Process Overview: QA/ Implementation

This Process describes the deployment activities. Training may be required for end users, operation teams. Depending on the size of complexity of the project, it could be a full blow implementation or Roll out may be executed by waves. This process is performed primarily by the project team and the support team.

*Note: The Project Manager oversees the overall process.*

### QA/Implementation Inputs and Outputs

<table>
<thead>
<tr>
<th>Entry Criteria:</th>
<th>Inputs:</th>
<th>Participants:</th>
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</thead>
</table>
| - Approved User Acceptance Test  
- GO Approval  
- CAB Approval | - CAB approval  
- MTP Plan  
- Risk /Issue Logs  
- Project Plan | - Project Manager  
- BA  
- QA  
- Operations team  
- Subject Matter Experts  
- Sponsor Group  
- Security (If applicable)  
- Change coordinator  
- Marketing Communication and Training (If applicable)  
- Production Support Teams |

<table>
<thead>
<tr>
<th>Process Steps:</th>
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<tbody>
<tr>
<td>1. Project Manager finalize the setup of services</td>
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<td>2. Users or Production Support team training if necessary</td>
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<td>3. Operation teams complete the rollout</td>
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<td>4. Project Manager and QA Review and complete the implementation checklists</td>
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<td>5. Project Manager uploads final documents to repository</td>
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<table>
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<th>Outputs:</th>
<th>Exit Criteria:</th>
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| - QA/Implementation Checklists  
- MTP Strategy and Plan  
- Training Doc  
- Users/Stakeholders Communication | - Implementation Complete and successful  
- Complete transition out of the QA/implementation phase into the closure phase |

*Add Communication plan steps to MTP template*

*Post Go-Live Responsibility Matrix as part of Implementation – get Run team acclimated to changing responsibilities. Update...*