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Handover from projects to e-administration

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First edition (Swedish)	2017-05-15	Annika Ohlsson
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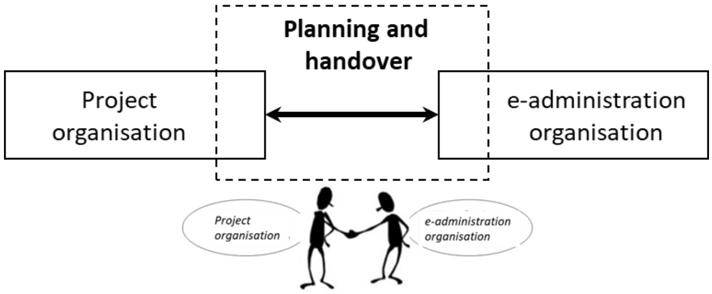
1 Definition

Major changes or the development of new products or systems support are generally implemented in project form. It is important that projects and e-administration collaborate if results and deliverables are to be dealt with in e-administration.

The diagram below represents the interface where the project meets e-administration in the shape of the e-area that will receive the delivery. This is where the roles in the project and e-administration organisations meet and ensure a planned, well-executed handover.



2 Purpose

This document is intended to support when and how handovers are to be initiated, implemented and concluded in the form of an approved receipt on the part of the e-area.

The purpose of the description is to ensure that the receiving e-area, including any affected line operations, receives the requisite information and training for the project's deliverables. Any punch list as well as necessary documentation regarding deliveries shall be available and up to date.

A well-ordered and structured handover allows the e-administration organisation to prepare for taking over responsibility.

Handovers consist of a number of activities implemented in collaboration between the project organisation, e-administration organisation and, where applicable, the line organisation. The target group for this methodology is therefore primarily e-administration coordinators, e-administration IT coordinators and project managers.

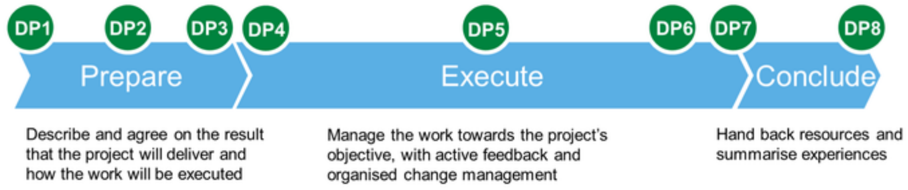
3 Planning handovers

The purpose of this is to plan activities that lead to an effective handover, and to book dates on which those activities are to be implemented.

The receiving e-area should be established during project's Preparatory Phase. Identification of the relevant deliverables within the framework of the project also begins during this phase.

In planning the handover, the receiving e-area shall be informed that the responsibility for project deliveries will be transferred to them. This should start in the Preparatory Phase in conjunction with the preparation of the project plan (timetable and resource requirements).

The following process applies to projects managed according to the PPS project management model:



Bear in mind that

- the receiving party shall be designated no later than on approval of the project plan (PPS decision point BP3)
- the project manager is responsible for contacting the receiving e-area

To be determined when planning the project:

- identify relevant deliverables (see *Checklist – Handing over projects to e-administration*)
- identify or revise e-area services
- identify any future changes within the e-area (e.g. increased resource or skills requirements)
- Participants:
  - Identify which individuals from the project and e-area respectively should participate. This should obviously include the e-administration coordinator, e-administration IT coordinator and project manager, as well as IT infrastructure representatives.
  - Identify which individuals are to review deliverables from an e-administration perspective.
  - Identify individuals in the e-area that require information/training/expertise regarding the deliveries.
- Timetable:
  - Schedule meetings to provide ongoing information regarding the project and its deliveries.
  - Schedule meeting to review deliveries and for formal approval (to be conducted during the latter stages of the process).

3.1 Components of the handover

Project deliveries may consist of various types of components. See *Checklist – Handing over projects to e-administration* to see which components and deliverables need to be considered.

4 Monitor handover status

This is intended to ensure that during the Implementation Phase, the project manager continuously monitors that planned handover activities are proceeding according to the established plan (see *Planning handovers*). The project manager should report on the status of the project on an ongoing basis and e-administration coordinators and e-administration IT coordinators should report on e-administration tasks.

Bear in mind that

- e-administration coordinators and e-administration IT coordinators should receive information from the project manager regarding the fulfilment of project goals and be provided with the opportunity to make an estimation of the likely impact of deliveries on the e-area's assignment
- the project manager should receive information from the e-administration coordinator and e-administration IT coordinator on events in the e-area that may be relevant in the event that the aim of the project is to further develop an already commissioned IT component

5 Transfer competence

The purpose of this is to inform and train project participants in the e-administration organisation and/or external parties on the e-area's tasks with regard to project deliveries. Competence relating to both operational components, for example crib sheets, and IT components may need to be transferred to the e-area.

The e-administration coordinator and e-administration IT coordinator shall identify the need for increased competence within the e-administration organisation. The identification of competence-transfer requirements is carried out in conjunction with planning handover, see *Planning handovers*.

Bear in mind that

- it will be necessary to document training requirements, as well as the target groups at which they are aimed, in conjunction with planning handover.

6 Review deliveries

The purpose of this is to review project deliveries at PPS decision point BP6 (operational components, IT components, supplementary documentation relating to matters such as training, security, requirement specifications, testing, etc,). High quality deliveries ensure that the e-area has the prerequisites for maintaining and developing the component parts of the e-area.

The receiving e-area, through the e-administration coordinator and e-administration IT coordinator, is responsible for reviewing deliveries. Where necessary, they will engage the assistance of specialists, either within the e-area or on the line, to review selected deliveries more thoroughly.

Bear in mind that:

- the project manager must notify the responsible recipient when a deliverable is ready for review
- the status of deliveries must be documented
- deliveries must be approved before handover can be signed off

7 Acceptance

The purpose of this is for the e-administration coordinator and e-administration IT coordinator to recommend that the e-area manager and e-area IT manager formally accept the deliveries, thereby signing off on handover to the e-area. This takes place in conjunction with PPS decision point BP7.

In order for handover to be signed off, among other things, the new/altered operational and IT components shall be commissioned, delivery lists and any punch list must be approved and any transfer of competences should have been completed.

It is recommended that handover is signed off at one of the project's steering group meetings at which both the receiving party and the project organisation are represented. E-areas are represented by their e-administration coordinator and e-administration IT coordinator, who will then accept the deliveries.

Bear in mind that

- a well-planned handover increases the chances of a successful takeover of responsibility, given that deliveries are reviewed and approved from an e-administration perspective.

8 Update the e-administration plan

The purpose of this is to update the e-administration plan as a consequence of changes to the e-area due to the deliveries.

Bear in mind that

- reviews should begin as and when the e-administration coordinator and e-administration IT coordinator receive a status update regarding deliveries (see

- *Monitor handover* status)
- a punch list can form the basis for formulating goals prior to the next annual assignment
- e-administration coordinators are responsible for preparing decision-making support documentation if the e-area needs to be changed based on an established e-administration plan. For example, through the addition of e-area services or IT components, or budgetary or staffing changes.