

**SCHEDULE FF –  
FORM OF TRANSITION PLAN**

(See Attached)

## Transition Plan

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Date: "Type Date Here"

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"Type Client Name Here"

"Stream/Domain Name Here"

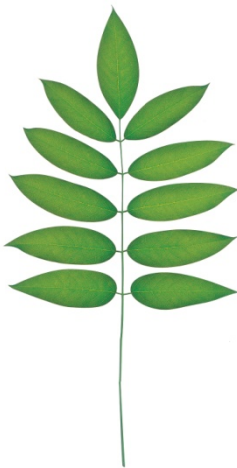
**Project Manager:** "TELUS PM Name Here"

**TELUS COMMUNICATIONS COMPANY**

In collaboration with

**Project Manager:** "Client PM Name Here"

**"CLIENT ORGANIZATION NAME HERE"**



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### Version Control

The table below includes the revision date of update, the author responsible for the changes, and a brief description of the context and/or scope of the changes in that revision. This section provides control for the development and distribution of revisions to the Transition Plan up to the point of approval.

Version Date	Issuer	Description

### Related Project Documents

The following documents have contributed to the development of the Transition Plan:

Document Name	Version	Approval Date	Location

"Client Name Goes Here"  
"Project Number Goes Here"

i  
**Confidentiality Notice  
and Proprietary Statement**

Document Name	Version	Approval Date	Location

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"Client Name Goes Here"  
"Project Number Goes Here"

ii  
**Confidentiality Notice  
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# Section 1 Transition Plan

## 1.0 Transition Plan

### 1.1 Purpose of the Transition Plan

The Transition project is supported by its own Transition Plan which identifies all required activities in respect of the Transition that are necessary to complete the Transition in accordance with the terms of the Agreement on dates set forth in the Transition Plan.

Although the Transition Plan is a TELUS deliverable, it has been developed collaboratively with representatives of the core project team and GPS Entities, and encompasses TELUS and GPS Entities activities, deliverables, interdependencies, etc required to effect the Transition.

It incorporates the work required on the part of both TELUS and participating GPS Entities to implement the Services associated with this <Stream Number and Name> to transition participating GPS Entities to these Services.

It also defines the Project Management elements and the supporting methodology used during the Transition of <Stream Number and Name>. The objective in clearly defining the Transition Plan at the outset of the project is to reduce the risk of scope creep, cost overruns, and delays resulting from issues arising during the implementation.

Although the project management of the Transition, and the successful implementation of the Services, is overall TELUS' responsibility to deliver, this will be implemented in collaboration with the GPS Entities, who have specific accountabilities as described in the Transition Plan.

### 1.2 Evolution of the Transition Plan

The Transition Plan provides an ongoing reference for all project stakeholders by documenting the common understanding between the customer and TELUS on how the Transition project will be managed and how and when the project deliverables will be transitioned.

The most current version of project elements that are part of the Transition Plan are found in the Project External Controls workbook in Appendix B: Project External Controls

Any deviation from the Agreement or from this Transition Plan involving additional work or service/equipment, extended timelines will be negotiated and handled in accordance with the Change Management process defined in this Transition Plan.



## Section 2 Project Overview

### 2.0 Project Overview

This section provides an overview of the project's motivation, objectives and success criteria.

#### 2.1. Project Objectives

The main objectives of this project are to provide:

- Objective 1
- Objective 2
- Objective 3
- .....

#### 2.2. Success Criteria

The key success criteria for this Project Stream are:

- Customer Driver 1
- Customer Driver 2
- Customer Driver 3
- .....

## Section 3 Project Solution Architecture

### 3.0 Project Solution Architecture

This section provides high level information on the type of services within the scope of this project stream that will be implemented / transitioned.

#### 3.1. Overview

Text

#### 3.2. Solution Diagram

<ATTACH DOCUMENT IF APPLICABLE>

## Section 4 Project Scope

### 4.0 Project Scope

This section establishes the detailed scope of the target state of service bundle transition plus the transition activities required to achieve it at a high level.

#### 4.1. In Scope

The Project scope is made up of a number of components such as:

- In Scope elements
- Baseline of sites/circuits/subscribers to be transitioned
- List of Deliverables

##### 4.1.1 In Scope Elements

This section defines the elements identified as in scope for this Transition project.

Refer to Appendix B for the current in scope project elements which are in the Project External Control workbook

##### 4.1.2 Project Baseline

This section defines the elements identified in the project baseline for this Transition project.

Refer to Appendix A for the original detailed project baseline

Refer to Appendix B for the current project baseline which is in the Project External Control workbook

##### 4.1.3 List of Deliverables

This section defines the elements identified as deliverables for this Transition project.

Refer to Appendix B for the current list of project deliverables which are in the Project External Control workbook

## 4.2. Out of Scope

This section defines the elements identified as out of scope for this Transition project.

Refer to Appendix B for the out of scope project elements which are in the Project External Control workbook

## 4.3. Project Elements affecting Project Scope

### 4.3.1 List of Assumptions

This section defines the assumptions for this Transition project.

Refer to Appendix B for the current list of assumptions which are in the Project External Control workbook

### 4.3.2 List of Constraints

This section defines the constraints for this Transition project.

Refer to Appendix B for the current list of constraints which are in the Project External Control workbook

### 4.3.3 GPS Dependencies

This section defines the GPS Dependencies for this Transition project.

Refer to Appendix B for the current list of GPS Dependencies which are in the Project External Control workbook

### 4.3.4. Related Projects

This section defines the project interdependencies for this Transition project.

The following projects will be occurring during the course of this Transition project and may impact this Transition project:

Related Project	Impacts
-----------------	---------



## Section 5 Project Schedule

### 5.0 Project Schedule

This section establishes fundamental expectations regarding timelines and Milestones of the Transition project.

#### 5.1. Project Schedule

This section defines the project schedule for this Transition project.

Refer to Appendix C for the current Transition project schedule

#### 5.2. Project Milestones

This section defines the project Milestones for this Transition project.

Refer to Appendix B for the current list of project milestones, project deliverables, and acceptance criteria which are in the Project External Control workbook

#### 5.3. Project Elements affecting the Project Schedule

Refer to Section 4.3 Project Elements affecting Project Scope

#### 5.4. Project Schedule Management

Once the project scope has been mutually agreed, the Project Manager will use proper change management to address any change in the project schedule.

Refer to section 8.3 for more information about Change Management

## Section 6 Program and Project Structure Roles & Responsibilities

### 6.0 Project Structure Roles & Responsibilities

This section establishes roles and responsibilities for all Project Management stakeholders at the Project Management and team leadership level.

#### 6.1 Project Organization

This diagram illustrates how the Transition Project is structured.

<ATTACH PROJECT ORGANIZATION DIAGRAM>

#### 6.2 Roles and Responsibilities

##### 6.2.1 TELUS project stakeholders

The following participants and their Roles and Responsibilities have been identified:

Title	Role	Responsibilities
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>

Refer to Appendix B for the current list of project stakeholders which are in the Project External Control workbook

## 6.2.2 GPS Entity project stakeholders

The following participants and their Roles and Responsibilities have been identified:

Title	Role	Responsibilities
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>
Text	Text	<ul style="list-style-type: none"> <li>▪ Text</li> <li>▪ Text</li> </ul>

Refer to Appendix B for the current list of project stakeholders which in the Project External Control workbook



## Section 7 Project Communications Plan

### 7.0 Project Communications Plan

This section establishes expectations in terms of what will be communicated to whom, when and why – at the project level.

#### 7.1. Project Communication Table

The following table details the proposed communication plan including types of communications, the person responsible for communicating the information, the person or groups who will receive the information, the frequency of the communication of the information, and the method to distribute the information.

Deliverable / Description	Target Audience(s)	Delivery Method		Owner
Transition Plan	Customer Project Team Sponsors	Posted on the External Program Repository under the matching Stream/Domain	Once and revisions if required	TELUS Project Manager
Project Schedule	Customer Project Team Sponsors	Posted on the External Program Repository under the matching Stream/Domain	Once and revisions if required	TELUS Project Manager
External Project Controls Workbook (includes Project Status Report)	Customer Project Team Sponsors	Posted on the External Program Repository under the matching Stream/Domain	Weekly, every Friday before noon	TELUS Project Manager
Change Request	Client Project Manager, Management Team	Posted on the External Program Repository under the matching Stream/Domain	As needed	TELUS Project Manager / Customer Project Manager
Decision Request	Client Project Manager, Management	Posted on the External Program Repository under the matching	As needed	TELUS Project Manager

"Client Name Goes Here"  
"Project Number Goes Here"

Deliverable / Description	Target Audience(s)	Delivery Method		Owner
	Team	Stream/Domain		
Issue Resolution Request	Client Project Manager, Management Team	Posted on the External Program Repository under the matching Stream/Domain	As needed	TELUS Project Manager
Action Item Resolution Request	Client Project Manager, Management Team	Posted on the External Program Repository under the matching Stream/Domain	As needed	TELUS Project Manager
Deliverable Acceptance Form	Client Project Manager, Management Team	Posted on the External Program Repository under the matching Stream/Domain	Delivered within a week after completion of the deliverable	TELUS Project Manager
Milestone Acceptance Form	Client Project Manager, Management Team	Posted on the External Program Repository under the matching Stream/Domain	Delivered within a week after completion of the Milestone	TELUS Project Manager
Project Acceptance Form	Client Project Manager, Management Team	Posted on the External Program Repository under the matching Stream/Domain	Delivered within a week after completion of the project	TELUS Project Manager
Project Satisfaction Survey	Customer Project Manager	Written survey Posted on the External Program Repository under the matching Stream/Domain	Every six months	TELUS Project Manager
Project Closure Report	Project Team Members Customer Team Members	Written Document Posted on the External Program Repository under the matching Stream/Domain	Delivered within five business days of the meeting	TELUS Project Manager

## 7.2. Project Communication Deliverables

### 7.2.1 Transition Plan

The Transition Plan defines the plan that is used to transition the services within each of the Service Bundles.

### 7.2.2 Project External Control workbook

The Project External Control workbook contains the project management elements used to communicate the overall scope, key milestones, status of risks, issues, changes and other project status indicators.

Refer to Appendix B for the current version of the Project External Control workbook

### 7.2.3. Project Status Report

The project status report is part of the Project External Control workbook.

The project status report provides the project stakeholders with qualitative and quantitative project performance information, such as percentage complete, status dashboards, analysis of past performance, current status of risks, issues, pending decisions, Milestones status, activities to be completed next, and other relevant information which must be reviewed and discussed.

Refer to Appendix B for the current version of the project status report within the Project External Control workbook

### 7.2.4. Project Schedule

The Transition project schedule outlines the delivery of the project deliverables and Transition of the services within this Service Bundle/Domain Transition project against time.

The detailed transition schedule contains the detailed schedule in a Gantt format using MS Project.

Refer to Appendix C for the current version of the Project schedule

### 7.2.5. Project Satisfaction Survey

The project satisfaction survey is used to evaluate the performance of the project manager and the project management methodology used during the transition of the services for the Service Bundles.

The project satisfaction survey is handed out at the end of every semester even if the project is not closed yet.

The TELUS Project Manager will remind the customer to return this project satisfaction survey before June 30 and December 31 of each year until the project is definitively closed.

Refer to Appendix D for the template of the project satisfaction survey

### 7.2.6. Project Closure Report

The project closure report contains the summary information relative to the delivery of the Transition project including the major project items such as major risks encountered, lessons learned, main issues, main decisions, main changes, and the identification of any outstanding items.

Refer to Appendix D for the template of the project closure report

### 7.2.6. Project Controls Elements

The project control elements are the project management communication tools that will be used to achieve a specific need as required.

Project control elements are:

- The change request, to convey a change to the project affecting scope, schedule or cost
- The decision request, to obtain a decision from a project stakeholder
- The issue resolution request, to escalate an issue that needs urgent resolution
- The action item resolution request to escalate an action item
- The deliverable acceptance form, to obtain sign-off on completion of deliverables
- The milestone acceptance form, to obtain sign-off on completion of Milestones
- The project acceptance form, to obtain sign-off on the completion of the Transition project

Refer to Appendix D for the templates of the project controls elements

## 7.3. Project Information Distribution Tools

Information is distributed electronically but some project deliverables may require hard copy for sign-off.

Distribution of the information will be completed using different communication tools such as:

- Telephone and email for day to day communication
- Conference call for group meetings
- Video conference call for group meetings
- Face to face meetings
- Project repository (SharePoint portal)

The project repository is a shared and unique location for storing and sharing project records. Project records will include Transition Plan, Project External Control workbook, project status reports, project schedule, and other documents pertaining to the delivery of the Transition project.

The project repository is a MS SharePoint portal administrated by TELUS. Customer primes are responsible to provide TELUS with an updated list of individuals who need access to this repository and TELUS will provide them with a login and password.

Each Transition project has TELUS and GPS Entities folders in place where project related documents are stored and shared.

## Section 8 Project Control Processes

### 8.0 Project Control Processes

This section describes all the project management control processes that are used to maintain the various project controls logs of the Project External Control workbook.

TELUS has overall responsibility to complete the Transition in accordance with the Transition Plan, subject to conditions and limitations established in the plan. In this regard, TELUS will provide the intellectual and technical leadership to coordinate the project control processes that support the Transition activities.

The Project External Control processes comprise:

- Baseline Management
- Scope Management
- Change Management
- GPS Dependencies Management
- Assumption and Constraint Management
- Acceptance Criteria Management
- Deliverable Management
- Milestone Management
- Risk Management
- Action/ Decision /Issue Management
- Contact and Escalation Management
- Status Reporting

#### 8.1. Baseline Management

Baseline of services will be documented, reviewed, and updated with the baseline log which is part of the Project External Control workbook.

Original quantity for each type of service and for each participating GPS Entity is captured in the baseline log, The Project Manager will track in the baseline log any deviation to the original baseline.

## 8.2. Scope Management

Scope elements on the project will be documented, reviewed, and tracked with the scope log which is part of the Project External Control workbook.

Each entry in the log is tagged with a date of entry which allows the tracking of scope changes. The Project Manager will track any deviation to the original scope in the scope log.

## 8.3. Change Management

Changes that arise on the project will be documented in a change request, reviewed, and tracked to closure with the change log which is part of the Project External Control workbook.

To capture a change the Project Manager will use the Change Request form.

Depending on the impact of these changes, different levels of sign-off will be required prior to implementation of the change.

No verbal change requests will be accepted. The Project Manager will keep a record of all change requests and their related outcome. All Change Requests will be logged into the change log.

For critical change requests that have immediate or material impact on the Transition Project, the Project Manager will contact the Program Manager.

Refer to Appendix D for the template of a Change Request form

### 8.3.1 Change Management Process

#### 8.3.3.1 Customer initiated Change(s) (scope, time, and cost)

- |                                   |   |
|-----------------------------------|---|
| <b>1. Submitting</b>              | When the customer identifies a change (scope, time cost), a “Change Request form” will be completed and delivered to the TELUS Project Manager by the Customer Project Prime/Project Manager.                       |
| <b>2. Estimating Impact</b>       | The TELUS Project Manager, will assign someone from the team to estimate the cost of the change and its impact on the project schedule.   |
| <b>3. Creating Change Request</b> | The TELUS Project Manager will provide the estimate to the Customer Project Manager/Project Prime along with a date by which a customer decision is required.   |
| <b>4.a Customer Approval</b>      | If the customer approves the change request in writing, the TELUS Project Manager will revise the Transition Plan to incorporate it. The TELUS Project Manager will also notify the TELUS Account Manager to ensure |

that the change is included in the customer billing.

- 4.b Customer Decline** If the customer does not approve the change, the change request will be filed and no further work done on it.
- 5. Monitoring Change Requests** The Project Manager is logging the status of the Change Request in the change log.

### 8.3.3.2 Non Customer initiated Change(s) (scope, time, and cost)

- 1. Submitting** When the TELUS Project Manager identifies a requirement or a request that, in their opinion constitutes a change (scope, time, cost), the customer will be contacted orally to discuss the change.
- 2.a. Customer Approval** If the customer agrees that the request is a desirable change, the procedure under “customer initiated scope change” will be followed.
- 2.b Customer Decline** If the customer agrees in writing that the request is a change but states that the request is not necessary, the Project Manager will notify the source of the request and ask that it be dropped.
- 2.c Customer Decline** If the customer disagrees in writing that the request is a change of scope and states that it is desirable, the Project Manager will review the project scope statement with the customer in an attempt to reach agreement.
- 3. Reaction to a Customer Response** If there is no agreement, the Project Manager will refer the issue to the Program Manager for resolution. Changes that are accepted into the project will be reflected in revisions to the Transition Plan.

## 8.4. GPS Dependencies Management

GPS Dependencies that arise on the project will be documented, reviewed, and tracked to closure with the GPS Dependencies log which is part of the Project External Control workbook.

The GPS dependencies quantify dependencies that TELUS has on one or more GPS Entities activities or deliverables that if not completed by the GPS Entity at the target date will impact negatively the Transition project.

For critical GPS dependencies that have immediate impact on the Transition Project, the Project Manager will contact the Program Manager.

During the course of the Transition project the list of GPS Dependencies will be reviewed with the customer to ensure progress to completion and new GPS Dependencies will be added as required.



## 8.5. Assumptions and Constraints Management

Assumptions and constraints that arise on the project will be documented, reviewed, and tracked to closure with the Assumptions and Constraints log which is part of the Project External Controls workbook.

The assumptions which are the factors that, for planning purposes, are considered to be true, real, or certain without proof or demonstration.

The constraints which are restrictions or limitations, either internal or external will affect the performance of the project.

Each entry in the log is tagged with a date of entry which allows the tracking of change.

During the course of the project the list of assumptions and constraints will be reviewed periodically with the customer to ensure that they are still valid and new ones will be added as required. If an assumption or a constraint is not valid anymore during the course of the project it will be marked as closed.

## 8.6. Deliverable and Acceptance Criteria Management

Deliverables identified to be part of the Transition project are associated to acceptance criteria and will be documented, reviewed, and tracked to closure with the deliverable log which is part of the Project External Controls workbook.

During the course of the project the list of deliverables will be reviewed periodically with the customer to review the completion and acceptance status. During the course of the project change management will be used if a new deliverable is added or if an existing deliverable is not valid anymore.

Specific acceptance criteria will be defined before completion of the deliverable to facilitate acceptability of the deliverables listed in the deliverable log.

Acceptance Criteria will define:

- What it means for a deliverable to be considered complete and correct.
- The activities that will be used to verify quality of the deliverables, e.g., types of testing, responsibilities for testing, verifications of tests

Some deliverable acceptance may require technical process, methods, or tools such as testing, demonstration, analysis or inspection.

Refer to Appendix D for the template of a deliverable acceptance form

## 8.6.1 Deliverable Completion and Acceptance

Below are the steps involved in the deliverable management process, to obtain completion and acceptance for deliverable.

- 1. Monitoring or tracking** The Project Manager monitors the progress of each deliverable and indicates in the deliverable log:

  - their status
  - their completion dates (scheduled/revised and actual completion dates)
  - their acceptance dates (scheduled/revised and actual completion dates)
  
- 2. Expediting Completion** If a deliverable is not yet completed close to the target date, and the lack of completion will affect other project steps, then the issue will be expedited. The Project Manager evaluates the reasons why the deliverable is not completed and defines what must be done for the deliverable to be completed. The Project Manager will also:

  - Confirm who is responsible for completion,
  - Attempt to put more or better qualified people on the deliverable (if this would help complete the deliverable),
  - Ascertain whether or not the deliverable will be completed in a timely manner.

If needed, the Project Manager will raise the priority and rearrange the project schedule to accommodate deliverable completion, keeping in mind the project objectives.
  
- 3. Escalating Completion** If the deliverable is not completed close to the target date, and if a miss will significantly affect the project timeline, then the Project Manager may opt to escalate it to the Program Manager.
  
- 4. Reviewing Deliverable** Once the deliverable is deemed completed by one party, the deliverable log will be updated with the actual completion date. The other party will review the deliverable for the target acceptance date using the pre-defined acceptance criteria.
  
- 5. Accepting** If the deliverable is accepted the party who accepted the deliverable will sign on a Deliverable Acceptance Form to indicate that the deliverable is accepted. At that stage the deliverable log will be updated with the actual date of acceptance.
  
- 6. Rejecting** If a deliverable is not accepted the party who rejected the deliverable will notify on the Deliverable Acceptance form the other party Project Manager indicating the reasons for the rejection. At that stage the issue

management process will kick in.

Refer to Appendix D for the template of the deliverable acceptance form

## 8.7 Milestone Management

Milestones identified as part of the Transition project are associated to deliverables and GPS Dependencies and will be documented, reviewed, and tracked to closure with the Milestone log which is part of the Project External Controls workbook.

During the course of the project the list of Milestones will be reviewed periodically with the customer to monitor their completion and acceptance status. During the course of the project change management will be used if a Milestone date has to be changed.

Refer to Appendix D for the template of a Milestone Acceptance form

The completion dates of the Milestones will be reported in three categories as follows:

### 8.7.1 Milestone Completion Dates

1. **Scheduled Completion Date** This is when the Milestone was initially determined to be completed
2. **Revised Completion Date** This is when using proper Change Management the initial Scheduled Completion Date of the Milestone has to be revised
3. **Actual Completion Date** This is when the Milestone has been completed.

### 8.7.2 Milestone Status

A Milestone is a point in time identified by a calendar date. There are three possible statuses for a Milestone:

1. **Milestone Met**

If there is no 'Revised Completion Date', the Milestone 'Actual Completion Date' has occurred on or before the initial 'Scheduled Completion Date'

If there is a 'Revised Completion Date', the Milestone 'Actual Completion Date' has been occurred on or before the 'Revised Completion Date'
2. **Milestone** If there is no 'Revised Completion Date', the 'Actual Completion Date' has

- Missed** occurred after the initial 'Scheduled Completion Date'
- If there is a 'Revised Completion Date', the 'Actual Completion Date' has occurred after the 'Revised Completion Date'
- 3. Milestone Not Due** If there is no 'Revised Completion Date', the 'Actual Completion Date' has not yet passed the 'Scheduled Completion Date'..
- If there is a 'Revised Completion Date', the 'Actual Completion Date' has not yet passed the 'Revised Completion Date'.

## 8.8. Risk Management

Risks that arise on the project will be documented, reviewed, and tracked to closure with the risk log which is part of the Project External Control workbook.

Risks are assessed and updated on a regular basis between TELUS and the GPS Entities. While the project moves in the project life cycle, from initiation to closure of the transition project TELUS will ensure that the risk log is revised and communicated to the project teams.

The Project Manager will utilize the following risk management methodology to manage risk events should they occur. As new risk events are identified, they will be evaluated and appropriate risk response plans developed. These risk events and appropriate risk response plan(s) will be added to the risk log.

Below are the steps involved in the risk management process.

- 1. Risk Exposure** To ensure the risks are managed dynamically, each new risk or updated risk in the risk log will be given a risk impact and a risk probability which will allow the calculation of the risk exposure.
- Risk impact is represented by a number from 1 to 5 and the following table will be used as a guideline

Level	Time
1	Minimal or no consequence / No Impact
2	Minor / Low to No Impact
3	Moderate / Low to Med Impact
4	Significant / Med to Major Impact
5	Severe/ Jeopardize Success

- Risk probability is represented by a number from 1 to 5 and

the following table will be used as a guideline.

Level	Likelihood	Probability of Occurrence
1	Not Likely	~10%
2	Low Likelihood	~30%
3	Likely	~50%
4	Highly Likely	~70%
5	Near Certainty	~90%

- Risk exposure will be represented by a number from 1 to 10

The following table will be used to associate the level and the color of the risk to the number obtained by adding the risk impact to the risk probability.

<b>Probability</b>	5	Yellow (6)	Yellow (7)	Red (8)	Red (9)	Red (10)
	4	Yellow (5)	Yellow (6)	Yellow (7)	Red (8)	Red (9)
	3	Green (4)	Yellow (5)	Yellow (6)	Yellow (7)	Red (8)
	2	Green (3)	Green (4)	Yellow (5)	Yellow (6)	Yellow (7)
	1	Green (2)	Green (3)	Green (4)	Yellow (5)	Yellow (6)
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
		<b>Impact</b>				

Risk exposure will be represented into 3 categories

- High risk marked as RED
- Medium risks are marked as YELLOW
- Low risks are marked as GREEN

## 2. Mitigation and Contingency Plans

The project manager will work with the risk owner to develop a risk response plan to mitigate the risk (reduce the probability and/or impact of a risk below an acceptable level) if this one was to happen

The mitigation plan will be applied if the risk is proven to be true and the contingency plan will be activated if the mitigation plan fails.

## 8.9. Action / Decision / Issue Management

Action item, decision and issue identified during the Transition project a will be documented, reviewed, and tracked to closure with the Action/Decision/Issue log which is part of the Project External Control workbook.

During the course of the project the list of items to be actioned, decision to be made, and issue to be resolved, will be reviewed periodically with the customer to ensure their completion.

Refer to Appendix D for the template of an action item resolution form

Refer to Appendix D for the template of a decision request form

Refer to Appendix D for the template of an issue resolution request form

### 8.9.2 Action / Decision / Issue Process

Matters that are impacting the delivery of project objectives must be documented as Action item, Decisions or Issues and resolved as quickly as possible

Below are the steps involved in the Action/Decision/Issue resolution process.

1. **Identifying an Action Item, a Decision, an Issue** Any stakeholder or team member may identify an action item, decision request or issues and the Project Manager will log an Action Item/Decision/Issue.
2. **Prioritizing** The Project Manager will review all new Action Items / Decisions / Issues to eliminate duplicates or already resolved issues. Action Items/Decision/Issues will be categorized as Open by the Project Manager, prioritized (Low, Medium, High level of escalation).High Level Escalation Items will be approached before low level ones.
3. **Investigating and resolution determination** The Project Manager assigns the Action Item/Decision/Issue to a team member(s) for resolution determination. The team member(s) will develop an action plan to resolve the Action Item/Decision/Issue.
4. **Deferring resolution** The Project Manager defers Action Item/Decision/Issue resolution if it is contingent on another issue that has not been resolved. If necessary, he may consider expediting the issue.
5. **Monitoring or tracking** The Project Manager monitors the progress and the status of each Action Item/Decision/Issue. In addition, he follows up on all open Action Items/Decision/Issues and identifies their anticipated resolutions. Open and recently closed Action Items/Decision/Issues will be reviewed with the Customer Project Manager in the project status meeting
6. **Expediting** If the Action Item/Decision/Issue is not resolved by the deadline date, and the lack of resolution will affect other project steps, then

the Action Item/Decision/Issue will be expedited. The Project Manager evaluates the reason the issue is not resolved and defines what must be done for the issue to be resolved. The Project Managers will also:

- Identify who is responsible for resolution,
- Attempt to put more or better qualified people on the Action Item/Decision/Issue (if this would help resolve the issue),
- Ascertain whether or not the Action Item/Decision/Issue will be resolved in a timely manner.
- Use an Action Request Form, or a Decision Request or an Issue Resolution Request

If needed, the Project Managers will raise the priority and rearrange the project schedule to accommodate issue resolution, keeping in mind the project goals.

- |  |   |
|--|---|
| <b>7. Escalating</b>                                 | If the Action Item/Decision/Issue is not resolved according to the Transition Plan and this will significantly affect the project timeline, then the manager may opt to use the predefined escalation path  |
| <b>8. Change Management</b>                          | If the Action Item/Decision/Issue can only be resolved through changing the project scope, timelines, budget then the Project Manager will issue a change request.  |
| <b>9. Crisis mode</b>                                | If there is a crisis to solve the Project Manager will immediately review the project, its status, and the impact of the crisis. Additionally, the Project Manager will devise a workaround to accommodate the change to the Transition Plan. In all cases, the Project Manager will involve the lowest-level personnel in the decision-making process. The Project Manager will report any revisions of the timeline, scope, cost in an emergency meeting with the Program Manager.  |
| <b>10. Closing the Action Items/Decisions/Issues</b> | When an Action Item/Decision/Issue is closed, the Action Item/Decision/Issue will be updated and appropriate stakeholders will be informed.   |
| <b>11. Long term Issues</b>                          | <p>There are issues that may remain open past the Transition date. Because these issues will eventually affect the project, they too will be addressed. Consequently, the Project Manager will identify the point at which the issue will have an impact. At this point, the Project Manager will identify a tactical plan for issue resolution.</p> <p>Once a strategy is defined, the Project Manager will identify the person to oversee its resolution or determine whether the issue should be turned over to the responsibility of the steady state</p> |

team.

The steady state team will then take responsibility for these ongoing issues. The Project Manager will continue to review issues until resolved. Alternatively if the issue is turned over to the Steady State teams the Project Manager will make sure that the transition is clearly communicated, including responsibility for the resolution plan. A clear transfer of responsibility will be documented in writing.

## 8.10. Project Escalation Path

At any time during the Project, situations may arise which either warrant a quick resolution, or where a resolution cannot be acquired through the normal Project process (i.e. Issue Management, Decision Management, Change Management, etc.). As recourse for these situations the escalation process identifies time frames and the management chain (names) for escalation of issues that cannot be resolved at a lower staff level.

Within (1) business day, the matter should be escalated to the Program Manager, who will provide guidance and support so that a resolution or decision can be agreed upon. If none has been achieved, then;

Within (2) business days, the matter should be escalated to the Program Executive Director, who will provide guidance and support so that a resolution or decision can be agreed upon. If none has been achieved, then;

Within (3) business days, an ad hoc Project Steering committee meeting should be called by the Chair to specifically discuss the specific matter at hand to reach consensus on a resolution or decision.

Refer to Appendix B for the Project Escalation Log within the Contact List of the Project External Control workbook.



## Section 9 Project Completion

### 9.0 Project Closure

This section describes the actions necessary to ensure an orderly closure of the Transition project.

This Project will be deemed complete when the following conditions have been satisfied:

- All required “sign-off” on the deliverables have been received
- All outstanding Issues have been addressed. If there are any outstanding issues, appropriate processes will be defined and documented to ensure resolution.
- All required “sign-off” on the change requests have been received
- A final acceptance of the completion of the Transition project
- A customer satisfaction survey has been received from the customer
- “Hand off” document for Service Assurance/ Service Management has been completed
- A project closure report including lessons learned and analysis of project objectives achieved has been received.

## Section 10 Transition Plan Acceptance

### 10.0 Transition Plan Acceptance

The following people authorize the project to proceed based on the scope of work, project schedule as documented in this Transition Plan.

_____	_____
Customer Project Sponsor	Date
_____	_____
Customer Project Manager/Prime	Date
_____	_____
TELUS Program Executive Director	Date
_____	_____
TELUS Program Manager	Date
_____	_____
TELUS Project Manager	Date

"Client Name Goes Here"  
"Project Number Goes Here"

## Appendix A Project Scope

### Baseline of Sites/Circuits to be transitioned

The original version of the project baseline is attached here.

File Name	File
File name	<ATTACH DOCUMENT>

---

"Project Number Goes Here"

## Appendix B Project External Control workbook

### Project External Control workbook

The current version of the project external control workbook is attached here.

File Name	File
File name	<ATTACH DOCUMENT>

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"Project Number Goes Here"

## Appendix C Project Schedule

### Project Schedule

The current version of the project schedule attached below is attached here.

File Name	File
File name	<ATTACH DOCUMENT>

## Appendix D Project Templates

### Project Satisfaction Survey

The version of the project satisfaction survey attached below is the template to use.

File Name	File
File name	<ATTACH DOCUMENT>

### Project Closure Report

The version of the project closure report attached below is the template to use.

File Name	File
File name	<ATTACH DOCUMENT>

### Change Request Form

The version of the change request attached below is the template to use.

File Name	File
File name	<ATTACH DOCUMENT>

### Decision Request Form

The version of the decision request attached below is the template to use.

File Name	File
File name	<ATTACH DOCUMENT>

### Issue Resolution Request Form

The version of the issue resolution request attached below is the template to use.

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"Client Name Goes Here"  
"Project Number Goes Here"



File Name	File
File name	<ATTACH DOCUMENT>

## Action item Resolution Request Form

The version of the action item resolution request attached below is the template to use.

File Name	File
File name	<ATTACH DOCUMENT>

## Deliverable Acceptance Form

The version of the deliverable acceptance form attached below is the template to use.

File Name	File
File name	<ATTACH DOCUMENT>

## Milestone Acceptance Form

The version of the Key Milestone acceptance form attached below is the template to use.

File Name	File
File name	<ATTACH DOCUMENT>

## Project Acceptance Form

The version of the Transition program acceptance form attached below is the template to use.

File Name	File
File name	<ATTACH DOCUMENT>