

Implementation Plan

1. Project Overview

Project name	{{Project name}}
Sponsor	{{Sponsor / decision-maker}}
Project manager	{{Project manager}}
Start date	{{Start date}}
Target end date	{{Target end date}}
Status	{{Not started / On track / At risk}}

Keep this block on page one so anyone can see the project, its owner, and where it stands at a glance. Name one accountable project manager and one sponsor who can unblock decisions.

2. Objectives & Success Criteria

- Roll out {{the system / process / change}} to {{users / sites}} by {{date}} with minimal disruption
- Achieve {{adoption / success metric — e.g. 90% active users in 30 days}}
- Cut over cleanly with training done and a rollback plan ready

Write objectives you can measure — “launch the new checkout by Q3 with under 1% error rate”, not “improve checkout”. If you cannot tell whether it is done, rewrite it.

3. Scope

In scope

- {{The teams, sites, or processes being changed}}
- Configuration, data migration, and integrations
- Training, communications, and change management
- Go-live, hypercare, and handoff to support

Out of scope

- {{Future phases, modules, or sites}}
- {{Custom development beyond configuration}}
- {{Processes owned by another team}}

Naming what is out of scope is what actually prevents scope creep. Be explicit about the work people will assume is included but is not.

4. Milestones & Timeline

Milestone	Owner	Target date	Status
Prepare: plan, config & data ready	{{Lead}}	{{Date}}	{{Status}}
Test/ UAT signed off	{{QA / process owner}}	{{Date}}	{{Status}}
Training delivered	{{Trainer / change lead}}	{{Date}}	{{Status}}
Go-live / cutover	{{Implementation lead}}	{{Date}}	{{Status}}
Hypercare complete & handoff to support	{{Lead}}	{{Date}}	{{Status}}

Milestones are checkpoints, not tasks — a handful of dates that prove the project is moving. Each should be a clear “done / not done”, with one owner.

5. Tasks & Work Breakdown

Task	Owner	Start	Due	Status
{{Configure the system to the agreed design}}	{{Owner}}	{{Start}}	{{Due}}	{{Status}}
{{Migrate and validate data}}	{{Owner}}	{{Start}}	{{Due}}	{{Status}}
{{Run UAT and fix issues}}	{{Owner}}	{{Start}}	{{Due}}	{{Status}}
{{Train users and publish guides}}	{{Owner}}	{{Start}}	{{Due}}	{{Status}}

{{Cut over, then run hypercare support}}	{{Owner}}	{{Start}}	{{Due}}	{{Status}}
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Break the work into tasks small enough to track in a week or less. Give each an owner and a due date; a task with no owner will not happen.

6. Roles & Responsibilities

Role	Name	Responsibility
Implementation lead	{{Name}}	Owns the rollout plan, cutover, and go/no-go
Process / system owner	{{Name}}	Owns the design decisions and UAT sign-off
Change & training lead	{{Name}}	Owns communications, training, and adoption
IT / vendor	{{Name}}	Owns configuration, data, and integrations

Assign responsibilities to roles so the plan survives a team change. Be clear who decides, who does the work, and who needs to be kept informed.

7. Risks & Mitigation

Risk	Impact	Likelihood	Mitigation	Owner
{{Low user adoption after go-live}}	{{High}}	{{Med}}	{{Training + champions + adoption tracking}}	{{Owner}}
{{Data migration errors}}	{{High}}	{{Med}}	{{Dry run + validation + rollback plan}}	{{Owner}}
{{Business disruption at cutover}}	{{High}}	{{Low}}	{{Phased cutover + hypercare + fallback}}	{{Owner}}

List the few risks that would actually derail the project, rate impact and likelihood (High/Med/Low), and name the action and the owner. Review this table at every status check.

8. Budget

Item	Estimate	Actual
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{{Cost item — labor, tools, materials}}	{{Estimate}}	{{Actual}}
Contingency	{{Estimate}}	{{Actual}}

Estimate the main cost lines and add a contingency for the unknowns. If your project has no budget, keep the section and write “N/A” — reviewers expect to see it.

9. Approval

Project Manager Name: _____ Signature: _____ Date: _____	Sponsor Name: _____ Signature: _____ Date: _____
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Both sign-offs confirm the plan, scope, and budget are agreed before work starts.