



Vision 2015 Info sheet

Business Handover Process

Purpose

The purpose of this information sheet is to provide an overview of the Business Handover process used by Immigration New Zealand's (INZ) Vision 2015 Programme. It describes the approach, and stages of the process and how each stage is achieved.

The Business Handover process has been successfully used as part of the Vision 2015 Programme *eMedical*, *Immigration ONLINE Student* and *Work & Visitor* projects. This process is aligned to industry good practice and reflects the ongoing commitment of the Vision 2015 programme to the MSP and PRINCE2 methodologies.

Document Audience

This document is intended for use by the following:

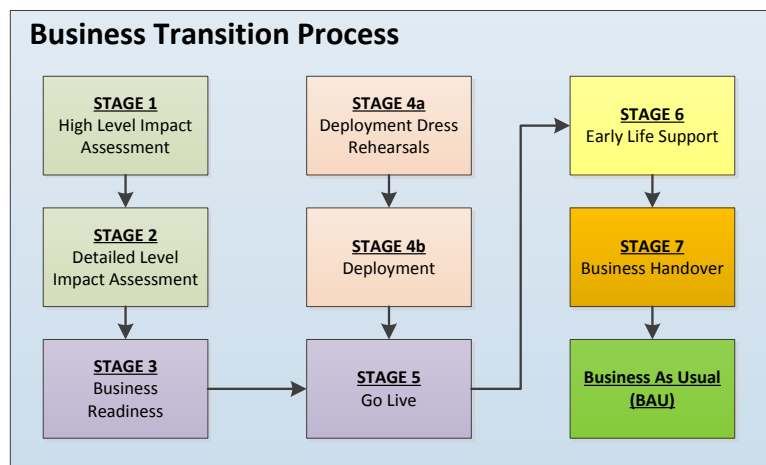
- Vision 2015 Programme Team
- Vision 2015 Business Transition Team
- INZ business units (Primarily Service Design and Performance)
- MBIE ICT, including the MBIE ICT Readiness Manager
- Change Implementation (CHIMP) Team

Business Handover Overview

Business Handover occurs as a two-step process. The following is a description of each step in this process:

Step 1: The agreement of a Business Handover Approach document during the Business Transition Stage 3, in preparation for Business Handover.

Step 2: The collation of project artefacts in the form of an agreed Business Handover document, presented to and sign off by the business at the end of Early Life Support. Signoff signifies that the business has accepted ownership of the new system.





Approach to Business Handover

The Vision 2015 Business Transition Team is responsible for the final hand over of a new system to the Business after Early Life Support. It does this during **Stage 7 - Business Handover**.

Preparation for Business Handover begins during **Stage 3 - Business Readiness**, when a **Business Handover Approach** document is agreed. This approach document sets out the general and unique requirements for Business Handover for the project. This document allows the project team, the Deployment Team, the business, and Service Design and Performance (the new business owners of the system) to understand and agree the criteria for the transition of the system from the project to the business.

The actual Business Handover document collates the artefacts produced during the project's assess, design, develop, test, implement and close-out stages. The Deployment Team is responsible for production of its own deployment related artefacts. All other artefacts will be developed and accepted as a part of the project's management and project's development life cycle.

The handover artefacts will include: impacts, requirements, build artefacts, test results, deployment approaches, deployment acceptance artefacts, training materials, BAU operations documentation, BAU governance and support documentation, and project close-out documentation. The actual artefacts required for handover is guided by the SDP System Transition Template managed by the SDP ICT Systems Manager, a spreadsheet that lists around 60 different transition requirements.

Handover simply collates the documents that meet these requirements, and presents this to the Business in the form of a single handover document. The document is ideally a "one stop pointer to everything the business needs to know about the product or system in order to own, manage and improve it."

The critical components handed over to the business at the end of Early Life Support are the list of outstanding risks, issues, defects and change requests that the business will now take ownership of.

Sign-off of the Handover Document indicates that the Business understand and accepts the ownership of these.

Note that Business Handover is not responsible for the handover of the technical solution to ICT. It is not responsible for writing, creating, producing, reviewing or approving project artefacts, nor the quality assurance of any of these documents or artefacts. Business Handover simply documents where these artefacts are so that the Business can find them. Business Handover is not responsible for the measurement, monitoring or reporting of project benefits, but may document or reference how this will be done.

Deliverables

The following are the formal documents to be delivered as part of the Business Handover process:

1. Business Handover Approach
 - example: [VisaView Handover Approach](#)
2. Business Handover Document
 - Example: [VisaView Handover document](#)