East Canada Paper

Customer Project Handover
Presented by Atsushi Kobayashi

Technical tasks

As part of the handover strategy for East Canada Paper, the handover of the following technical tasks will be completed and agreed upon:

- *Monitoring*

- *Analysing*

- *Managing customer lists*

Business process checklist items

- To pass on the SAP tools deployment procedures and application-related files:
  - ✓ Is the documentation of the system accurate and complete?
  - ✓ Has appropriate training for system administration been provided?

- Handing over test reports, revision history and release notes:
  - ✓ Are the overall project deliverables organised and in a form that is easy to hand over to the ECP?

Support process checklist items

- ✓ Do you know how to back up and recover your system?

- ✓ Security measures are important. Is it fully equipped?

- ✓ Do you know how to monitor the system?

- ✓ Do you know how to troubleshoot the system?

- ✓ SAP's professional system maintenance support is available, so call them whenever you have a problem. ----- Yes, I understand.

General Data Protection Regulation (GDPR)

✓ Understand the required protection period for personal data.

✓ Always use an encrypted connection to reduce the risk from external access.

✓ After the handover, personal data obtained about the project and information that is no longer required should be deleted.

Customer sign-off

When you seek sign-off on the project from East Canada Paper, you must ensure that:

- ✓ All documents were provided to the ECP to show that the project deliverables were completed correctly and according to the contract and specifications.

- ✓ Reports on test and review results were provided.

- ✓ Reports for the customer were provided.

- ✓ Documentation was also provided to confirm that all commitments to the project schedule, budget and scopes contained in the contract had been met.