
Transition to Support Sub-Policy

8-1 Purpose

The purpose of the Transition to Support sub-policy is to provide for the transition of the software products being acquired to the eventual software support organization. The necessary HUD resources are identified, budgeted for, and are available when needed. The HUD-designated software support organization is fully prepared to accept responsibility for the software products in time to ensure uninterrupted support.

HUD Transition to Support begins with the earliest definition of software requirements and ends when the responsibility for the software products is turned over to the software support organization.

HUD Transition to Support involves developing and implementing the plans for transitioning the acquired software products. It also involves ensuring that the contractor team and the HUD software support organization are informed on the contents of the software engineering and support environments. The HUD Project Leader provides for an orderly, smooth transition of the software products from the contractor team to the software support organization.

8-2 HUD Sub-Policy

HUD software acquisition projects will follow this written sub-policy for Transition to Support. This sub-policy specifies that HUD will develop the Transition plan as a part of the original software acquisition plan, and the Transition plan will be completed prior to the initiation of the solicitation package development.

8-3 Responsibility

The HUD GTR will oversee the HUD Project Leader and will be responsible for the implementation of this sub-policy throughout the project life cycle and, either directly or by delegation, coordination of all activities described herein. Typically a GTM, whether appointed as such directly by the GTR or the CO, will be the designated Project Leader.

8-4 Requirements

HUD software acquisition projects will comply the with requirements for Transition to Support as follows:

- A. The HUD project team will perform its activities to ensure that support of the software products is maintained and is effective during the transition from the contractor to the software support organization.
- B. The HUD project team will ensure through demonstration that HUD has the capacity and capability to provide the required support upon assumption or responsibility for the support of the software products, prior to transfer of responsibility.
- C. The software support organization will have a complete inventory of all software and related items that are to be transitioned, prior to the completion of transition.

- D. HUD individuals interfacing with Transition to Support activities will receive orientation on the salient aspects of transition to support activities.
- E. The project team oversees the configuration control of the software products throughout the transition, and configuration management of the software products will be maintained throughout the transition.
- F. The organization responsible for providing support of the software products is identified no later than initiation of the solicitation package's development.
- G. Measurements are made and used to determine the status of the transition to support activities and resultant products.
- H. HUD will establish a team and provide adequate resources and training to perform transition to support activities.
- I. HUD will ensure that the project team's activities are performed in accordance with its documented transition to support plans.

8-5 Measurement and Verification

- A. The acquisition organization management and the project manager will perform periodic reviews of transition to support activities.