

# Operations Readiness Checklist

**EY:**

**C = Client**

**D = Development**

**AM = Applications Management**

**O = Operations (VDC)**

✓	Status		Transition Reqt				Gap Analysis		Work Effort			Resp	How Validated
			Critical	Recommended	Optional	Not Applicable	No Gap	Gap Identified	High	Medium	Low		
		<b><u>CLIENT</u></b>											
		Escalation process within the business group for application problems	X									C, AM	
		Change Control Team Procedures	X									C	
		<b><u>GENERAL</u></b>											
		Project Definition Documentation <ul style="list-style-type: none"> <li>• Task Order</li> <li>• Scope</li> <li>• Approach</li> <li>• Business Drivers - Business Process Supported</li> </ul>	X									C, D	
		<b><u>SERVICE OPERATIONS</u></b>											

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		VDC Operations Documentation <ul style="list-style-type: none"> <li>• Processing procedures required to operate the system throughout the normal processing cycle</li> <li>• A description of each process and feed which occurs within and outside of the normal processing cycle including:                             <ul style="list-style-type: none"> <li>- Criticality of process</li> <li>- Interdependencies (upstream systems and impact on downstream systems)</li> <li>- Escalation routes</li> </ul> </li> <li>• A timeline of all processes noting process concurrency options</li> <li>• A list of all event messages and required actions</li> <li>• An inventory of the daily, weekly and monthly schedule of processes &amp; the interdependencies between them</li> <li>• Expected operating hours of system, batch window, schedule of all feeds and process kick-off times and dependencies</li> </ul>	X									O, D	
		Number of users currently in the application domain (scalability)	X									C	
		Service Level Agreement <ul style="list-style-type: none"> <li>• Client</li> <li>• Application(s)</li> <li>• Operations</li> </ul>	X									C, AM, D, O	

[Sample]

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		Operating Level Agreement <ul style="list-style-type: none"> <li>• Client</li> <li>• Application(s)</li> <li>• Operations</li> </ul>	X									C, AM, D, O	
		User Installation and Setup Procedures	X									D, O	
		Application Help Desk in place	X									C, AM, O	
		<b><u>SERVICE RECOVERY/ CONTINGENCY</u></b>											
		VDC Operations Documentation <ul style="list-style-type: none"> <li>• Backup procedures</li> <li>• Contingency strategy documents</li> <li>- Application Failure</li> <li>- Hardware Failure</li> <li>• System recovery procedures</li> <li>• Recovery test plan</li> </ul>	X									O, D	
		<b><u>CONFIGURATION MANAGEMENT/SOURCE CONTROL</u></b>											

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		Configuration Management Plan, typically covers the following areas: <ul style="list-style-type: none"> <li>• Hardware</li> <li>• Software (including development tools)</li> <li>• Operating System</li> <li>• Database System</li> <li>• DDL and Database Objects (tables, procedures, triggers, etc.)</li> <li>• Development, UAT and Production Environments</li> <li>• Application Source Code</li> <li>• Test models and scripts</li> <li>• Documentation</li> <li>• Data archive specifications and procedures</li> <li>• Documentation detailing any modifications, configuration changes or custom development to packaged software</li> </ul>	X									D, O	
		Version Control Procedures	X									D	
		Source Code Library	X									D	
		<b><u>TECHNICAL ARCHITECTURE</u></b>											
		Architecture Design <ul style="list-style-type: none"> <li>• Functional</li> <li>• Technical, including:               <ul style="list-style-type: none"> <li>- LAN / WAN requirements and capacity</li> <li>- Desktop equipment and software requirements</li> </ul> </li> </ul>	X									D	
		Development (i.e. coding) Standards	X									D, C	
		Software Development Lifecycle Processes	X									C, D	

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		Roles and Responsibilities	X									C, D, AM, O	
		Environment Specifications <ul style="list-style-type: none"> <li>• Development</li> <li>• Test</li> <li>• Production</li> </ul>	X									D, O	
		<b><u>LICENSING</u></b>											
		Software License Requirements	X									C, D, AM	
		<b><u>CODE REVIEW</u></b>											
		User Specifications <ul style="list-style-type: none"> <li>• Application Requirements</li> <li>• Security Requirements</li> <li>• Audit Requirements</li> <li>• Contingency Requirements</li> <li>• Performance and Response Time Requirements</li> <li>• Data Retention Requirements</li> </ul>	X									C, D	
		Functional Specifications <ul style="list-style-type: none"> <li>• Detailed Functional Descriptions</li> <li>• Flow Diagrams (work flow, data flow)</li> <li>• Sample Screen Layouts</li> <li>• Report Layouts</li> </ul>	X									D	

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		Technical Specifications <ul style="list-style-type: none"> <li>• Detailed Design documents, including:</li> <li>- Database Design</li> <li>- Database Configuration</li> <li>- Data Model (entity descriptions, naming conventions, etc.)</li> <li>- Data flow diagrams</li> <li>- Table layouts / field definitions</li> <li>- DDL</li> </ul>	X									D		
		<b><u>SECURITY</u></b>												
		Application Security Requirements	X										C, D, O	
		Security Office Identified	X										O	
		<b><u>TESTING</u></b>												
		Test Strategy and Approach document (for all levels of testing)	X										D	
		Test Model (including test plans and test scripts mapped to the appropriate requirements)	X										D	
		Test Data	X										D	
		Documented Test Results	X										D	
		SIR Log	X										D	
		Client and User Sign-Off	X										C, D	
		<b><u>APPLICATION TRAINING</u></b>												
		User Training Conducted	X										C, D	
		On-going Training Function available	X										C	

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		<b><u>TRANSITION</u></b>											
		Open SIR Responsibility Identified and Agreed Upon	X									C, D, AM	
		Support Available for Packaged Software	X									D, AM	
		Organizational Design and Skills Identified	X									D, AM	
		Knowledge Transfer Completed	X									D, AM	

[Sample]