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**Document Control**

**Document Version History**

This table shows a record of significant changes to the document.

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of Change** |
| 0.1 | 27/01/2022 | Swapnil Wale | DRAFT |
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**Approvals**

This table shows the approvals on this document for circulation, use and withdrawal

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| **Version** | **Date** | **Approver** | **Title/Authority** | **Approval Remarks** |
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# Objectives

The main objective of the ITIL Transition Planning and Support Process (also known as ITIL Project Management) is to plan and manage resources to deliver new or updated services (major releases) within budget, time, and quality constraints. It also has other goals, such as risk management to lower the likelihood of failure and service transition process monitoring to improve performance.

# Process

## Project Initiation

It is used to identify the project's stakeholders, responsibilities, fundamental dates, and resources, as well as to document the project's risks, restrictions, and assumptions.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Task Name** | **Status** | **Responsible** | **Risk** | **Assumptions** |
| Project Research | On going | Stanley | NA | Tie-ups with universities can be done to save amount spent on R and D |
| Requirements documentation | Completed | Suvarna | **Low** | Requirements can be documented in Jira due to agile approach |
|  |  |  |  |  |

## Project Planning and Co-ordination

It ensures that service transition initiatives are designed in accordance with the organization's Project Management rules, and that activities and resources are coordinated across projects. This process is not responsible for the specific planning of project stages, but it does serve as a trigger for other processes' planning activities.

## Project Control

To keep track of project progress and resource usage, to speed things up when necessary, and to take corrective action when necessary.

## Project Reporting

Provide an overall summary of all planned or ongoing Service Transition initiatives as information for customers and other Service Management procedures.

# Activity transition checklist

|  |  |  |
| --- | --- | --- |
| **Activity description** | **Responsible** | **Status** |
| Discussion between successor and new manager of new position, accountabilities, and expectations | Transition Manager |  |
| Training criteria for a new position were negotiated and implemented or are in the process of being implemented. | Transition Manager |  |
| The successor for the new position establishes and agrees on the start date and probation term for the new role. | Transition Manager |  |
| Are all stakeholders identified, e.g., operations teams? | Business analyst |  |

# Roles and Responsibilities for transition

Identify the personnel who will be involved during transition and post transition phase

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Implementation responsibility** |
| Keith | Transition Manager | Involved in Maintaining smooth functioning of IT systems |
|  |  |  |
|  |  |  |

# Incumbent knowledge transition requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **Knowledge/skill** | **Transition method** | **Responsible for transfer** | **Timeframe for transition** |
| SEO activities | Knowledge transfer sessions | SEO analyst | 1 month |
| Angular JS | Knowledge transfer sessions | Angular Developer | 2 months |
|  |  |  |  |

# Identifying strategies for Transition planning

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strategy type** | **Advantage** | **Risk** | **Timeframe** | **Resources** |
| One time conversion | Conversion rate will increase attracting more customers | Sales funnels will eat a portion of profits | 6months | Sales funnel software |
| Periodic conversion | Conversion rate will increase on a temporary basis | Sales funnels will eat a portion of profits | 3 months | Sales team, software’s |
|  |  |  |  |  |

# Evaluation Process

Evaluate the transition options against transition requirements and select the most viable option. Mention the reason behind each viable decision.

|  |  |  |  |
| --- | --- | --- | --- |
| **Transition Options** | **Requirement** | **Comments** | **Score (out of 10)** |
| Move to new software for documenting business requirements | Agile approach | Transition option meets the requirement | 8 |
|  |  |  |  |
|  |  |  |  |