



Implementation to Support Transition Checklist

Using the Implementation to Support Transition Checklist

Presented by:	FACTS Implementation Consultant.
Completed by:	FACTS Implementation Consultant.
Purpose:	To provide Technical Support Organization with most up-to-date information regarding status of Customer Project to effectively support the Customer.
How it is used:	Complete each activity on the checklist. Note any problems or significant events that the Technical Support Organization should be aware of.
When it is used:	After Post Implementation Review Meeting with Customer.
Who uses it:	Local FACTS Office Project Team and Technical Support Organization.
File under:	After the Installation/First 30 Days
Last revised:	05/01
File:	<p>Transition To Support Checklist.exe</p> <p>This is a self-extracting zipped MS Word document and must be printed/viewed through MS Word. This file is located at www.sofsol.com, in the Nexus, under Information Centers – Facts Technical.</p> <p>Note: The Software Solutions, Inc. Nexus is a private extranet and is available for local Facts personnel only.</p>

Implementation to Support Transition Checklist

- ☐ Verification that latest Open Issues Log is filed in PSO Central Repository.
- ☐ Verification that all pertinent correspondence with Customer is filed in PSO Central Repository.
- ☐ Verification that any and all Design Specifications for modifications on Customer’s system are filed in PSO Central Repository.
- ☐ Identification of unusual/pertinent facts regarding Customer and/or Project:

Other:

- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____

Local FACTS Office:	Customer:
_____ Local FACTS Office Name	_____ Company Name
_____ Implementation Consultant	_____ Main Contact Name
_____ Technical Support Manager	_____ Title
_____ Date	_____ Phone Number