



Phase 1: Separation Preparation and Day 1 Readiness

- Prepare, monitor and ensure Day 1 Readiness
- Align on final TSA services and build-up of TSA controlling model
- Set up project program, workstreams and governance
- Assess current Mode of Operation and ensure scope of relevant IT services
- Analyze all services to grasp current delivery model and dependencies, identify IT Carve-Out induced need for action and potential options
- Derive standalone FMO and new IT delivery model
- Cluster services for delivery and sourcing
- Estimate cost implications
- Compile initial IT Carve-Out project plan and timeline

- 1 Overall IT Carve-Out and TSA Management
- 2 Workstream: IT Infrastructure
- 3 Workstream: Applications
- 4 Workstream: IT Security
- 5 Workstream: ...

Day One Hypercare

~4-6 weeks

- Ensure continued operations and minimize business impact

TSA Management

Continuous until end of TSA

- Set-up tools and process for quality and commercial TSA monitoring, handle KPI and claim management, establish and prepare management reporting

Migration Plan

- Consolidate a high-level migration plan and technical approach per service
- Determine the sellers' duties of cooperation
- Execute the selection and contracting process following FMO and sourcing clusters

Transition into FMO

- Implement complete project governance
- Execute IT Carve-Out workstreams as defined before
- Establish the new FMO governance and organization
- Manage all IT Carve-Out related issues and requirements

- Determine and agree on **customer-specific requirements**