

Operations Plan Template

v1.2

The basic point of view of the operations plan is that of a functional manager over their functional grouping or team.

The basic purpose of the operations plan is to identify the key focus points for your organization over a longer term period. It is a vehicle to first, guide your efforts to evolve your group to meet external requirements and second, to communicate the vision and direction to your team. Typically, it takes on a 12 – 18 month view towards the future.

There is an organizational structure (ORG) component, a project focus (WORK) component and a training and development (TRAIN) component associated with the plan. Another way of thinking about it is as a yearly performance plan or review for your entire team.

Section One – Overview

1.1 Functional Group

Name the functional group. List its purpose and primary focus. Also the types of work the group is targeted towards, rough group size and overall levels of experience.

1.2 Period Covered by the Ops Plan

Identify *the period of time you are focusing the plan towards, typically one to two years. It's probably a good idea to synchronize the ops plan with your annual review process.*

1.3 Mission & Vision

Take some time and put some thought into crafting a mission and vision statement for the team. Typically, vision is longer term in view and less liable to change based on changes in the environment. Mission on the other hand, is more discrete and short term in view – leading towards accomplishing a step or series of steps in support of the vision.

1.4 Differentiation

This section is "linked" to your mission and vision. It identifies key areas where you plan to "stretch" your organization to better meet your support of business goals. The term differentiation implies a focus on areas that are new, unexplored opportunities and gaps that you can fill. It requires some strategic thinking and a broader view to identify these areas. It's the way you morph your team to adapt to changing business, product, and technical opportunities.