

Appendix 5 - Contract Management Plan Template

1.1 Owners / Key Representatives

Nominated Contact	Role
	Supplier Contract Manager
	Service Contract Manager

1.2 Level of Management required

To determine whether the level of management required for a specific contract and supplier should be **HIGH / MEDIUM / LOW**. The assessment considers the potential impact on business based on criticality, dependency and the number of expected customers.

1.3 Contract Objectives

1.4 Performance Management Framework

1.5 Mobilisation Plan

1.6 Migration Plan

1.7 Contract Compliance

1.8 Escalation & Change Control Process

Supplier	Contracting Authority / Service

1.9 Exit Plan

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1.10 Review Meetings

Proposed Dates	Actual Dates

KPIs and SLAs to be reviewed	Comments

1.11 Issues / Risks

Issue Ref	Issue	Responsibility	Resolution	Date

Risk Ref	Risk	Responsibility	Mitigation	Date