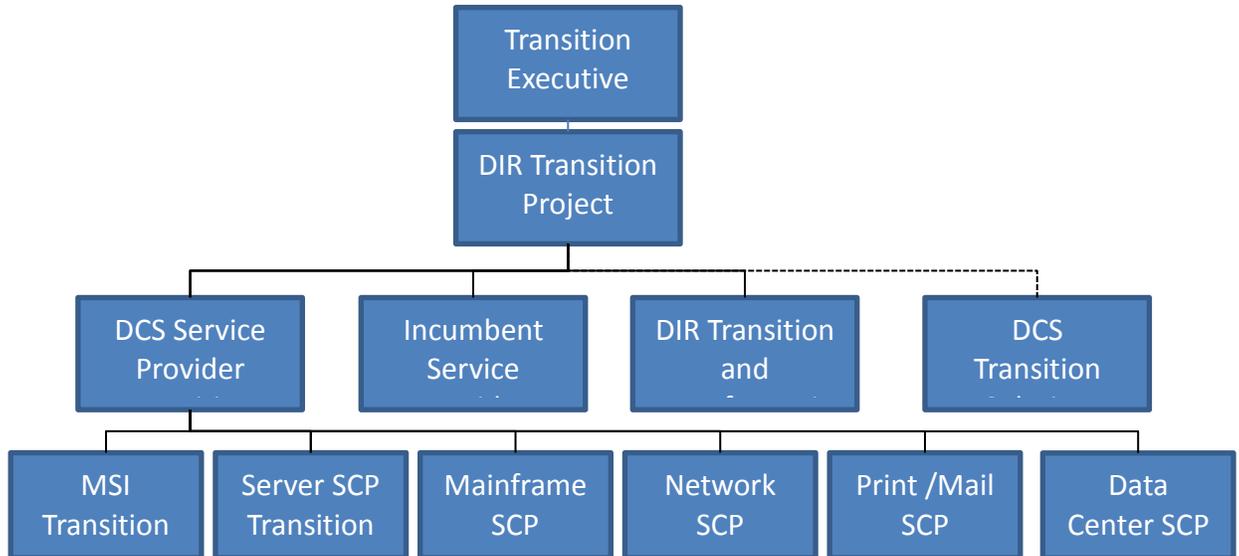
The MSI and SCP agree on the requirements and schedule for completion of the unit testing and final user acceptance testing of the MSI service management and chargeback tools. The MSI is reliant on the following SCP inputs, or SCP tools functionality in order to achieve the successful implementation of the integrated MSI Service Management and Chargeback tools and processes.

- The SCP will provide requirements and design inputs for the configuration of Remedy ITSM and VMware IT Financial Management tools
- The SCP will provide a network connection to the State of Texas network to support SCP tools, and will present the SCP event transactions to the ITSM system
- The SCP will provide event management systems, interface development, unit testing and integration testing to the ITSM Remedy environment
- The SCP will provide the Service Level Reporting and Operations Reporting data as agreed by the controlling Service Level Management documents
- The SCP will provide the Chargeback source data as agreed by the Chargeback requirements and design

Service Provider as the MSI will mitigate these dependencies through management verification and validation of SCP transition milestones.

6. SERVICE PROVIDER TRANSITION ROLES AND GOVERNANCE ALIGNMENT

The following Transition Plan Governance structure provides jurisdiction and management oversight to the DCS Transition.



Transition Solution Group

DIR has established a Transition Solution Group chartered by the DCS IT Leadership Committee, and comprised of selected stakeholders from DIR, DIR Customer through Agency Partner Group representatives, MSI, and SCP representatives empowered to speak and make commitments for their organizations. Potential roles and responsibilities for the Transition Solution Group may include communicating the Transition program charter, goals and values to DIR Customers, oversight of DCS Transition Project progress, providing strategic guidance to Transition project teams, approving deliverables, resolving or escalating DIR Customer-specific issues, and reviewing any proposed changes to deliverables or schedules.

Transition Solution Group membership and responsibilities will be established in accordance with **Exhibit 6**.

7. QUALITY CONTROL AND GENERAL RISK MITIGATION

7.1 Transition Quality Management Plan

This Transition Quality Management Plan defines the objectives, policies, processes, documents, information flows, management controls, tools and participants to manage Transition Plan milestone quality. This plan provides the following:

- Service Provider Transition PMO processes for identification of MSI and SCP milestones to receive quality verification audits
- Quality verification content requirements to be provided to the Service Provider Transition PMO
- Processes and content for reporting quality verification quality audit findings
- Requirements for response to quality audit findings
- Transition project process improvement plans

The Transition Plan has established milestone deliverables (refer to Section 5.3 Transition Milestone Deliverables) for which the above quality processes apply. The DCS Integrated Project Plan has established interim design milestones which provide for development, review and signoff of acceptance criteria for each of the Transition Milestone Deliverables, and these interim steps are visible through the Scope and Schedule Management Plan described in Section 4.3 of this document.

7.2 Transition Risk Management Plan

The MSI will execute, monitor and control the DCS Transition Risk Management Plan, and will drive the Risk Management processes to make certain that inputs are received and reviews are conducted by the SCP, DIR and DIR Customers. The following outlines the high level Risk Management process for the Transition Project. The risk register for recording and tracking Transition project risk is provided as a component of the communications package.

The Risk Management Plan provides the method for identifying, recording, tracking and resolving the possibility and impact of an event for which the occurrence adversely impact the Transition Plan objectives for requirements, schedule, cost or quality.

The objective of risk management is to provide early identification of these problems that may lead to such unwanted outcomes so that appropriate decisions can be taken to eliminate risks, or to minimize their impact if they occur.

To quantify risk exposure, both risk impact and probability must be identified. Risk Impact determines what the magnitude of impact will be if the risk really occurs.

The high-level Risk Management Plan outline is as follows:

- Identify and assess risks
- Identify risk owner
- Create and execute risk action plan
- Presentation of the risk and mitigation plans to the Transition Solution Group

- Monitor and report progress of the risk action plan
- Escalate risk and manage communications
- Close risk or convert risk to project issue

Risk Management Plan Roles and Responsibilities

The following table provides a high-level outline for the roles and responsibilities of the Risk Management Plan.

DCS Transition PMO or Steering Role	Responsibility
MSI, SCP Transition Project Team or MSI Stakeholder	<ul style="list-style-type: none"> ▪ Any project team member can raise a risk at any time. Report risk to project manager, functional leads or Transition Solution Group representative
MSI or SCP Project Managers	<ul style="list-style-type: none"> ▪ Approve Risk ▪ Log risk in risk register ▪ Review the risk in DCS Transition PMO risk meeting ▪ Track their approved Risk through process ▪ Confirm information about their risk is current and accurate
DCS Transition PMO	<ul style="list-style-type: none"> ▪ Assign Risk owner ▪ Conduct analysis and review and validate risk information ▪ Assign final risk probability and impact ▪ Prepare risk reports for discussion at appropriate ▪ Confirm all Risk mitigation plans ▪ Drive Risk escalation process
Risk and Issue Reporting Lead	<ul style="list-style-type: none"> ▪ Enter all risks in the Risk register ▪ Make certain risk action plans are recorded ▪ Make certain Risk Information Is accurate and timely ▪ Schedule meetings to discuss identified risks
Risk Owners	<ul style="list-style-type: none"> ▪ Develop and execute mitigation/action plans ▪ As required, update information in the Risk register ▪ Communicate to people (team members, Service Provider Transition PMO, Functional Leads, etc) impacted by the risk
Transition Solution Group	<ul style="list-style-type: none"> ▪ Provide guidance on how the risk should be managed ▪ Validate mitigation or/and action plans and make the required time and resources available ▪ Agree that risk has been successfully mitigated and can be closed ▪ Approval of Risk Management Plan ▪ Management of escalated items

Risk Analysis – Probability and Impact

Risk Probability is scored by the DCS Service Provider Transition PMO in a range of 1-5 as shown below:

- Level 5 – Certain - Highly likely - Almost certain to occur
- Level 4 – Likely - Will probably occur in most circumstances
- Level 3 – Moderate - May or may not occur

- Level 2 – Unlikely- Could occur at some time
- Level 1 – Rare - May occur only in exceptional circumstances but should be monitored

Risk impact is scored by the DCS Service Provider Transition PMO in a range of 1-5 as indicated below:

- Level 5 – Catastrophic: Huge impact which could result in the project being delayed or stopped. Delivery of business benefits at risk and/or change to project go live date are required
- Level 4 – Major: Delivery of business benefits potentially at risk and/or change to project go live date likely to be required. Significant financial implications
- Level 3 – Moderate: Medium to high impact. May have a medium financial, quality or time line impact; change to project baselines possible
- Level 2 – Minor: Can be contained with minor impact from a time, cost, and quality perspective; no change to project baselines anticipated
- Level 1 – Insignificant: Can be contained with minimal impact from a time, cost, and quality perspective; no change to project baselines anticipated

Risk Action Plans

Risk Action Plans are developed by the assigned Risk Owner, and include the following

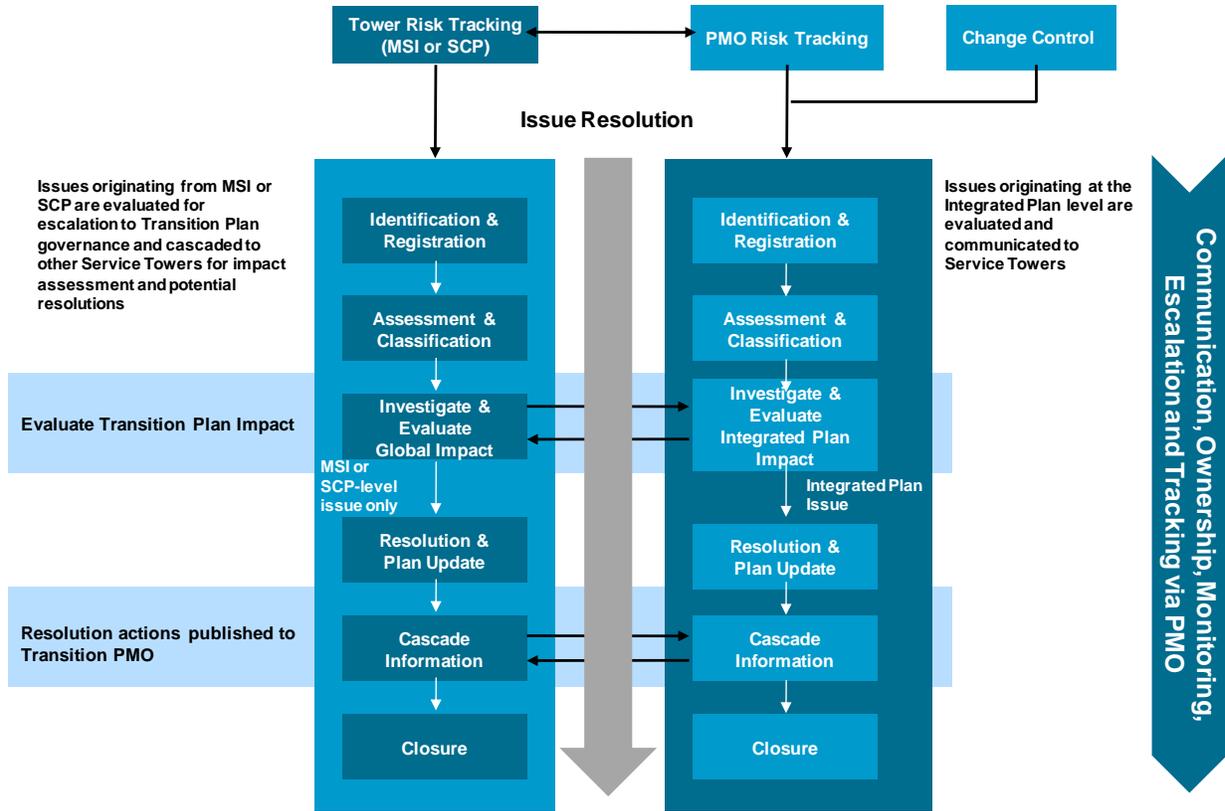
- Determine the type of actions to be completed based on the mitigation strategy (Prevent, Accept, Reduce, Transfer, Contingent)
- Assign due dates and owners for actions
- Action plan approval – forum / committee / person for action plan
- Detailed action plan
- Key stakeholders and affected areas
- Completion criteria, approver and date

Risks Converted to Issues

Risks are converted and managed as issues when the possibility of a risk occurring becomes eminent or an actual impact to the Transition Plan requirements, schedule, resource cost, or quality.

7.3 Issue Resolution Process

The following diagram outlines the high-level issue resolution process for the DCS Transition.



8. COMMUNICATIONS

8.1 DCS Transition Program Communications

The formal Transition Program Communications Plan is developed by the DCS Service Provider Transition PMO working with the Transition Solutions Group and DIR. This plan defines the policies, processes, reporting content, reporting method, and cadence for reporting the progress of the DCS Integrated Transition Plan to the DCS Transition stakeholders. Stakeholder communications include weekly summary documents showing the status of Transition and made available to DIR, DIR Customers, and other named stakeholders using the DCS Transition SharePoint site. The MSI will recommend project progress templates and communications documents. The MSI will review with and receives final content agreement from the Transition Solution Group at Commencement -4.

The table below shows recommended project dashboard content to be provided weekly to DCS Transition Stakeholders.

State of Texas Communications Documents
General Governance
DCS_Transition Summary Status
DCS_Transition Schedule Variance Status
DCS_Transition Action List and Change Control Log
DCS_Transition Minutes of DCS PMO Meeting
DCS_Transition Minutes of DCS Transition Solutions Group Meeting
DCS_Transition Milestones Tracker
DCS_Transition Risk Register
DCS_Transition Operational Readiness Progress Plan
Operational Knowledge Transfer Quality
DCS_Transition Knowledge Transfer Success Criteria
DCS_Transition Knowledge Acquisition Plan
DCS_Transition Knowledge Transfer Plan
DCS_Transition Operational Readiness
DCS_Transition Knowledge Transfer Acceptance Certificate
Service Design and Service Management Quality
DCS_Transition Service Management Process and Tools Readiness Checklist [Process Name]

Staffing
DCS_Transition Staffing Acquisition Plan Tracker
Security Access and Connectivity
DCS_Transition Security & Infrastructure Access Tracker
DCS Project Control Documents
DCS Integrated Transition Project Plan
DCS Server Transition Project Plan
DCS Mainframe Transition Project Plan
DCS Data Center Transition Project Plan
DCS Network Transition Project Plan
DCS Integrated Program Governance Plan and Project Management Plans

8.2 DIR and DIR Customer Organizational Change Management Communications

The MSI Management Team works with the Transition Solution Group and DIR to develop an organizational change communications initiative for the DCS Transition and Transformation projects. These communications provide notification and awareness of major Transition and Transformation activities affecting the DIR and DIR Customer such as major knowledge transfer and discovery activities, changes resulting from process and tools enhancements, changes in contact points, operational governance changes, changes in service performance and service measurement requirements, and requirements for training.

These communications are jointly developed by the MSI Account Team and the Transition Solution Group, published on the Transition/Transformation SharePoint site, and promulgated through standard communications processes.