

## *Schedule 2.1 — Transition Plan*

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1. OVERVIEW

Transition is the expeditious, seamless and uninterrupted changeover of Services within the scope described in this Request for Proposal (RFP) from the Legacy Provider to the Contractor.

Such transition shall be planned and accomplished by the Contractor in such a way as to have no adverse effect upon the County, nor upon the quality or continuity of the Services being provided.

The Contractor shall work in close cooperation with the Legacy Provider throughout the transition. From the start of the transition and prior to the final cutover date on which the Contractor will assume full responsibility for the Services, the Contractor shall “shadow” the Legacy Provider. This ensures a complete knowledge transfer of all information needed in providing the Services to the Contractor.

The Contractor shall develop and deliver a complete Transition Project Plan that will address all the requirements in Schedule 2.1 and fully implement the Services.

2. REQUIREMENTS

2.1. Human Resources Transition

For purposes of knowledge transfer or other reasons, it may be beneficial for the Contractor (or its subcontractors) to hire some of the personnel providing Services who are currently employed by the Legacy Provider (or by such Legacy Provider’s subcontractors). The Contractor shall propose a process and communications strategy for soliciting, making offers to, and hiring such personnel.

2.2. Knowledge Transfer

Contractor shall propose and implement a complete and effective set of transition procedures that will ensure a complete and robust transfer of knowledge of County-specific functions, applications, designs, documentation, processes and any other data needed to provide current Services from the County and the Legacy Provider.

2.3. Asset Transfer

The County has a right to purchase from the Legacy Provider the assets that are currently used to provide the Services. The Contractor shall, as part of its due diligence and response to the RFP, analyze the current Assets and make a proposal to the County as to whether the Contractor will use some or all of such Assets.

Notwithstanding the foregoing, Contractor shall purchase from the Legacy Provider all Desktop Framework Assets (as that term is defined in the IT and Telecommunications Services Agreement dated January 24, 2006 and Restated on June 24, 2014 between the County of San Diego and HP Enterprise Services, LLC) at Contractor's Cutover to the End-User Services Framework. Contractor shall pay the Legacy Provider the net book value of the Desktop Framework Assets as determined by the terms of the IT and Telecommunications Services Agreement dated January 24, 2006 and Restated on June 24, 2014 between the County of San Diego and HP Enterprise Services, LLC. Contractor shall not be entitled to or claim from County any additional compensation for this purchase other than that allowed for in Schedule 16.1 – Fees.

2.4. Assignment or Management of Third-Party Contracts/Licenses/Leases

A number of Third-Party contracts, licenses and leases exist that are currently used to provide Services. The Contractor shall analyze this group of contracts, licenses and leases held by the Legacy Provider to determine which will transition to the Contractor. All County contracts, licenses and leases used to provide the Services currently, shall be transitioned to the Contractor. The Contractor shall propose and implement appropriate processes to assure the smooth transition of these contracts from the County and the Legacy Provider.

2.5. Data Transfer

The Contractor shall propose processes and techniques for transferring stewardship of County data from the Legacy Provider to the Contractor without compromising, disclosing, corrupting or losing such data.

2.6. Compliance with Service Levels

The Contractor shall develop a plan specifying firm dates by which Services transitioned will be expected to perform in full accordance to the Service Levels. Contractor and/or Legacy Provider shall maintain all Service Levels throughout the transition.

2.7. Assumption of Current Projects

A number of IT projects will be in various stages of completion when the Contractor transitions the Services. The Contractor shall assume control of all these projects without causing any material adverse impact to their individual deadlines, budgets and milestones.

2.8. Communications/Governance Plan for the County and the Legacy Provider

The Contractor and the Legacy Provider shall communicate and manage transition tasks and issues as they occur. The Contractor shall propose communications and governance strategies and plans to make the transition work smoothly with all the parties involved.

2.9. Contingency Planning/Risk Mitigation

The Contractor shall propose contingency planning and risk mitigation strategies to ensure the transition process shall not adversely affect the quality of the Services received by the County and its constituents.

2.10. Measurable Success Criteria

The County must have a clear understanding and accounting of when elements of the transition, particularly the cutover to the Contractor of a Service Framework, are accomplished successfully.

For each Service Framework, the Contractor shall propose an appropriate process (including measurable success criteria) by which the County can determine that the transition has been successfully completed, including a process by which not only the County, but also the Legacy Provider have the right to indicate as to whether the Services have been transitioned completely from the Legacy Provider to the Contractor.

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The County expects the Contractor to propose a staggered transition of the services, on a Service Framework by Service Framework basis, in the following order: (1) Service Desk, (2) Applications Services, (3) End User Services, (4) Network Services, and (5) Data Center Services. The only remaining Service Framework—Cross Functional Services—is integrated into each Service Framework and by its nature should ramp up incrementally throughout transition to correspond with the Cross Functional Services performed under each of the transitioned Service Frameworks. Because of such integration, upon the successful transition of each of the other Service Frameworks, the Cross Functional Services Framework should be completely transitioned to the Contractor.

**2.11. Transition Project Plan**

Contractor shall provide a detailed transition project plan and methodology, incorporating the elements described above and the projects, tasks and milestones defined below, as well as any assumptions made by the Contractor in the development of the transition plan.

**2.12. Transition Staffing**

Contractor shall assign, with County approval, a dedicated Transition Project Manager and dedicated Transition staff from the start to completion of the Transition of Services. Contractor Transition Project Manager shall provide weekly status reports on the progress of the Transition to the County.

**2.13. Transition Schedule**

Contractor shall complete the transition of Services by April 30, 2018. The transition starting date is the January 2, 2017. The tentative schedule for transition of the Service Frameworks is outlined below.

<b>Task</b>	<b>Start Date</b>	<b>Completion Date</b>
Transition Project Organization	1/2/2017	9/29/17
Transition Start-Up	1/2/2017	1/17/17

<b>Task</b>	<b>Start Date</b>	<b>Completion Date</b>
Service Desk Services	1/2/2017	4/30/18
Applications Services	1/2/2017	6/30/17
End-User Services	1/2/2017	7/31/17
Network Services	1/2/2017	8/31/17
Data Center Services	1/2/2017	4/30/18
Cross Functional Services	1/2/2017	4/30/18

3. TRANSITION PROJECTS

During the RFP and negotiation process with the Contractor, the County expects the Contractor to address the following key projects pertaining to transition:

3.1. Cross Functional Services

Cross Functional Services are a critical Component in the support and management of the Services. As each Cross Functional Component is developed and delivered, it should be documented completely, reviewed and approved by the County, and posted on the Service Portal. This document set will be referred to as the management plan.

Each Cross Functional Component will have a management plan. The basic outline for the management plan is: Introduction, Scope, Requirements, Design, Process and Appendixes to complete the document.

The initial transition of Cross Functional Services will require the completion and County approval of each management plan, respectively. The Contractor shall annually update the Cross Functional management plan and deliver to the County for approval. The Contractor shall maintain the content accuracy of the Service Portal for each Cross Functional Management plan.



The current Components of Cross Functional required to have a management plan are listed below:

1. Contract and Acquisition Management Services
2. Integrated Asset Management Services
3. Billing Management Services
4. Security Management Services
5. Service Delivery Management (SDM) Services
6. Architecture Services
7. Project Management Services
8. Integration and Testing Services
9. Incident Management Services
10. Problem Management Services
11. Change Management Services
12. Release Management Services
13. Configuration Management Services
14. Capacity Planning and Performance Management Services
15. Disaster Recovery Management Services
16. Identity Access Management Services
17. Reporting Management Services
18. Domain Name Management Services
19. Business Analyst Services

### 3.2. E-Mail Services

The County of San Diego E-Mail system, based on Microsoft Exchange 2010, requires an upgrade that shall be performed at the time of Transition. As E-Mail is a critical service used by all County, the technical currency and operational reliability must be sustained. Additional features and functions of the E-Mail service, not currently in place, shall be enabled to facilitate current and future County business requirements.

The current Exchange 2010 data center hosted service is operationally reliable but not technically current. The current service does not provide features and functions needed for County use, such as archive, e-journaling or e-discovery. County E-mail uses a retention cycle of no more than 60 days for any message in the current environment. This stated retention cycle will remain in place

without exception. Spam and Malware protection is offered through a data center hosted service using Cisco IronPort. With respect to licensing, the County has a Microsoft Enterprise Agreement (EA) in place that includes Office 365. The Microsoft EA also includes licensing for the data center Exchange servers.

The next generation E-Mail system for County users should put into place technical currency coupled with needed features. Always-on and Always-available are earmarks to the new and updated service. Options to move to cloud based should be considered as well as potential hybrid type solutions.

Contractor shall develop and deliver an E-Mail transition plan for County approval. The E-Mail transition plan shall include the migration strategy, the overall design of E-Mail, communications package, detailed tasks and schedules and other associated project planning information. The implementation of the E-Mail transition plan shall occur during the transition of Services. The initial list of items that are in scope are outlined below:

- Migrate to the current version of Exchange
- Migrate to the current version of Outlook to desktops
- Maintain County retention policies without exception
- Complete migration of all active E-Mail users
- Maintain versions of Exchange within 12 months of new releases
- Maintain patch levels of Exchange within 3 months of any new release
- Unlimited Mailbox storage
- Unlimited user archive storage
- Immutably preserve or In-Place Hold for user data, as requested
- Redundancy built-in to insure minimal down time for E-Mail user
- Continuous backup to prevent failure due to data loss
- Malware and anti-spam protection at the perimeter and within the Outlook client
- Protection against unsafe attachments at the perimeter and the Outlook client
- Data Loss Prevention implemented per County policy
- E-discovery implemented and used as requested by the County
- Migration of PST files to Exchange archive
- Elimination of PST file from End-User environment

- Implement Outlook Web Access (OWA)
- Lockdown OWA to further protect County information
- Mobile aware and productivity included

### **3.3. Development and Test Environment**

The County requires a robust, scalable, and dynamic, virtual-based Development and Test Environment. This enhanced capability will bring the provisioning of standard servers and storage from preconfigured templates within hours with a near replicated production environment. This ability will reduce cost, delays in project schedules and increase customer satisfaction.

The Development and Test Environment shall have resource management tools to track usage for cost management through the agreed upon method of billing. As an agile virtual environment that may reside in the data center, private cloud or hybrid combination this represents an optimized infrastructure built to perform work on-demand. The need to deploy dedicated physical servers hosted in the data center for Development and Test requirements should be eliminated. The process of adding a physical server to support Development and Test will follow the County exception to standards process.

Contractor shall develop and deliver a Development and Test transition plan for County approval. The Development and Test transition plan shall include the migration strategy, the overall design of the Development and Test environment, communications package, operational procedures, detailed tasks and schedules and other associated project planning information. The implementation of the Development and Test transition plan shall occur during the transition of Services. The initial list of items that are in scope are outlined below:

- Comply with Schedule 4.3, Operational Services, section 6.9 Development and Test Services
- Design based on data center, private cloud or hybrid combination approach
- Ability to stage unused instances only consuming storage
- Provision required environment within hours
- Scalable to support County Application Development demands
- Architected to support efficient and cost effective license models
- Detailed daily usage report by server
- Ability to provision a standard set of database, application ready, and web servers

- Meet to all associated Service Levels
- Ability to provision standard server types (e.g. web server, application server and database server)

### **3.4. Consolidated and Single Data Center**

The County currently operates two production data centers. The initial plan was that the second data center would act as a disaster recovery site for the other and vice versa. As data center methodologies have emerged the need to operate two unique production data centers may not be warranted.

Leveraging changes being proposed in the Disaster Recovery Services section, it seems feasible that the County can consolidate to a single production data center. The reduction in physical computing assets along with the reductions in redundant and duplicative license costs and simplified application architecture make the feasibility of consolidating desirable.

Contractor shall develop and deliver a consolidated data center transition plan for County approval. The consolidated data center transition plan shall include the migration strategy, the overall design of consolidated data center environment, communications package, operational procedures and processes, detailed tasks and schedules and other associated project planning information. The implementation of the consolidated transition plan shall occur during the transition of Services. The initial list of items that are in scope are outlined below:

- Compliance with Schedule 4.3, Operational Services
- Network architecture design
- Storage architecture design
- Virtual server farm design
- Internet connection
- Hybrid cloud design
- Migration sequence of servers
- License consolidation
- Server/application consolidation
- Multiple and redundant WAN connections to County Points of Presence sites

### 3.5. Storage Architecture

The County of San Diego Storage Architecture is used to host End-User unstructured data and Portfolio Application data. The current storage architecture does not provide functions and features needed to manage and control the constant increases to physical data requirements. Appropriate tier of storage based on specific data types along with archiving techniques to migrate old and unused data to lower cost storage solutions can provide needed features of the storage architecture.

County Portfolio Application data requires a storage architecture that facilitates a higher degree of optimization. Portfolio application data repositories are not archived or use tier methodology which increases data bloat and decreases overall application performance. Strategies in Portfolio Application data management are a requirement for the storage architecture delivered in Transition.

The development of cloud based storage alternatives provides features that can enhance End-User productivity are not in place. Allowing remote or mobile End-Users the ability to have data available at all times, allow data synchronization, security of data, single cloud storage option and facilitate End-User device backups are needed requirements of the managed storage architecture.

Emerging methodologies of storage in the data center are evolving. Storage architectures range from traditional storage models, to virtual storage solutions to more advanced hyper-converged infrastructure. Hybrid and cloud based storage solutions exist that further enhance an overall architecture for storage. The Contractor shall be required to develop a storage architecture and strategy that will manage County data well into the future.

Contractor shall develop and deliver a storage architecture transition plan for County approval. The storage architecture transition plan shall include the migration strategy of current data repositories, the overall design of storage environment, a cloud based strategy for End-Users, communications package, operational procedures and processes, detailed tasks and schedules and other associated project planning information. The implementation of the storage architecture transition plan shall occur during the transition of Services. The initial list of items that are in scope are outlined below:

- Comply with Schedule 4.3, Operational Services, section 6, Data Center Services
- Design a storage architecture for Portfolio Applications that uses more advanced techniques

- Design an End-User storage architecture for unstructured data in both data center centric and cloud based environments
- Support a highly virtual infrastructure in the storage architecture
- Develop archiving of data that meets certain criteria
- Develop and implement multiple tiers of storage based on data classifications
- Backup and recovery techniques that assure zero data lost for critical County data
- Backup and recovery techniques that assure near zero data lost for non-critical County data
- End-User reporting and data management capabilities via the Service Portal
- Centralized management of all data repositories by Contractor
- Scalable storage infrastructure that immediately meets critical demands
- Access speed

### 3.6. Service Portal

The need for a centralized and continuously managed focal point for all communications and information related to the Services is the fundamental requirement of the Service Portal. The Service Portal can provide enterprise wide communications and information assisting End-Users in resolving Incidents on their own as well as providing user tips and FAQs on the Services. The Service Portal shall be the main communication and information hub to all End-Users from the Contractor.

Contractor shall develop and deliver a Service Portal transition plan for County approval. The Service Portal transition plan shall include the migration strategy of current repositories, the overall design of Service Portal environment, communications package, operational procedures and processes, detailed tasks and schedules and other associated project planning information. The implementation of the Service Portal transition plan shall occur during the transition of Services. The initial list of items that are in scope are outlined below:

- Comply with Schedule 4.3, Operational Services
- Design access to the Service Portal from the internet and the County intranet
- Create and submit Incidents and Services Requests
- View a list of all Incidents and Services Requests
- Allow End-Users to change and reset passwords

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- View an up-to-date knowledge base with solutions, tip sheets and Frequently asked Questions (FAQs)
- View Countywide announcements related to the Services
- Access all Contractor deliverables and reports
- Service Request Management Services landing page
- Access to the Standards and Procedures Manual
- Help desk tip sheets, FAQs and end user self-help (self-service portal) information
- Service Levels Reports
- Management Plans
- RCA and Reports Portal
- SSO integration
- Post all published IT related material

**4. HIGH-LEVEL TRANSITION MILESTONES AND TASKS**

**4.1. Transition Start-up and Organization**

<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
1. Each party shall assemble and name a transition management team for each Service Framework, including overall transition managers responsible for oversight of the entire transition process for each party.	1/2/2017	
2. Deliver to the County a detailed process and communications strategy for soliciting, making offers to, and hiring personnel used to perform the services.	N/A	
3. Propose, finalize and implement the communications and governance plan for the County and the County’s Legacy Provider.	1/13/2017	
4. Conduct kick-off meetings with the Legacy Provider’s disentanglement teams and the County’s transition teams.	1/17/2017	

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4.2. Service Desk Framework

Task	Due Date	Transition Milestone
1. Identify the current projects pertaining to this Service Framework (including current projects for Cross-Functional Services applicable to this Service Framework) that will be the responsibility of the Contractor as of the Cutover Date for this Service Framework.	N/A	
2. Provide the County with a detailed disaster recovery plan for this Service Framework (as well as the Cross-Functional Services applicable to this Service Framework) for its review, comment and approval.	2/2/2017	
3. Shadow the Legacy Provider and implement knowledge transfer processes for this Service Framework and the Cross-Functional Services applicable to this Service Framework.	N/A	
4. Complete interviews of personnel providing services to the County under this Service Framework (including any personnel providing Cross-Functional Services to the County under this Service Framework, as applicable) and make offers to same.	N/A	
5. Complete the assignment to the Contractor of third party contracts, licenses and leases that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
6. Complete the assignment to the Contractor of assets that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
7. Hire personnel providing services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
8. Deliver a reasonable and appropriate draft Standards and Procedures Manual sections to the County pertaining to this Service Framework (including any Cross-Functional Services	1/18/2017	



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<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
applicable to this Service Framework) for the County’s review, comment and approval.		
9. Finalize and deliver to the County the Standards and Procedures Manual sections pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework), incorporating all of the County’s suggestions and comments.	3/28/2017	
10. Submit for County approval the design document for the Service Portal	2/23/2017	
11. Finalize and deliver the Service Portal. Add Service Desk related content to the Service Portal	3/28/2017	
12. Cutover Date for this Service Framework (including any Cross-Functional Services applicable to this Service Framework), effective date of the Service Levels applicable to this Service Framework, implementation date for the final approved Disaster Recovery Plan for this Service Framework.	04/30/18	Yes

4.3. Application Services Framework

<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
1. Identify the current projects pertaining to this Service Framework (including current projects for Cross-Functional Services applicable to this Service Framework) that will be the responsibility of the Contractor as of the Cutover Date for this Service Framework.	N/A	
2. Provide the County with a detailed disaster recovery plan for this Service Framework (as well as the Cross-Functional Services applicable to this Service Framework) for its review, comment and approval.	Cutover Date minus 90 days	
3. Shadow the Legacy Provider and implement knowledge transfer processes for this Service Framework and the Cross-Functional Services applicable to this Service Framework.	N/A	
4. Complete interviews of personnel providing services to the County under this Service	N/A	

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<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
Framework (including any personnel providing Cross-Functional Services to the County under this Service Framework, as applicable) and make offers to same.		
5. Complete the assignment to the Contractor of third party contracts, licenses and leases that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
6. Complete the assignment to the Contractor of assets that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
7. Hire personnel providing services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
8. Deliver a reasonable and appropriate draft Standards and Procedures Manual sections to the County pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework) for the County’s review, comment and approval.	1/18/2017	
9. Finalize and deliver to the County the Standards and Procedures Manual sections pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework), incorporating all of the County’s suggestions and comments.	6/30/2017	
10. Add Applications Services related content to the Service Portal	6/30/2017	
11. Cutover Date for this Service Framework (including any Cross-Functional Services applicable to this Service Framework), effective date of the Service Levels applicable to this Service Framework, implementation date for the final approved Disaster Recovery Plan for this Service Framework.	6/30/2017	Yes

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4.4. End-User Services Framework

Task	Due Date	Transition Milestone
1. Identify the current projects pertaining to this Service Framework (including current projects for Cross-Functional Services applicable to this Service Framework) that will be the responsibility of the Contractor as of the Cutover Date for this Service Framework.	N/A	
2. Provide the County with a detailed disaster recovery plan for this Service Framework (as well as the Cross-Functional Services applicable to this Service Framework) for its review, comment and approval.	Cutover Date minus 90 days	
3. Shadow the Legacy Provider and implement knowledge transfer processes for this Service Framework and the Cross-Functional Services applicable to this Service Framework.	N/A	
4. Shadow the Legacy Provider and implement knowledge transfer processes for this Service Framework and the Cross-Functional Services applicable to this Service Framework.	N/A	
5. Complete interviews of personnel providing services to the County under this Service Framework (including any personnel providing Cross-Functional Services to the County under this Service Framework, as applicable) and make offers to same.	N/A	
6. Complete the assignment to the Contractor of third party contracts, licenses and leases that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
7. Complete the assignment to the Contractor of assets that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
8. Hire personnel providing services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	

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<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
9. Deliver a reasonable and appropriate draft Standards and Procedures Manual sections to the County pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework) for the County’s review, comment and approval.	1/18/2017	
10. Finalize and deliver to the County the Standards and Procedures Manual sections pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework), incorporating all of the County’s suggestions and comments.	7/31/2017	
11. Add End-User Services related content to the Service Portal	7/31/2017	
12. Cutover Date for this Service Framework (including any Cross-Functional Services applicable to this Service Framework), effective date of the Service Levels applicable to this Service Framework, implementation date for the final approved Disaster Recovery Plan for this Service Framework.	7/31/2017	Yes

4.5. Network Services Framework

<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
1. Identify the current projects pertaining to this Service Framework (including current projects for Cross-Functional Services applicable to this Service Framework) that will be the responsibility of the Contractor as of the Cutover Date for this Service Framework.	N/A	
2. Provide the County with a detailed disaster recovery plan for this Service Framework (as well as the Cross-Functional Services applicable to this Service Framework) for its review, comment and approval.	Cutover Date minus 90 days	
3. Shadow the Legacy Provider and implement knowledge transfer processes for this Service Framework and the Cross-Functional Services applicable to this Service Framework.	N/A	

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<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
4. Complete interviews of personnel providing services to the County under this Service Framework (including any personnel providing Cross-Functional Services to the County under this Service Framework, as applicable) and make offers to same.	N/A	
5. Complete the assignment to the Contractor of third party contracts, licenses and leases that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
6. Complete the assignment to the Contractor of assets that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
7. Hire personnel providing services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
8. Deliver a reasonable and appropriate draft Standards and Procedures Manual sections to the County pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework) for the County's review, comment and approval.	1/18/2017	
9. Finalize and deliver to the County the Standards and Procedures Manual sections pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework), incorporating all of the County's suggestions and comments.	8/31/2017	
10. Finalize and deliver to the County the Standards and Procedures Manual sections pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework), incorporating all of the County's suggestions and comments.	8/31/2017	
11. Add Network Services related content to the Service Portal	8/31/2017	
12. Cutover Date for this Service Framework (including any Cross-Functional Services	8/31/2017	Yes

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<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
applicable to this Service Framework), effective date of the Service Levels applicable to this Service Framework, implementation date for the final approved Disaster Recovery Plan for this Service Framework.		

**4.6. Data Center Service Framework**

<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
1. Identify the current projects pertaining to this Service Framework (including current projects for Cross-Functional Services applicable to this Service Framework) that will be the responsibility of the Contractor as of the Cutover Date for this Service Framework.	N/A	
2. Provide the County with a detailed disaster recovery plan for this Service Framework (as well as the Cross-Functional Services applicable to this Service Framework) for its review, comment and approval.	Cutover Date minus 90 days	
3. Shadow the Legacy Provider and implement knowledge transfer processes for this Service Framework and the Cross-Functional Services applicable to this Service Framework.	N/A	
4. Complete interviews of personnel providing services to the County under this Service Framework (including any personnel providing Cross-Functional Services to the County under this Service Framework, as applicable) and make offers to same.	N/A	
5. Complete the assignment to the Contractor of third party contracts, licenses and leases that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
6. Complete the assignment to the Contractor of assets that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	

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<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
7. Complete the assignment to the Contractor of assets that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
8. Hire personnel providing services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
9. Deliver a reasonable and appropriate draft Standards and Procedures Manual sections to the County pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework) for the County’s review, comment and approval.	1/18/2017	
10. Finalize and deliver to the County the Standards and Procedures Manual sections pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework), incorporating all of the County’s suggestions and comments.	9/29/2017	
11. Add Data Center Services related content to the Service Portal	9/29/2017	
12. Submit for County approval the design document for the E-Mail Service	1/30/2017	
13. Submit for County approval the design document for the Development and Test Environment	2/13/2017	
14. Submit for County approval the design document for the Consolidated Data Center	4/25/2017	
15. Submit for County approval the design document for the Storage Architecture	1/20/2017	
16. Develop and Deliver E-Mail Services	4/26/2017	
17. Develop and Deliver Development and Test Environment	8/4/2017	
18. Develop and deliver Consolidated Data Center	9/29/2017	
19. Develop and deliver Storage Architecture	7/5/2017	
20. Cutover Date for this Service Framework (including any Cross-Functional Services applicable to this Service Framework), effective	04/30/18	Yes

**Schedule 2.1 — Transition Plan**

<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
date of the Service Levels applicable to this Service Framework, implementation date for the final approved Disaster Recovery Plan for this Service Framework.		

4.7. Cross Functional Service Framework

<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
1. Identify the current projects pertaining to this Service Framework (including current projects for Cross-Functional Services applicable to this Service Framework) that will be the responsibility of the Contractor as of the Cutover Date for this Service Framework.	N/A	
2. Provide the County with a detailed disaster recovery plan for this Service Framework (as well as the Cross-Functional Services applicable to this Service Framework) for its review, comment and approval.	Cutover Date minus 90 days	
3. Shadow the Legacy Provider and implement knowledge transfer processes for this Service Framework and the Cross-Functional Services applicable to this Service Framework.	N/A	
4. Complete interviews of personnel providing services to the County under this Service Framework (including any personnel providing Cross-Functional Services to the County under this Service Framework, as applicable) and make offers to same.	N/A	
5. Complete the assignment to the Contractor of third party contracts, licenses and leases that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
6. Complete the assignment to the Contractor of assets that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	



**Schedule 2.1 — Transition Plan**

Task	Due Date	Transition Milestone
7. Complete the assignment to the Contractor of assets that are currently used to provide the services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
8. Hire personnel providing services (including any applicable Cross-Functional Services) to the County under this Service Framework.	N/A	
9. Deliver a reasonable and appropriate draft Standards and Procedures Manual sections to the County pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework) for the County’s review, comment and approval.	1/18/2017	
10. Finalize and deliver to the County the Standards and Procedures Manual sections pertaining to this Service Framework (including any Cross-Functional Services applicable to this Service Framework), incorporating all of the County’s suggestions and comments.	9/29/2017	
11. Develop and deliver to the County for approval a completed Management Plan for each Cross Functional Component	9/29/2017	
12. Add all Cross Functional Services content to the Service Portal	9/29/2017	
13. Add all Cross Functional Management Plans to the Service Portal	9/29/2017	
14. Implement and deliver each Cross Functional Management Plan	9/29/2017	
15. Cutover Date for this Service Framework (including any Cross-Functional Services applicable to this Service Framework), effective date of the Service Levels applicable to this Service Framework, implementation date for the final approved Disaster Recovery Plan for this Service Framework.	04/30/2018	Yes

**Schedule 2.1 — Transition Plan**

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**5. FINAL TRANSITION MILESTONES**

<b>Task</b>	<b>Due Date</b>	<b>Transition Milestone</b>
1. Final date of any interim Service Levels	N/A	
2. Completion date of Cross Functional Services Transition Project	9/29/2017	
3. Completion date of E-Mail Services Transition Project	4/26/2017	
4. Completion date of Development and Test Environment Transition Project	8/4/2017	
5. Completion date of Consolidated data center Transition Project	9/29/2017	
6. Completion date of Storage Architecture Transition Project	7/5/2017	
7. Completion date of Service Portal Transition Project	3/28/2017	
8. Delivery date of first invoice covering all Services.	10/10/2017	
9. Provide a listing of Contractor Personnel to reside at various County Locations	10/2/2017	
10. Provide an update to Contractor Key Personnel	10/2/2017	
11. Final completion date for all transition activities	04/30/2018	Yes

**END OF SCHEDULE**