



PHASE-IN METHODOLOGY

United MHC Phase-In Methodology, shown in Figure 16.0-1, includes a 12-step process that incorporates quality check points at designated intervals to ensure Phase-In activities are completed prior to the completion of the Phase-In period. United MHC will review with the current contractor key tasks to be incorporated into the United MHC Phase-In Project Plan. United MHC will assign a Phase-In Project Manager (PM) to oversee all contract transition activities and has the expertise and authority to allocate United MHC resources, staff and services. The Phase-In Project Manager will be supported by a skilled team of professionals who will work with the United MHC Customer during the Phase-In period to document the current environment and to implement plans for the future.

United MHC will undertake the following activities within our 12-step process:

Contract Execution:

The overall Scope of Work (SOW) requirements are clarified and defined during this phase. The PM will carry the project forward from this point through the Implementation of Services phase

Kick-Off Meeting:

The initial kick-off meeting is scheduled with The United MHC Customer-Customer to introduce the Transition Team, define the roll-out plan, and review the SOW and SLA requirements

Key Personnel Roles & Responsibilities:

The PM will work with The United MHC Customer and United MHC to secure the appropriate resources and to identify their responsibilities for the implementation of services. The Phase-In Contact document will provide contact information for each individual and a brief description of his or her role in the implementation

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Transition Milestones & Deliverables:

The PM will use Project Documents and xls. as the primary tool to track the tasks that must be accomplished during the transition process. The Project Plan will identify the task, task owner, task subject matter expert, and time frame for task deliverable

Risks & Assumptions:

The PM will identify the potential risks and develop mitigation strategies to minimize impact to the transition schedule and/or the United MHC Customer operations. The Risk Mitigation plan will be reviewed with United MHC and the Customer



Figure 16.0-1: United MHC Phase-In Methodology provides a 12-step plan



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Knowledge Transfer:

The PM will review the Customer current policies and procedures and will ensure the assigned United MHC support personnel fully understand the deliverable requirements, expectations, and performance metrics

Integration of Tools & Process:

A key component to a successful implementation is an understanding of the United MHC Customer tools and the integration of those tools into United MHC day-to-day activities. The PM will assign a team to identify and document key informational components of the Customer tools and will design a solution to integrate those tools if, possible.

Communication Plans:

The PM will establish daily, bi-weekly, weekly progress calls (Stand-up calls) and quarterly on-site meetings with the aim of providing status updates. A formal communication notification to the end-user can be implemented at the Customers request

Site Data Collection:

United MHC will work with the Customer-Customer to develop a data transfer template reconcile the Customers physical data assets and cabling MDF's/IDF's, Data Centers.

Policies & Procedures:

The PM will develop and document the day-to-day operations, call flows, escalation information, and additional services outlined in the SOW in a policy and procedure manual. This manual will be a living document. United MHC will update the manual as needed and make sure it is shared with the complete Teams/Stakeholder's

Testing Phase:

United MHC will conduct physical tests of all support applications/services, process documentation and implementation processes bi-annually, to make changes or additions...continually improving our service deliverables to the United MHC Customer

Implementation of Services:

The PM will actively participate in the "Go-live" implementation of services and will provide the web-based Drop Box with all documentation and drawings developed during the Phase-In



PHASE-IN METHODOLOGY

Vertical Markets served:



Retail



Education



Financial Services



Manufacturing



HealthCare



State and Local Government



Enterprise Business



Medium/ Small Business



Carrier Services



Hosted-VOIP/Cloud Providers

At-A-GLANCE

SERVICES	TECHNOLOGY SUPPORT
Contract Execution	◆
On-boarding and Scheduling Project Kick-Off Call	◆
Identify Key Personnel Roles and Responsibilities	◆
Identify Milestones and required Deliverables	◆
Identify Ricks and Assumptions	◆
Identify Knowledge Transfer Responsibilities	◆
Identify Integration of Tools and Processes	◆
Develop Communication Plans and Notifications	◆
Conduct Site Data Profile Collection	◆
Document Policies and Procedures	◆
Testing Phase	◆
Implementation of Services	◆