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| Exhibit ATransition Plan and ProjectforJudicial Council of CaliforniaJudicial Council |
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# Transition Plan Summary

## This Exhibit A (Transition Plan and Project) is incorporated into, and subject to the terms of, the Agreement between the Judicial Council of California (Judicial Council) and [ ] (Vendor). All capitalized terms not defined in this Exhibit A shall have the meanings ascribed to such terms in the Agreement.

## Transition Plan Objective

The purpose of the Transition Plan is to provide structure to the services transition planning and execution processes. This plan, including subsequent plans derived from this plan, shall guide the expeditious, seamless, and uninterrupted transition of Services provided by the current Judicial Council service environment to the Vendor’s managed services solution. Vendor and Judicial Council shall plan and execute the transition of Services in such a way as to have no adverse effect on those that use the Services, or on the quality or continuity of the Services being provided to such entities.

Following the Effective Date, Vendor will review this plan with Judicial Council and provide additional detail as required to execute the plan, subject to Judicial Council approval.

## Transition Plan Overview

Vendor shall jointly with the Judicial Council perform cost efficiency analysis and identify and value intangible costs and benefits to the Judicial Council. This Transition Plan shall outline key transition requirements, describe the Vendor transition methodology, and describe the project management processes and plans. It contains the transition project schedule (MS Project format) to be developed and managed by Vendor during the transition project.

The Transition Schedule shall be managed and maintained by the Vendor throughout the transition project and will be subject to Judicial Council review and approval. Following the Effective Date, the Vendor shall develop Appendix A1.1 with the detail required to execute the transition for Judicial Council’s review and approval. The Transition Schedule will identify transition project phases, tasks, timelines, milestones, Critical Milestones and Deliverables.

# Transition Management

## Transition Managers

The Vendor team and Judicial Council will each appoint an individual Transition Manager(TM) who will be responsible for overseeing the completion of the Transition Plan responsibilities, activities, and tasks. Each Transition Manager will coordinate activities with the others and work together to facilitate completing the Transition Plan implementation according to the agreed-upon schedule and processes.

Vendor TM is responsible for ensuring a successful transition of Services. Vendor TM will manage a group of Service Area leads who are responsible for the transition of their assigned Service Area. The TM’s responsibilities include: scheduling planning sessions and risk mitigation ses­sions, resolving issues, tracking and reporting on high-level transition milestones, and general coordination and management of the transition.

The Judicial Council TM will work directly with the Vendor TM to coordinate transition activity between the Vendor and the incumbent provider. Vendor will provide all reasonable cooperation to the incumbent provider to ensure a successful transition of Services. Key responsibilities of the Judicial Council TM include providing direction during planning sessions, helping with proper communication, and coordinating transition activities to the appropriate Judicial Council transition team members and Third Parties as required.

The Service Area leads and subproject managers will plan and manage the execution of the tasks necessary to transition their assigned components. The Service Area leads track and report transition status. Judicial Council will assign a designated contact person for each Service Area and for subprojects as appropriate. The focal point person assigned by Judicial Council does not have to be unique to each project or subproject as long as communication can take place and activities are accomplished.

In addition to the key personnel comprising the transition team, Vendor will implement recog­nized project management tools and processes to define, initiate, control, and close the transition activities. The standard meeting tool to be used will be Microsoft TEAMS.

## Transition Management Office

Immediately following the Agreement Effective Date, Vendor and Judicial Council shall establish a joint Transition Management Office (TMO) to manage the transition. Vendor will establish a charter, subject to Judicial Council approval, that includes the definition of a mission and roles and responsibilities around the TMO. Focus of responsibilities will be towards creating joint transition schedules, managing risk, delivery of timely and effective communications, and providing realistic assessment of progress. Critical success factors for transition will be reviewed and agreed upon by Judicial Council. The TMO will have a single point contact from Judicial Council (Judicial Council Transition Manager), Vendor (Vendor Transition manager), incumbent vendor(s) and any other party who Judicial Council deems necessary to be a part of the TMO.

As part of the TMO a transition management committee will be established to resolve issues and make decisions as necessary during the transition. The transition management committee will con­sist of Vendor, incumbent provider, and Judicial Council leadership. Vendor and incumbent provider transition managers will bring concerns, issues and risk information to the committee regularly to formulate mitigation plans and to make decisions in addition to informing key leadership about status. The transition management committee will meet weekly for a regularly scheduled session or more frequently if the situation dictates.

The TMO will also consist of the overall transition management team composed of the Vendor and Judicial Council Transition Managers. This team will be the focal point for all transition activity and will bring status, plans, and action items to the transi­tion management committee in a regularly scheduled meeting. They will coordinate and control the activities across the Service Areas by working closely with the Service Area leads and subproject managers who will be assigned specific transition components. A group of subproject managers reporting to the Service Area leads will support the Service Area leads and will be assigned to specific transition components.

The steady state governance team will also take part in the TMO as go-live approaches with leads representing contract management, financial management, vendor management, performance management from Judicial Council and Vendor.

During the initial period of the transition the TMO will conduct detailed planning and establish transition processes, including the following:

* Task cutover plan as needed
* Architecture drawing plan
* Equipment layout and wiring plan where necessary
* Deliverable expectations for the project deliverables and reports
* Change management procedures
* Knowledge transfer requirements
* Risk and Issue management process
* Communications process
* Deliverables review process
* Acceptance review process
* Success criteria

## Transition Planning and Kickoff

Immediately after the Effective Date, Vendor and Judicial Council will conduct initial project planning meetings led by the Judicial Council and Vendor Transition Managers with members of the TMO as required to conduct detailed planning for transition activities. During these meetings, the Transition Plan will be reviewed and updated. The Vendor team, lead by its Transition Manager, will take a joint leadership role in the development, enhancement, maintenance and implementation of the Transition Plan and detailed project schedule. Vendor will provide the resources necessary to perform the responsibilities set forth in the detailed Transition Plan and detailed schedule including the management activities required to manage, track status of and report on transition tasks identified in the detailed schedule.

The initial planning meetings will include the transition process planning activities described in the previous section and the establishment of key project management plans (described below). Following these initial planning activities Vendor will conduct a project kickoff meeting with members of the TMO and other Judicial Council stakeholders to finalize the Transition Plan and schedule.

## Transition Schedule

The Transition Schedule will be incorporated into the Transition Plan as Appendix A1.1 – Transition Schedule identifies transition project phases, tasks, timelines, dependencies, milestones, Critical Milestones and Deliverables. This initial Transition Schedule shall serve as the foundation for future detailed Transition Schedule development.

The Transition Schedule (Appendix A1.1 – Transition Schedule) shall include fully linked tasks and the transition critical path. Vendor will use this schedule as the basis for the development of individual action plans and Vendor will monitor it to provide a continuously updated picture of the completed and planned activity. This tool will be used to determine the status of the transition efforts, to identify potential schedule slips, and to create recovery and contingency plans.

Based on the detailed Transition Schedule, Vendor will execute major transition elements and subprojects using standardized, detailed planning processes and documentation. These include the following:

* Stand-alone subproject plans — The subproject plans tie into the master Transition Schedule and provide details about precursor activities, implementation timelines, acceptance-testing steps if needed, key individuals, reporting requirements, communication information, and results documentation.
* Success criteria — Predefined, measurable parameters established before the start of activities indicate whether the planned actions were successful.

Vendor will plan transition activities to avoid conflict with critical dates identified by Judicial Council (e.g., fiscal year end reporting, freeze dates, restraint periods, or other critical dates that Vendor or the Judicial Council may yet identify).

## Transition Status Reporting

Vendor will provide the TMO and Judicial Council management with a weekly written report and oral presen­tation covering the progress and status of the transition. The weekly reports will continue until all transi­tion activities are complete and accepted by Judicial Council. Vendor will organize written reports by Service Area and task and the reports will contain the following information:

* Weekly highlights
* 4-week rolling milestones report
	+ Completion status
	+ Percent complete
* Risk matrix along with mitigation recommendations
* Activities scheduled during the current and following agreed-upon reporting period, including:
	+ Key responsible person
	+ Scheduled completion date
	+ Estimated actual completion date
* Activities not completed as planned and the associated corrective action plan
* Outstanding issues affecting the Transition Plan progress
* Change control activity including the cumulative change, approved changes, rejected changes, changes in progress, concerns, and recommendations

During the transition, the transition team will identify discovery of any information by the transition team that may have a notable services or financial change impact for review with the Judicial Council.

## Transition Team Meetings

At a minimum, the transition team shall meet on a weekly basis. During meetings, the transition team will review the written status report described in the previous section and update the Transition Plan and detailed schedule to reflect mutually agreed-upon changes such as revisions to schedules, resource requirements, risk and risk mitigation plans, dependencies, dispute resolution, and priorities. The Transition Managers will determine and adjust as required the frequency, agenda, and location of all scheduled meetings and the format and templates to be used for review. The results of the transition management meetings will be summarized and reported to the TMO transition management committee on a regular basis.

## Issue Management

The Vendor and Judicial Council transition teams will present issues, problems, concerns, and comments to the Transition Managers at the scheduled meetings or as necessary. The plan for resolving issues and disputes, including identifying the responsible team members and the scheduled dates for resolution, will be agreed to at the transition status meetings with status of resolution of all issues and disputes reported at each subsequent meeting until the issue or dispute is resolved.

Vendor shall maintain an issue tracker in a commonly accessible document in the Judicial Council’s environment. The TMO members will ensure that the issues are assigned to the right team members, and they are resolved in a timely fashion.

## Transition Management Plans

### Risk Management Plan

Contingency planning and risk mitigation planning will start upon the Effective Date. The Vendor team and Judicial Council will identify significant risk items and predetermined mitigation strategies, which will be documented in a Risk Management Plan. The Risk Management Plan will be updated as new risk elements are identified or existing elements are deemed no longer a significant risk.

During the Services transition, the Vendor team will assume a leadership role to propose contingency planning and risk mitigation strategies to ensure that issues or possible delays in the transition implementation do not adversely affect the quality of the Services received by Judicial Council. In addition, all delays in the Transition Plan schedule will be tracked and reported by the Vendor team to Judicial Council and will be highlighted against the original plan, including the reason for the delay, activities to mitigate (and recover from) the delay, and any new completion dates as agreed to in writing by Judicial Council.

The Risk Mitigation Plan will be reviewed and updated during transition meetings. Changes to the Risk Mitigation Plan will drive changes to the Transition Schedule in the form of the addition or deletion of contingency tasks and the addition or removal of schedule contingency time (float). The status of contingency planning and risk mitigation will be reported as a part of the regular transition management committee reviews.

Vendor will use a risk tracker to manage this process. For each listed risk, the risk tracker will include a description of the risk, its potential impact, owner, associated mitigation plan, and date of risk assessment. Each risk will be given a “Probability Rating” and a “Criticality Rating”. The summed “Probability Rating” and “Criticality Rating” will form the overall “Risk Rating”. The “Risk Rating” score will help the TMO to focus on risks that matter the most.

### Change Management Plan

The Vendor and Judicial Council teams will utilize the existing Change Management processes already established and in use for managing system and scope Changes.

Vendor will define the systems change management activities in the transition project plan with the identified change management events identified, subject to the Judicial Council’s review and approval. The system change management events will be coordinated at the weekly transition meeting, which will include the Judicial Council, incumbent provider, subcontractors, and Vendor leads.

### Knowledge Transfer Plan

The Vendor, Judicial Council and incumbent provider teams will agree on a process for knowledge transfer, which will be documented in a Knowledge Transfer Plan. The plan shall be based on Vendor’s recommended processes for knowledge transfer including the following.

* **Structured Interviews**— Vendor technical and management staff will schedule and conduct group and individual interview sessions. Vendor will use predefined questions in these sessions to facilitate knowledge collection.
* **Job Shadowing**— For certain operational activities, Vendor will assign transition staff to shadow existing service provider staff to confirm and augment information from the structured interviews.
* **Documentation Review**— Vendor will collect and review existing operational policies and procedures to identify gaps and areas of potential improvement.

### Communication Plan

Vendor will prepare, for Judicial Council concurrence, a Communication Plan to ensure systematic and regular communications.

The TMO at the beginning of the project will establish the “rules of engagement” that will be described in the Communication Plan. Specific topics of the plan will include:

* Communications methods and frequency
* Discussions with Judicial Council management and the End-User community
* Problem reporting procedure and timeliness
* Informal progress reports
* Keeping the project perception positive by briefing department management
* Level of Judicial Council-desired information detail
* User interfaces where necessary
* Collaborative information sharing and consensus building tools such as problem analysis work­sheets, decision analysis worksheets, and risk analysis
* Project meeting ground rules
* Use of peer reviews by outside technical resources and SMEs to provide a check on proposed designs for development tasks.

The Communication Plan documents the tasks, mechanisms, events, responsibilities, and associated roles necessary for clear and timely communication during the transition.

# Vendor Transition Approach and Methodology

In addition to implementing the Services as described in Scope of Work, Vendor shall perform the transtion activities consistent with the Vendor’s approaches and methodologies described below. The following sections will describe Vendor’s transition approach, methodology and assumptions. Vendor and Judicial Council shall validate and update these approaches, methodologies and assumptions during detailed transition planning.

Vendor will collaborate with the Judicial Council, and the existing Third-Party infrastructure vendor incumbent provider, through strong teaming during the transition and the use of joint planning, regular communication, and participative implementation.

## IT Services Management and Life Cycle Services

Vendor’s focus during the transition will be to minimize disruption to the Judicial Council established processes, which will facilitate focusing effort on the transition. The Judicial Council will assist Vendor with establishing a baseline for performance to determine the before and after relative performance.

## Data Network Services

Vendor’s focus during the transition will be to minimize disruption to the Judicial Council network, which will facilitate focusing effort on the transition. The Judicial Council will assist Vendor with establishing a baseline for application performance to determine the before and after relative performance.

## Data Center Services

Vendor’s focus for Data Center Services will consist of minimizing disruption of supporting the existing processes for data storage, management, systems administration, backup and recovery. The Judicial Council will assist Vendor with establishing a baseline for performance to determine the before and after relative performance.

# Acceptance Criteria

Prior to the transfer of Services, Vendor shall document and provide to Judicial Council for review and comment the Acceptance Criteria. The Acceptance Criteria will be based on the success criteria developed by the TMO during transition. The Vendor team will incorporate Judicial Council’s comments to the Acceptance Criteria and provide a final document containing the Acceptance Criteria to Judicial Council for approval.

At the intended point of Services transfer, the Vendor Transition Manager will review the completed Acceptance Criteria with the Judicial Council Transition Manager. Successful completion of the Acceptance Criteria in accordance with Section 4 of the Agreement will constitute successful Services transfer completion. The Vendor and Judicial Council Transition Managers will sign the completed Acceptance Criteria, signifying the completion of transfer for the specified Services.

Before action start, a plan will be created that will include specific test activities where needed and expected, or success­ful, results or levels. Vendor will record test results and compare them to the levels of outcome that constitute success. The activity will not be considered complete until all of the test items have been successfully passed or the Vendor and Judicial Council have agreed that the results, although failing the predefined success levels, are acceptable, thus waiving the predetermined levels or results. Once Vendor has success­fully passed or waived all of the test results, Vendor will present an acceptance document for the specified activity to Judicial Council for approval. Successful completion or waiver of all the predefined success criteria will constitute completion of the tasks.

Before Services go-live, Vendor will hold go/no-go meetings to ensure that all of the precursor actions have completed and all required testing if required is complete.

# Transition Team Key Roles and Responsibilities

The following are the Vendor and Judicial Council transition team key roles and associated role responsibilities required to execute the requirements of the Transition Plan.

1. Vendor Transition Key Roles and Responsibilities

| **Vendor Role** | **Responsibilities** | **Comments** |
| --- | --- | --- |
| Service Delivery Manager | Primary responsibility for delivering IT outsourcing program for Judicial Council. | Has business relationship with Judicial Council. |
| Transition Manager | Primary responsibility for delivering the transition services and coordination with Judicial Council. | Baselines the detailed transition Project Plan and manages the execution of the plan. |
| Data Center Transition Manager | Responsible for the Data Center transition; coordination with Judicial Council. | Leads activities for transitioning responsibility of Data Center service delivery operations to Vendor. |
| IT Services Management Lead | Point of contact to develop a baseline of SLRs with Judicial Council and implements process-based metrics for Services. | Oversee the development of acceptance test, policy, and procedures.  |
| Network Services Lead | Point of contact for network services. | Provides implementation planning and coordinates transition activities. |
| **End of Table** |

1. Judicial Council Transition Key Roles and Responsibilities

| **Judicial Council Role** | **Responsibilities and Skill Set Required** | **Hours per Week** |
| --- | --- | --- |
| Judicial Council Transition Manager | Responsible for articulating Judicial Council’s business objectives and transition requirements to Vendor. In addition, serves as the point of contact for the IT services management transition activities. | 40 |
| IT Services Management Lead | Responsible for transition coordination of the IT Services Management activities | 20 |
| Data Center Lead | Responsible for transition coordination of the Data Center activities. | 20 |
| Network Lead | Primary contact and coordinator to Vendor network services lead. | 20 |
| **End of Table** |

# Vendor Transition Deliverables

## Deliverables Review and Approval Process Roles and Responsibilities

1. Deliverables Review and Approval Process Roles and Responsibilities

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Roles and Responsibilities | Vendor | Judicial Council |
| 1 | Provide template deliverables to Judicial Council for review and feedback  | X |  |
| 2 | Review, provide feedback and approve template deliverables |  | X |
| 3 | Develop draft deliverables and provide to Judicial Council for review and feedback | X |  |
| 4 | Review, provide feedback and approve draft deliverables |  | X |
| 5 | Develop final deliverables and provide to Judicial Council for review and feedback | X |  |
| 6 | Review, provide feedback and approve final deliverables |  | X |

## Vendor Transition Deliverables and Milestones

1. Transition Deliverables and Milestones

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Tower | Deliverable | Date | Critical Milestone - CMKey Deliverable - D | Corrective Assessment |
| TMO | Establish TMO and TMO R&Rs |  | D |  |
| TMO | Kick-off Meeting (Assumes above items complete and ready to present to broader Judicial Council in a kickoff – assumes transition plan complete at high level, but detail still in work) |  | D, CM |  |
| TMO | Deliver final Transition Management Plan ready for Judicial Council review and approval |  | D |  |
| TMO | Final Detailed Transition Plan and Schedule |  | D |  |
| Data Network | Operational and SLR reports ready for Judicial Council review and validation  |  | D |  |
| Data Network | Acceptance criteria and test plan available for Judicial Council review and approval  |  | D |  |
| Data Network | Service Area ready for Judicial Council Acceptance |  | D, CM |  |
| Data Network | Network Transition Complete |  | CM |  |
| Data Center | Wall to wall inventory and validation of baselines |  | D |  |
| Data Center | Acceptance criteria and test plan available for Judicial Council review and approval  |  | D |  |
| Data Center | Operational and SLR reports ready for Judicial Council review and validation  |  | D |  |
| Data Center | Service Area ready for Judicial Council Acceptance |  | D, CM |  |
| IT Service Mgmt and Life Cycle | Billing system/RU measurement system ready for Judicial Council review and validation |  | D |  |
| IT Service Mgmt and Life Cycle | Operational and SLR reports ready for Judicial Council review and validation  |  | D |  |
| IT Service Mgmt and Life Cycle | Acceptance criteria and test plan available for Judicial Council review and approval  |  | D |  |
| IT Service Mgmt and Life Cycle  | Service Area ready for Judicial Council Acceptance |  | D, CM |  |