Use this checklist to prepare an Exit Management Plan with Agency stakeholders and the Contract Manager.

Instructions

1. These lists are not exhaustive; these questions are just the beginning of your conversation with the stakeholders. So, please add issues not listed in the bullets.
2. These questions will inform the Agency's plan to exit a relationship. The exit can happen naturally at the end of a complex project or as a result of vendor default.
3. These questions may also help you identify potential risks and associated losses when exiting the relationship.
4. Your answers will create a management plan for Agency stakeholders, Contract Manager and legal staff (if any) regarding terminating the contract before the natural end of the contract term.
5. The documentation listed below is incredibility useful to the Agency stakeholders. And, upon termination will become part of the communication plan to the stakeholders.

The Exit Management Plan

The components of an effective exit management plan include:

1. Termination notice
2. Exit transition period
3. Exit transition plan
4. Exit governance and reporting

1. Termination Notice

Regardless of whether the agency terminates the contract or the contract comes to an end, when working with an exit management plan, the agency should issue an exit management notice to the vendor which specifies:

- ❏ The people, services, or parts of the agency impacted by the transition,
- ❏ The estimated total timeframe to transition any remaining work, deliverables or documents to the agency, and
- ❏ The date upon which the agency and the vendor will meet to develop the specific scope of the exit transition plan.

2. Exit Transition Period

Just as there is traditionally a timeframe to ramp up services after the contract is signed, in highly strategic relationships, there is also a transition period at the end of the contract or at termination. The

exit transition period generally encompasses the time from the date of the termination notice until the completion date when the exit is complete.

3. Exit Transition Plan

If the agency developed a transition plan at the beginning of the contract, the exit management plan will provide a reverse snapshot of that initial transition plan. The exit transition plan ought to be specific about the roles, duties, and expectations of both the agency and the vendor.

The plan should include:

❑ Timelines for the various activities required to exit the relationship (remember to apply project management principles to the exit),

❑ List of the vendor's personnel responsible managing and implementing the exit plan,

❑ Preparations for a transfer of knowledge regarding the work,

❑ Outline all items the vendor will transition to the agency such as, manuals, documentation, drawings, and anything that enables a software system to fully transfer to the agency,

❑ Plan for continuity of vendor's services during the transition period including a list of the vendor's support personnel,

❑ Communication plans for all impacted stakeholders during the exit process,

❑ Process for the vendor to fully answer all reasonable questions about the items being transferred,

❑ Identification of all security and disaster recovery tasks vendor undertook during the duration of the contract,

❑ Inventories of all licenses, permits, and other agreements (sub-contracts) that require notification, assignment, or transfer of rights, and

❑ Lists of confidential information and whether it needs to be retained, returned or destroyed.

4. Governance and Reporting

The exit process will inevitably involve questions and concerns. The resolution of any issues arising from the exit transition should be managed within the existing governance structure. And, the exit transition plan should identify the vendor's reporting requirements to the agency.

Reports may include:

❑ The progress of the transition,

❑ The destruction or retention of confidential information,

❑ The remaining work to be done to complete the vendor's exit from the relationship,

❑ Identify key issues impacting the timing of the exit plan,

❑ Identify potential risks while implementing the exit plan, or

❑ Detail of key actions that need to be taken by the various stakeholders to facilitate a smooth transition.

Additional Issues

❑ Did you include a governance structure in your exit management plan, or does your exiting governance structure suffice?

❑ How have you documented notice of termination or contract closeout? Does the current or standard contract notice provisions include:

- A specific list of items (manuals, documentation, drawings, and anything that enables a software system to transfer) as part of the termination,
- The estimated exit transition period (ideally based on a pre-agreed exit duration period), and
- The date upon which the agency and the vendor will meet to develop the specific scope of the exit transition plan.

❑ Document the structure of the Agency's exit transition team: the personnel responsible for planning, managing, and implementing the transfer for your agency.

❑ Request the structure of the vendor's exit transition team: the personnel responsible for planning, managing, and implementing the transfer for the vendor.

❑ Document the required reports the Agency needs from the vendor, including the frequency of the reports.

❑ Document communication plans for impacted stakeholders.

❑ Create a financial plan to finalize invoices and open credit/debit memos, etc.

❑ Document who will develop inventories of all licenses, permits, and other agreements that require assignment or transfer of rights, when the list is due, and what information is to be included on the list.

❑ Plan for the return, retention or destruction of confidential information.

❑ *Check Your Work*

- o Is your exit management plan fair and well documented?
- o Does the plan address all essential criteria?
- o Is the plan clear and executable?