System Name – Please Complete

Support Model

V\_1

All parties have reviewed the attached document and agree with its content:

|  |  |  |
| --- | --- | --- |
| Stakeholders | Name and Title | Date |
| Project Sponsor |  |  |
| Project Manager |  |  |
| Other Groups |  |  |
| Other Groups |  |  |
| Other Groups |  |  |
| Other Groups |  |  |

Contents

[Guidance Notes: 3](#_Toc467494653)

[1 IT System Description 4](#_Toc467494654)

[2 Support Team Responsibilities 4](#_Toc467494655)

[3 Associated Documents 4](#_Toc467494656)

[4 Change Control Process 5](#_Toc467494657)

[5 Planned Go-Live Date 5](#_Toc467494658)

# Guidance Notes:

The purpose of this Support Arrangement Document is to ensure that there is a clear understanding of who is responsible within ILS, Faculties and Departments for managing the different elements of an IT system as it transfers from ‘Project Mode’ into ‘Business As Usual’ (BaU) where end users need to be supported. This is a key project delivery that should be completed before a project can be formally closed and accepted into BaU. Once the document is completed, please return to xxxxxx.

# 1 IT System Description

*Please describe the key IT components of the solution and the high-level functionality it is providing. The description should identify whether it is a 3rd party hosted solution or on premise,*

# 2 Support Team Responsibilities

*Please complete the table below outlining the key teams involved supporting the system and their support responsibilities. This should include who is responsible for any 3rd party contracts and the main contact with any 3rd parties.*

|  |  |
| --- | --- |
| **Support Team** | **Support Responsibilities** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

# 3 Associated Documents

*Please list any documents associated with this product e.g. Requirements Document, Technical Design.*

|  |  |  |
| --- | --- | --- |
| **Name of Document** | **Owner** | **Description** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# 4 Change Control Process

*Please advise of the change control process to be followed for any changes to the IT system(s).*

# 5 Planned Go-Live Date