	DEPARTMENT OF HEALTH AND HUMAN SERVICES **ENTERPRISE PERFORMANCE LIFE CYCLE FRAMEWORK**	
	PRACTICES GUIDE **IMPLEMENTATION PLAN**	<OPDIV Logo>

Issue Date: <mm/dd/yyyy>
Revision Date: <mm/dd/yyyy>

Document Purpose

This Practices Guide is a brief document that provides an overview describing the best practices, activities, attributes, and related templates, tools, information, and key terminology of industry-leading project management practices. The purpose of this document is to provide guidance on the practice of the Implementation Plan and to describe how the automated system/application/product or IT situation will be installed, deployed and transitioned into an operational system or situation.

The plan contains an overview of the system or situation, a brief description of the major tasks involved in the implementation, and the overall resources needed to support the implementation effort (e.g., hardware, software, facilities, materials, and personnel). If the implementation is to occur at multiple locations, the overall sequence and site-specific implementation specifications are also documented.

Background

The Department of Health and Human Services (HHS) Enterprise Performance Life Cycle (EPLC) is a framework to enhance Information Technology (IT) governance through rigorous application of sound investment and project management principles and industry's best practices. The EPLC provides the context for the governance process and describes interdependencies among its project management, investment management, and capital planning components. The EPLC framework establishes an environment in which HHS IT investments and projects consistently achieve successful outcomes that align with Department and Operating Division goals and objectives.

The Enterprise Performance Life Cycle (EPLC) Design Phase initiates the project implementation plan, which provides a description of the system to be implemented and its organization. During the Test Phase, the project team also develops the final version of the project implementation plan that describes how the business product will be installed, deployed, and transitioned to the operational environment.

During the Implementation phase execution of the Implementation Plan will be conducted, including any phased implementation. The outcome of the Implementation Phase is successful establishment of full production capability and completion of the Post-Implementation Review.

Practice Overview

The Implementation Plan is generally required for all new development projects or maintenance releases with significant implementation requirements. For systems that are operating in the production environment, a Release Management Plan may be developed as part of the overall Project Management Plan (PMP) instead of a project implementation plan. The creation of the project implementation plan should begin no later than the Design Phase, with a baselined version completed by the end of the Test Phase.

Points of Contact

The target contacts for the Implementation Plan includes business, technical, governance and project management stakeholders. These points-of-contact should include the Business Sponsor, Program Manager, Project Manager, Government Project Officer, System Developer, Quality Assurance Manager, Configuration Management Manager, Security Officer, Database Administrator, or other managers and representatives with responsibilities relating to the system implementation. The site implementation representative for each field installation or implementation site should also be included, if appropriate.

Role	Responsibilities
Business Sponsor	Approves the final Implementation Plan and ensures that the necessary funding is available for execution of the plan.
Project/Program Manager	Ensures the Implementation Plan is appropriately developed, if designated as being required per the Project Process Agreement (PPA). Monitors the actual implementation effort in accordance with the content of the Implementation Plan, and provides appropriate status reporting as needed. Ensures that the implementation schedule is integrated into the master project schedule.
Government Project Officer	Ensures that the Implementation Plan is delivered in accordance with the requirements of the Statement of Work (SOW) or Task Order (TO).
System Developer or System Maintainer	Prepares the Implementation Plan in collaboration with all applicable stakeholders to define the implementation requirements, activities, roles and responsibilities, and schedule. Updates the Implementation Plan as needed during the life cycle of the system or situation.
Quality Assurance Manager	Reviews and approves the Implementation Plan prior to its execution. Identifies any issues, risks, or actions that may affect the implementation.
Configuration Management Manager	Identifies any changes or problems with the Implementation Plan requiring further consideration and/or updates to the planning document.
Security Officer	Reviews the Implementation Plan prior to it being forwarded to the any technology review boards. Identifies any issues, risks, or actions that may affect the implementation. Identifies changes or problems with the Implementation Plan requiring further consideration and/ or updates to the planning document.
Database Administrator	Reviews the Implementation Plan and provides input to any technical review panel regarding any IT engineering and technology issues and challenges associated with the Implementation Plan.
Site Implementation Representative	Participate in the development of the Implementation Plan with the System Developer or System Maintainer as needed.
IV&V Representative	Reviews the Implementation Plan to identify potential improvements or identify problems before they occur.

Related Deliverables

The content of the following deliverables should be considered during the development of the Implementation Plan:

• Release Strategy
• System Security Plan (SSP) and/or Information Security Risk Assessment (IS RA)
• System Design Document (SDD)
• Interface Control Document (ICD)
• Database Design Document
• Data Conversion Plan
• Version Description Document (VDD)
• Contingency Plan
• Test Plan
• Test Reports
• Training Plan
• User Manual
• Operations and Maintenance (O&M) Manual

EPLC Stage Gate Reviews
For new development projects, or those with significant implementation requirements, the Implementation Plan serves as input to the following EPLC Stage Gate Reviews:

• **Implementation Readiness Review (IRR)** – During the IRR, the Implementation Plan is reviewed to ensure that the system/application or situation is ready for implementation activities. The review also verifies that the system hardware, networking, COTS, GOTS, databases and/or custom software can be installed and configured in the production environment(s).

• **Operational Readiness Review (ORR)** – During the ORR, the Implementation Plan is reviewed to determine if the system/application was implemented in accordance with the Implementation Plan and to determine if any issues or problems occurred during the implementation that may affect the release of the system/application or situation into the production environment for sustained operations and maintenance support.

For most maintenance projects, the Version Description Document (VDD) and the Release Management Plan will serve as input to the IRR and ORR in place of the Implementation Plan to cover implementation requirements for each release.

Practice Best Practices

• **Identify Key Stakeholders** – Identify the key stakeholders that are involved in the implementation of the project.
• **Identify the Major Tasks** – Identify and document each activity (in detail) to install, deploy and transition the business product.
• **Build the Implementation Schedule** – Develop a detailed schedule for your implementation tasks.
• **Document Security and Privacy Requirements** – document the security and privacy requirements that must be followed during implementation.   Include how security will be handled during implementation.
• **Document Implementation Support Needs** – document the support needs for hardware, software, facilities, and materials.
• **Prepare Documentation** – ensure that all documentation needed to use and support the system has been developed. Reference where this material is stored.
• **Provide Training** – Train help desk staff on how to install, support and maintain the system. Train end users on how to use the system.
• **Issue Resolution** – Document any outstanding issues and the plan to resolve them.
• Document Implementation Impacts – describe any expected impacts of the system to the network, support staff, end users, etc. Reference Service Level Agreements.

- **Performance Monitoring** – Document how system performance monitoring will be conducted.
- **Configuration Management** – Document how configuration management will be performed.
- **Document Site Specific Requirements –** Document any site specific implementation requirements and procedures. Include implementation details, risk and contingency plans, and implementation verification and validation.

Practice Activities

- Document all the required implementation activities and tasks
- Document contingency plan
- Estimate the time each activity will take
- Complete acceptance testing
- Prepare for implementation
- Prepare training materials and operational documentation
- Train end-users and help desk support staff, if applicable
- Implement warranty support