Operations & Maintenance Plan

Template

Version 4.4 ● APRIL 1, 2021

Using this Template

To create a deliverable from this template:

1. Delete the template title page (previous page) and this page.
2. Replace [bracketed text] on the cover page (next page) with your project and the requesting office name.
3. Replace [bracketed text] in the tool header area at the top of page i (Contents page) with the same project and office name as on the cover page.
4. Do not remove or modify content in the footer area.
5. Each section contains abbreviated instructions, shown in *blue italics*, and a content area. The content area is marked with a placeholder symbol (Þ) or with a table.
6. Each section contains the following categorization:

* **Rule Chapter 60GG-1 Required** – The section/field must be completed in compliance with Rule Chapter 60GG-1, Florida Administrative Code (F.A.C.).
* **Rule Chapter 60GG-1 Recommended** – The section/field is not required; however, under Rule Chapter 60GG-1, Florida Administrative Code (F.A.C.), it adds value and therefore should be considered as part of the project documentation.
* **FDOT Required** – The section/field must be completed in support of Innotas, the Department’s Portfolio Management Tool used for reporting and tracking projects.
* **FDOT Recommended** – The section/field is not required; however, the information provided adds value and provides consistent project documentation throughout Department projects.

1. The various sections and fields found in the template and tool must not be removed or rearranged. Where relevant, use N/A to indicate that the section/field is not applicable to this project.

Note: The *italicized blue instructions* within the template may be removed.

1. Update the table of contents by right-clicking and selecting “Update Field,” then “Update page numbers only.”
2. If this template does not fit the needs of the project, specifically document in the Project Management Plan (PMP) that deviation from this template is necessary. Any altered, added or removed sections to the template must be approved by the signatories listed on the PMP template. Note: Any modifications to the approved template must still meet the minimum requirements of Rule Chapter 60GG-1, Florida Administrative Code (F.A.C.).
3. The signatories listed on the signature page of this document must be obtained to meet the minimum FDOT requirements for approval. As appropriate for the project, additional stakeholder signatures may be requested to establish ownership and accountability.

Template Revision History

| **Version** | **Date** | **Name** | **Description** |
| --- | --- | --- | --- |
| 3.0 | 04/28/2017 | Melissa Elrod | Original Creation |
| 4.0 | 01/01/2019 | Melissa Elrod | Formatting Revisions |
| 4.1 | 11/22/2019 | Dreunna Holland | Updated 74-1 to 60GG-1 |
| 4.2 | 8/19/2020 | Schelley | Updated .doc to docx |
| 4.3 | 03/04/2021 | Courtney Lewis-Kroodsma | Updated FAC to FC & Functional Application Coordinator to Functional Coordinator |
| 4.4 | 4/1/2021 | Courtney Lewis-Kroodsma | Removed “(internal projects only)” from OIT Section Manager signature page |

Project Delivery Methodology (PDM)

OPERATIONS & MAINTENANCE PLAN

[Functional Office(s) Name]

[PROJECT NAME]

|  |  |
| --- | --- |
| VERSION: [VERSION NUMBER] | REVISION DATE: [DATE] |

Approval of the Operations & Maintenance (O&M) Plan indicates an understanding of the purpose and content described in this deliverable. By signing this deliverable, each individual agrees the content of the document is accurate and clearly describes the transition to maintenance for the project.

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| **Project Sponsor** | | |
| [Name] | [Email] | [Telephone] |
| Signature | | Date |

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| --- | --- | --- |
| **<Business> Functional Coordinator (FC)** | | |
| [Name] | [Email] | [Telephone] |
| Signature | | Date |

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| --- | --- | --- |
| **OIT Manager** | | |
| [Name] | [Email] | [Telephone] |
| Signature | | Date |

|  |  |  |
| --- | --- | --- |
| **Project Manager** | | |
| [Name] | [Email] | [Telephone] |
| Signature | | Date |

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| --- | --- | --- |
| **Contract Manager (external projects only)** | | |
| [Name] | [Email] | [Telephone] |
| Signature | | Date |

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| --- | --- | --- |
| **OIT Section Manager** | | |
| [Name] | [Email] | [Telephone] |
| Signature | | Date |

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# Section 1 Introduction

## 1.1 Executive Summary

**FDOT Recommended for R&C Categories 1-4**

*Provide a description of the high-level elements required to successfully support the system from a budgetary, stakeholders, technology, and operational perspective after go-live. The plan should also describe how the implementation and transition will happen for the stakeholders (e.g., “big bang,” incremental, or phased).*

*Because details of the implementation, transition, and operation plans will be refined throughout the project, this plan should be continually updated until implementation.*

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## 1.2 Reference Documentation

## FDOT Required for R&C Categories 1-4

*Identify supporting documentation for system/application/product (i.e., link to centralized project repository [SharePoint site], Scope of Services, Requirements, Test Cases, Specifications, etc.).*

Table #: Related Documents

|  |  |
| --- | --- |
| **Reference** | **Version/Date** |
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# Section 2 Operations & Maintenance Plan

## 2.1 Warranty

**FDOT Required for R&C Categories 1-4**

*Provide a clear description of the warranty period, if applicable, including but not limited to:*

* *Length of time;*
* *What is covered;*
* *What is not covered (will anything void the warranty?);*
* *Who to contact and complete contact information;*
* *Service Desk considerations for the warranty period;*
* *Costs associated with the warranty period.*

*If there is no warranty, state there is no warranty for the project.*

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## 2.2 Budgetary

**Rule Chapter 60GG-1 Required for R&C Categories 2-4**

**FDOT Recommended for R&C Category 1**

*Document concurrence from those responsible for the operation and maintenance (examples include financial, information technology, operational managers, etc.) on their readiness to support the system from a budgetary perspective after go-live.*

*FDOT Requirement: Describe any recurring costs or procurements required following system/application/product implementation (maintenance, support, warranties, cyclical upgrade, etc.). Also discuss any continuing licensing requirements.*

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## 2.3 Resources

**Rule Chapter 60GG-1 Required for R&C Categories 2-4**

**FDOT Recommended for R&C Category 1**

*Document concurrence from those responsible for the operation and maintenance (examples include financial, information technology, operational managers, etc.) on their readiness to support the system from a staffing perspective after go-live.*

*FDOT Recommendation: Describe the maintenance personnel that will be needed to support and maintain the system/application/product. Include any knowledge, skills, or abilities needed and the quantity of personnel and time period required.*

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## 2.4 Technology

**Rule Chapter 60GG-1 Required for R&C Categories 2-4**

**FDOT Recommended for R&C Category 1**

*Document concurrence from those responsible for the operation and maintenance (examples include financial, information technology, operational managers, etc.) on their readiness to support the system from a technology perspective after go-live.*

*FDOT Recommendation: Describe any additional technical needs (hardware, software, tools, etc.) required following system/application/product implementation. Also discuss any continuing licensing requirements or funding for these items.*

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## 2.5 Operational

**Rule Chapter 60GG-1 Required for R&C Categories 2-4**

**FDOT Recommended for R&C Category 1**

*Document concurrence from those responsible for the operation and maintenance (examples include financial, information technology, operational managers, etc.) on their readiness to support the system from an operational perspective after go-live.*

*FDOT Recommendation: What steps are needed for the system/application/product to operate? Consider topics such as maintenance of the system, ITD Support/Service Desk operations, and escalation path for problems. Include who will support the system and how problems will be handled, initially as well as into the future. FDOT requires filling out the following sections: Team, Tasks, Training Plan, Communication, and Documentation.*

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## 2.5.1 Team

**FDOT Required for R&C Categories 1-4**

*Identify the roles associated with the transition as they may differ from the previous project roles. Key roles to identify include the business and support staff. If the team members are unknown at this time, indicate the roles that will be needed.*

Table #: Transition Plan Team

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Department** | **Role** | **Phone Number** | **Email Address** |
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## 2.5.2 Tasks

**FDOT Required for R&C Categories 1-4**

*Describe the transition schedule and if there are any factors influencing the schedule (e.g., business cycles or other timing considerations).*

*If the tasks are unknown at this time, indicate the type of activities that will be needed. As applicable, include tasks related to topics such as, but not limited to:*

* *Training (support, admin, user, etc.)*
* *Personnel (assignment, hire, contracting, etc.)*
* *Documentation (manuals, instructions, etc.)*
* *Communication*
* *Service Desk support for transition (scripts, contacts, escalation paths, etc.)*
* *Knowledge Transfer*

Table #: Transition Plan Team

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Description** | **Resource Assigned** | **Start Date** | **Finish Date** |
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## 2.5.3 Training Plan

**FDOT Required for R&C Categories 1-4**

*Describe the user and support training activities that are required for the transition. Consider documenting how new users will be trained on the product post-project. Conversely, state if no training was included in the scope of the project.*

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## 2.5.4 Communication

**FDOT Required for R&C Categories 1-4**

*Describe how stakeholders, team members, support personnel, and management will be notified of changes to the transition schedule or use of a contingency plan.*

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## 2.5.5 Documentation

**FDOT Required for R&C Categories 1-4**

*Describe the product or business documentation required (for the transition, operations, administration, and future maintenance or upgrade), where that information is stored, and how it will be accessed.*

*The end-user/customer office (FAC) must be the functional expert of the application. Provide all documentation from the developer of the application. Documents may include Business Scenarios/User Stories, Business flows and Business Rules, Functional Requirements that are cross-referenced to the code developed, etc.*

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## 2.6 Application Details

**FDOT Recommended for R&C Categories 1-4**

*Describe the details and support requirements required following system/application/product implementation. Consider all areas that will be responsible for support and maintenance of the system/application/product. As applicable, include discussion of such topics as:*

* *Backup and storage requirements*
* *Disaster recovery requirements*
* *Service Desk support requirements*
* *Configuration requirements*
* *User Administration requirements*
* *Database Administration requirements*
* *Web/Portal Administration requirements*
* *Infrastructure Services (network, server) requirements*
* *Facilities requirements*
* *Administrative requirements (Memorandum of Understanding [MOUs], User Agreements, Service Level Agreements [SLAs], etc.*
* *Environment and URL (Unit, System, and Production)*
* *Security and Authentication*
* *Roles and Authorization*
* *Confidential Information*
* *Known Issues*
* *Scheduled Jobs*
* *Database Maintenance Procedure*
* *An updated and approved Security Plan*

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# Section 3 Project Glossary

*Define all terms and acronyms required to interpret the O&M Plan properly.*

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# Section 5 O&M Plan Revision History

*Identify document changes.*

| **Version** | **Date** | **Name** | **Description** |
| --- | --- | --- | --- |
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# Section 6 Appendices

*Include any relevant appendices.*

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