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| Handover Report  Project name |



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TMR OnQ Template Version 3.0 (06/09/2017)

Project

Proposal

Options

Analysis

Business

Case

Project

Plan

Handover

Report

Completion

Report

Project Summary

|  |  |
| --- | --- |
| 1. **Region/District** |  |
| 1. **Road Name/Location/Local Government** |  |
| 1. **Program** |  |
| 1. **Project Number** |  |
| 1. **Project Description** |  |

Document Control

|  |  |
| --- | --- |
| 1. Prepared by: | 1. Name |
| 1. Title: | 1. Job title |
| 1. Branch: | 1. Branch |
| 1. Division/Region: | 1. Division/Region |
| 1. Location: | 1. Floor, street, city |
| 1. Version no: | 1. 0.1 |
| 1. Version date: | 1. dd mm yyyy |
| 1. Status: | 1. Initial Draft/Consultation Draft/Approved Document/Minor Revision/Major Revision |
| 1. DMS ref. no: | 1. DMS reference number |
| 1. File/Doc no: | 1. File number/document number |

Version history

|  |  |  |  |
| --- | --- | --- | --- |
| **Version no.** | **Date** | **Changed by** | **Nature of amendment** |
| 1. **0.1** |  |  | 1. **Initial draft.** |
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|  |  |  |  |

Endorsement and Approval

Customer

I accept that this project has been completed and handed over to my organisation:

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Name |  | | |
| 1. Position |  | | |
| 1. Signature |  | 1. Date |  |
| 1. **Comments** | | | |
|  | | | |

Sponsor

This project has been completed and this report hands it over to the project customer:

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Name |  | | |
| 1. Position |  | | |
| 1. Signature |  | 1. Date |  |
| 1. **Comments** | | | |
|  | | | |

The following officers have **endorsed** this document:

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Name |  | | |
| 1. Position |  | | |
| 1. Signature |  | 1. Date |  |

*Add further names as required*

Project manager:

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Name |  | | |
| 1. Position |  | | |
| 1. Signature |  | 1. Date |  |

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| --- |
| Read this guidance text box before proceeding.  This report is for use by any project type – infrastructure, business or component.  It is completed by the Sponsor’s organisation and approved by the Customer.  It should contain sufficient detail to inform the customer of all remaining issues and be such that the customer can accept the asset into operations.  Most sections contain guidance shown in yellow boxes and a content area denoted by a placeholder symbol Type here.  When the template is complete and the guidance boxes removed, update the table of contents by  right-clicking and selecting ‘Update Field’, then ‘Update entire table’.  Once approved, this document should be managed in accordance with the Department of Transport and Main Roads Recordkeeping Policy.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

Executive summary

|  |
| --- |
| 1. Provide a summary of the main points of this report. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Purpose of this document

The purpose of this document is to hand over the completed deliverables to the customer with details of operations, maintenance and ongoing support, together with advice on any outstanding actions/issues and ongoing risks.

1. Definitions

|  |
| --- |
| In the table below, define any term the audience may not understand, including specific terms, abbreviations and acronyms.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

| Terms, abbreviations and acronyms | Meaning |
| --- | --- |
|  |  |
|  |  |
|  |  |

1. Governance
   1. Key Roles

|  |
| --- |
| 1. Bring forward from the project plan. Component projects will need to add their roles to the bottom of the table below. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. The key project management roles were:

|  |  |
| --- | --- |
| 1. Project Customer | 1. [Name], [Position] |
| 1. Project Sponsor | 1. [Name], [Position] |
| 1. Concept Manager | 1. [Name], [Position] |
| 1. Program Manager | 1. [Name], [Position] |
| 1. Project Manager | 1. [Name], [Position] |
| 1. Advisory Group |  |

1. 1. Project organisation structure

|  |
| --- |
| 1. Bring forward from the project plan. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Business and program benefits of the project

|  |
| --- |
| 1. Bring forward from the project plan. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Reviews and reporting

|  |
| --- |
| 1. List any reviews and their findings and comment on the frequency/quality/ease of reporting. 2. For infrastructure projects, indicate what federal or whole of state government Project Assessment (PAF)/Value for Money (VFM), TMR approval or other reviews were carried out and what the outcomes were. 3. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Project management method

|  |
| --- |
| Bring forward from the project plan  Outline any interoperability issues that may have occurred with the QGCIO/PRINCE2/ITB methodologies or with any other organisations’ methodology.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Project definition
   1. Location

|  |
| --- |
| Bring forward from the project plan.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Objectives

|  |
| --- |
| 1. Bring forward from the project plan. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Delivery strategy

|  |
| --- |
| Bring forward from the project plan. Comment on its effectiveness.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

* 1. Project performance measurement/success criteria/KPIs

|  |
| --- |
| 1. Bring forward from the project plan and comment on their achievement. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Product performance measurement/success criteria/KPIs

|  |
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| 1. Bring forward from the project plan and comment on any early indications of their achievement. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Project scope
   1. In scope

|  |
| --- |
| 1. Bring forward from the project plan and comment on any variations. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Out of scope

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| --- |
| 1. Bring forward from the project plan and comment on any impacts. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Constraints

|  |
| --- |
| Bring forward from the project plan and comment on any impacts.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

Type here

* 1. Assumptions

|  |
| --- |
| Bring forward from the project plan and comment on their validity.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Related projects/proposals/planning studies

|  |
| --- |
| Bring forward from the project plan and comment on their actual impact.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Urgency

|  |
| --- |
| 1. Bring forward from the project plan and comment on their actual impact. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Stakeholder impacts

|  |
| --- |
| 1. Comment on the level of internal and external stakeholder satisfaction both during the project and on its completion. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Project cost

|  |
| --- |
| 1. Comment on the final total cost of the project relative to earlier estimates. What is the BCR now? 2. To delete this guidance text box right-mouse click within this box, select Delete Rows. |

1. Type here
2. Outstanding project issues

|  |
| --- |
| Identify here any unresolved/outstanding issues/defects that still exist at the date of becoming operational:   * Describe the issues * What action is envisaged to resolve the issues * Who is responsible * When will resolution be achieved? * These issues may be presented in the table below. Any defects list containing items to be rectified in the maintenance period should either be attached or included in the table below.   Where multiple agencies were involved that own different parts of the  new/upgraded asset/network created by this project, were there any issues that the coordinating customer was unable to obtain agreement from the others on required functionality.   1. To delete this guidance text box right-mouse click within this box, select Delete Rows. |

| Issue | Action to complete | Responsible | Date |
| --- | --- | --- | --- |
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1. Operational handover
   1. Documents for handover

|  |
| --- |
| Identify the documents that have been assembled for handover to operations, these may include such items as:   * Issues/outstanding actions list * As constructed plans * Operations manuals * Guarantees and warranties * Training packages.  1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Maintenance and support

|  |
| --- |
| Outline any ongoing maintenance arrangements that have been established covering both defects liability period and beyond.  Outline any other support arrangements that have been established for project outputs.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Overview of possible future impacts

|  |
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| Drawing on Section 6, outline the potential future impacts that may eventuate under certain conditions, for example, an increase or decrease in demand or network performance.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Risks

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| List the major ongoing risks as identified by the project, suggest mitigation where appropriate. Consider stakeholders, environmental, cultural heritage, safety and functionality.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
   1. Operational issues

|  |
| --- |
| 1. Outline any issues relevant to the operational areas and suggested follow-up actions/instructions. 2. Also outline which may impact on the ongoing operation of the deliverables. 3. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Recommendations

|  |
| --- |
| 1. That this report be accepted as handing over the project. 2. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Annexures

|  |
| --- |
| Annexures may include but not be limited to the following:  Operating manual(s)  Warranties  Other items as per 9.1   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

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| --- |
| When the template is complete and the guidance boxes removed, update the table of contents by  right-clicking and selecting ‘Update Field’, then ‘Update entire table’.   1. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |