

## **Implementation Schedule**

An Implementation Schedule provides a framework and checklist for undertaking quality assurance on the implementation (transition) phase of a new outsourced program. Support is provided for the different modes of transition from provider to provider, client to provider and provider to client and the full scope of transition activity including both application and infrastructure as it applies to the scope of the outsourced program or service.

It should be designed and used to help provide program assurance on the work being performed by the provider and confirm proper transition, training and/or ownership of process, service and or system. It should not serve as a replacement for providers methodology or plans for items included in the schedule or checklist. This more simply serves as a record of transition in all important aspects related to the HR service, process and or technology being implemented.

This phase will involve close collaboration and should be spearheaded by the designated in-house project manager if one has been appointed. Internal stakeholders and key personnel at the new company will play pivotal roles in this process.

Ensure that a successful dry run has been conducted, a consensus on the tech stack has been reached, and the transfer of knowledge has aligned everyone involved.

Next, establish the timeline for deliverables and each project component. Provide the essential assets required by the third party to carry out their work. This may involve sharing login credentials for specific software or dispatching necessary hardware to their designated address.

Once all prerequisites are in order, it's time to relinquish control and trust the provider to fulfill the requirements. Providers typically prefer autonomy during this phase. Attempting to micromanage could be counterproductive, and if letting go proves challenging, it might be more suitable to handle the process in-house.

Designate a point person to address any queries but allow the provider the freedom to work on the deliverables. They will reference your design document and adhere to best practices to ensure that the work aligns seamlessly with your brand identity and expectations as originally outlined.