

Deployment Plan Template

<organisational unit 1>
<organisational unit 2>
<Author>

<version, status>
<confidentiality class>
<yyyy-mm-dd>

<IT system name>

Deployment Plan

<Customer>

<Project>

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11 Change history (Deployment plan).....

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12 Change history (template – please remove this chapter with the table when taking the
template into use).....

Error! Bookmark not defined.

Deployment Plan Template

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Deployment plan: <IT system name>

<The purpose of the Deployment Plan is to describe how the IT system is deployed into its target environment so that the system is fully available to its end users.

The motivation of having a well prepared Deployment Plan is to ensure that the changes deployed into the target system environment are executed in a structured and coordinated manner in order to reduce the risk of failure.

This template includes some chapters (e.g. organization or dependencies) that can be found also in the Project Plan. The purpose is NOT to create overlapping documentation but to provide means to define or point out deployment-specific topics or practices. If some of the information expected by this template is found in Project Plans or other documents, please replace the content of those sections with a reference.

It is highly important that the Deployment Plan is reviewed and approved by TietoEVRY, the customer and other involved suppliers/vendors so that everyone shares the same understanding on how the deployment takes place.

REMOVE THE INSTRUCTIONS (in <>) FROM YOUR ACTUAL PROGRAM PLAN! Remember to update the table of contents on page 2.>

1 Overview

1.1 Background

< Provide a short overview of the deployment; what is the system being deployed, what project it is related to, what existing systems are replaced etc.

What is the magnitude of the deployment; a major change or a minor improvement? >

1.2 Terms and abbreviations

< List here all terms and abbreviations needed to read and understand this document. Define them only once here so that the document is easier to maintain.
>

Table 1: Terms and abbreviations

Term	Definition

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Term	Definition

2 Scope and Boundaries

2.1 Deployment Scope

< Define the scope of the deployment in terms of which products, services, applications, functionalities etc. are being deployed. You can describe the scope also by other factors such as specific locations, specific user groups, specific languages, specific platforms/operating systems etc. based on what is the most relevant approach in your case. >

2.2 Limitations

< With relation to the previous chapter, describe if something is NOT included in the planned deployment and that should be clearly pointed out. You may also give short reasoning why something is excluded. >

2.3 Objectives

< Define the objectives for the deployment, i.e. criteria that need to be met in order for the deployment to be successful. The objective should be measurable or otherwise possible to verify. The objectives can be for example:

- Schedule-based, e.g. the system needs to be in full use by a certain date.
- Meeting defined SLA criteria, e.g. system availability or lead time for support requests.
- Approval of SG or other role.
- Related or knowledge transfer and hand-over to the receiving organization etc.>

2.4 Preconditions

< List here the preconditions for the deployment, i.e. what needs to be in place and when in order to carry out the deployment as defined in this plan. The preconditions can be related to for example:

- The capabilities or functionality of the system are on a defined level.
- Availability of personnel; key users, end users, customer ICT personnel etc.
- Availability of server capacity or network connections.
- Availability of access rights, equipment, information etc. >

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Table 2: Preconditions

Description	Deadline	Responsible

2.5 Dependencies

< Describe the known dependencies related to the deployment. The dependencies can be internal (within the project/program, inside TietoEVERY) or external (related to other projects, customer, partners/suppliers, authorities etc.). The dependencies can be related to for example:

- External deadlines, e.g. beginning of quarter or fiscal year, product/service launch or new legislation coming to effect.
- Availability of personnel on TietoEVERY, customer or supplier side.
- Availability of equipment, e.g. test facilities during a specific period.
- Specific maintenance breaks/periods when the deployment must happen.

For each dependency, provide a short description and impact on the planned deployment (i.e. what the dependency means in concrete terms from the deployment point of view). If the dependencies are defined in the Project Plan, replace this section with a reference to it. >

Table 3: Dependencies

Description	Impact on Deployment

2.6 Main risks

< List the main known risks related to the deployment along with their mitigating actions. If the deployment-related risks are covered by the program's/project's risk list replace this section with a reference to the risk list. >

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Table 4: Main risks

Risk	Mitigating Actions

3 Deployment strategy

3.1 Overview

< Describe shortly the how the deployment is done, for example:

- In one “big bang” for all users/locations/functionality at the same time.
- In phases like preparation – system walk-through – deployment.
- Pilot followed by the main deployment.
- By location or a cluster of locations.
- By user group, product or functionality etc.

The structure of this template assumes that a phased approach is used; copy-paste the phase sections as needed. >

3.2 Deployment schedule

< Describe the overall schedule of the deployment based on the selected strategy. Include all main phases, activities and milestones. You can replace the table with a reference to a separate schedule (e.g. Gantt chart) if one exists. >

Table 5: Overall deployment schedule

Description	Start	End
< phase, activity or milestone >	<yyyy-mm-dd>	<yyyy-mm-dd>

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3.3 < Name of the phase >

3.3.1 Objectives

< List the objectives of the phase, i.e. what is its intended purpose, why does it exist? >

3.3.2 Input

< Define the inputs needed for starting the phase, what things need to be in place so that the phase can be executed as planned, for example:

- Approved plans or specifications.
- Site checks or other evaluations of the deployment target.
- Personnel available, e.g. key users or customer's ICT personnel.
- Access rights
- Verified connections
- Executed and verified data conversions.
- Training provided to users etc.

For each input, provide a short description, acceptance criteria and person/role responsible for providing the input. >

Table 6: Needed inputs to < phase>

Description	Acceptance Criteria	Responsible

3.3.3 Tasks

< List here the tasks of the phase in more detail. For each task, provide a short description, schedule/deadline and the person/role for executing the task. Depending on the phase, the schedule can be on weeks, days, or hours & minutes. >

Table 7: Tasks of < phase>

Task	Schedule	Responsible

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3.3.4 Output

< Describe the outputs of the phase, i.e. what is the end result when the deployment phase is completed. For each output item, provide a short description and acceptance criteria. >

Table 8: Output of <phase>

Description	Acceptance Criteria

4 Organization and resources

4.1 Organization overview

< Provide an overview diagram/description of the organization of the deployment. Include all relevant roles and stakeholders, for example:

- Program/project manager.
- Steering groups and other decision-making bodies
- Customer representatives; ICT, procurement, business etc.
- Deployment team, including architects and other lead/responsible experts.
- Vendors/partners/suppliers and their contact persons.
- Key users and support persons etc.

Focus on roles that are relevant to the deployment, If the organization is described in the Project Plan, just refer to it. >

4.2 Key roles and responsibilities

< With relation to the deployment organization presented above, list the main roles and their key responsibilities & authorities as relevant for the case. Focus on the roles and responsibilities important to the deployment, for generic program/project roles you can refer to the Project Plan. Include also the responsibilities of the customer representatives and other external parties to make clear what is expected from them. >

Table 9: Key roles and responsibilities

Role	Key responsibilities and authorities
	•
	•
	•

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Role	Key responsibilities and authorities
	<ul style="list-style-type: none">

4.3 Personnel

< List the personnel and their allocations as relevant to the deployment. If the personnel allocations are described in the Project Plan, replace this section with a reference to it. >

Table 10: Deployment personnel

Role/Person	Allocation	Duration

4.4 Facilities and material resources

< As relevant for the case, describe the facilities where the deployment team works and if there are any specific requirements; security arrangements, customer audits/approvals, specific network connections, access needs outside usual hours etc.

List also any specific material resources (hardware, software, documentation) needed for the deployment and who is responsible for providing the resources (TietoEVERY, customer, subcontractor, partner etc.). >

Table 11: Material resources for the deployment

Item	Provided by	Comments

5 Ways of working

< In this chapter you should describe the concrete working practices for the deployment. The sections below are a default, add/remove/modify as relevant for the case. If some of the working practices have been described in a Project Plan or other document, replace that section with a reference. >

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5.1 Environments

< Describe the different environments related to the deployment; development environment, test environment, production environment, demo/training environment etc. Consider topics like:

- Who sets up each environment?
- What is the location/name/URL/other ID of each environment?
- Who owns/maintains each environment?
- Who can access each environment / how access rights are handled?
- If and when some of the environments are ramped down after the deployment? >

5.2 Data conversions

< Describe how data conversions are handled in the deployment, including:

- Entering the basic information to the deployed system.
- Importing the operational data (e.g. organization, users, customers, pricing etc.) from the current systems; manually, scripts, csv files etc.).

Consider topics like:

- How the correctness of the existing data is verified before conversion and how possible errors are corrected?
- How the parts of the existing data that are not used in the new system is marked as passive/obsolete?
- How possible duplicates (e.g. when importing from multiple parallel systems) are handled (e.g. same customer in two systems)?
- How the correctness of the converted data is verified and what are the criteria for accepting the conversion, e.g. % of the data is checked randomly.
- How possible errors in the data and/or scripts are corrected?
- How data updates (e.g. data needed in the new system but not existing in the old system) are handled?
- Documentation and back-ups needed during data conversion.

This section should focus on the “how” part, the actual tasks and their schedules should be listed in the relevant phases of the deployment strategy (see chapter 3). If needed, create and refer to a separate conversion plan.>

5.3 Verification

< Describe how the deployment is verified in its different phases, for example through tests and piloting. Refer to a separate test plan if one exists. >

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5.4 Go-live

< Describe here specific working practices related to the go-live, i.e. when the system is taken in use in the production environment, possibly switching over from an existing system(s). The go-live typically has a very detailed (minute-level) plan. The preconditions and actual tasks should be in one of the phases in chapter 3, focus here more on how the go-live is handled. Consider topics like:

- How the readiness for go-live is ensured and who makes the go-ahead decision?
- What are the criteria of escalation / aborting the go-live in case something exceptional happens?
- A possible test-run for the go-live and updating the plans based on the test-run. >

5.5 Roll-back

< Describe how the deployment can be rolled back (reverted) in its different phases e.g. in case of a failure. Who makes the decision and what are the practical actions to roll back? What kind of communication is needed? What are the steps to correct the situation and continue the deployment? Create and refer to a separate roll-back plan if needed. >

5.6 Acceptance

< Describe how the acceptance of the deployment is handled in its different phases. Who grants the acceptance, what are the criteria etc. >

5.7 Hand-over

< Describe the actions needed for handing over the responsibility of the deployed system(s) to the receiving party (customer, continuous service etc.). What kind of training/support is needed, how access rights and other such practicalities are handled, how the readiness of the receiving party is verified and how the hand-over is approved and recorded? >

5.8 Ramp-down of old systems

< Describe how the old systems replaced the deployed ones are ramped down. Consider topics like:

- What are exactly the old systems to be ramped down?

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- How long the old systems need to be available, e.g. after each phase of the deployment?
- How access rights to the old system will be handled, e.g. available for some users for history data or comparison?
- Does the information of the old systems need to be archived?
- What to do with the old servers, workstations and other equipment? >

6 Communication

< Describe the communication activities related to the communication. If they are covered by the program/project plan, please replace this section with a reference to the plan. If the amount of communication activities is extensive, you can create and refer to a separate communication plan. >

6.1 Overall communication plan

< Provide an overall communication scheme on the deployment; how the deployment, its activities, status, impact, limitations/restrictions etc. are communicated to the different target groups (end users, management, key users/support, end-customers etc.). Consider topics like:

- What are the key messages to deliver, for example why the new system is taken in use, what changes in ways of working it will cause, when the deployment takes place (per location, user group etc.)?
- Who are the target groups each message should reach?
- What channels are used; intranet, e-mail, webcast, unit/team meetings etc.?
- On what schedule the communication takes place; weekly, in defined events etc.?
- Who is responsible for the communication?

You can use the table below or create a sub-section per topic. >

Table 12: Overall communication plan

Topic / Key Message	Target Groups	Schedule	Channels	Responsible

6.2 Communication towards users

< Describe in specific how the communication about the deployed system towards its end users is handled. Consider topics like:

- How to install needed new/updated software?
- How to get access rights?
- How to get support?

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- How exceptional situations (e.g. maintenance breaks) are communicated during the deployment?
- How new versions / functionalities are communicated?
- How training is communicated; when, where, how to register etc. >

Table 13: Communication activities for users

Topic / Key Message	Schedule	Channels	Responsible

7 Training

< Describe the training activities and methods related to the deployment. If the amount of training is extensive, you can create a separate training plan and refer to it. >

7.1 Overview

< Provide an overview of the training activities, including for example:

- What are the different target groups to be trained; key users, normal users etc.
- What kind of training methods are used for each target group; workshops, classroom trainings, e-learning, hands-on training etc.
- What is the estimated duration of the training per target group, including preparation, actual training etc.?
- Who is responsible for providing the training for each target group, e.g. TietoEVERY trains the key users who then train the end-users.

You can use the summary table below or describe the training activities in a textual form. >

Table 14: Training overview

Target Group	Training Method	Duration	Responsible

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7.2 Training activities

< Provide a more in-depth view of each of the planned training activities (e.g. workshop for key users, classroom training for end users.). Consider issues like:

- What are the objectives of each training activity; what the trainees shall know after training?
- What is the main content of the training, what topics are covered?

The training schedule should be described in the overall schedule in section 3.2 or in the task list of the due phase to avoid having schedules in multiple places. In a simple & straight-forward case you can use the summary table below but if the training activities require more text, you can create a separate sub-section for each training activity. >

Table 15: Training activities

Training Activity	Objectives	Main Content

7.3 Training arrangements

< Describe the practical arrangements related to the planned training activities, including for example:

- Creating and sharing the training material.
- Reserving training facilities and handling lunch/refreshments.
- Arrangements related to hands-on training; workstations/laptops, access rights, installation/configuration, training data/exercises etc.
- Registration and follow-up of participation.
- Feedback surveys and possible post-training tests.
- Possibility for the trainees to practice independently in e.g. demo environment before/after the training. >

8 User support

< In this chapter, describe how the user support related to the deployed system(s) is provided. The planning and activities needed depends very much on the case, for example if there is an existing support organization it is enough to train the support persons on the new system(s). In some cases, the existing support organization needs to be changed due to the requirements of the new system(s), or the organization has to be built from the scratch.

Consider topics like:

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- The organization and resources needed for user support, for example first-tier (customer's own personnel), second-tier (TietoEVRY experts), third-tier (system provider).
- Tools and templates to be used, for example forms to request access rights, question lists for solving problems etc.
- Support availability and response time requirements.
- Channels to get user support.
- Processes / ways of working used in the user support.
- Training needed for support persons (included in the training plan).
- Documentation needed by the support persons.
- Need for extended support after the deployment, e.g. deployment team available for x weeks after go-live. >

9 References

< List the documents and other sources of information that were used as references. List only references that you actually used. Use only the reference numbers (e.g. [1]) in the text to avoid mismatches. >

Table 16 References

Ref.	Document name and designation	Version
[1]		
[2]		
[3]		
[4]		

10 Appendices

Appendix 1: <name> (<version>, <yyyy-mm-dd>)

Appendix 2: <name> (<version>, <yyyy-mm-dd>)

11 Change history (Deployment plan)

Version	Date	Author	Reviewed by	Approved by	Change history
<V1.0-1 D>	<yyyy-mm-dd>	<name>	<name>	<name>	<description of changes>