

- Program objectives and scope of work documented
- Requirements for integration/coordination with other groups or companies determined
- Clear milestones for completion or service levels and standards for assessing work delivered by vendor(s) determined
- Method of evaluating vendor work with feedback mechanism determined
- All master agreements and contracts (e.g., NDA, trademark agreement, advertising exceptions) signed and in place
- Vendor briefed on program details and all necessary elements (feedback/communication required, schedule, results expected)
- Specialized expertise, software and equipment requirements determined
- Training needs and outcomes for team members identified, training approach documented
- Program budget reviewed in detail to confirm adequate coverage
- Availability of external resources checked/confirmed
- Availability of internal resources checked/confirmed with individual and managers
- Program team structure developed to effectively support the delivery of service levels or results within program timeline
- Program team, sponsor, vendor(s) and stakeholders identified
- Communications directory for program team developed (phone, mobile and fax numbers, e-mail addresses, pagers, etc.)
- Method of capturing lessons learned during program determined
- Program roles and responsibilities determined and communicated
- Detailed program work plan developed (e.g., GANTT Chart)
- Critical path tasks identified with fallback options
- Program kick-off meeting planned and scheduled
- Program communications vehicle(s) determined
- Program change control mechanism developed
- Program review/status meeting schedule established
- Program commences with kick-off meeting
- All team members introduced and good communications ensured
- Program roles discussed with team for clarity and identification of interfaces, hand-offs and escalation points
- Program processes and procedures, as well as, reporting requirements communicated
- Program work plan distributed to all team members (external resources and employees)
- Progress monitored as milestones reached
- Service levels monitored at set intervals
- Program changes managed through contract addenda process