**Knowledge Transfer Documents**

**Objective:**  
To equip support and operations teams with comprehensive information to manage and maintain the migrated cloud infrastructure and services.

**Structure & Key Contents:**

1. **Cloud Infrastructure Overview**
   * Network architecture (VPC, subnets, peering, firewalls)
   * Kubernetes/Docker container setup
   * Cloud asset inventory and tagging standards
2. **Service Runbooks & SOPs**
   * Step-by-step guides for starting/stopping services
   * Backup and restore procedures
   * Log monitoring and alert resolution
3. **CI/CD Pipeline Guide**
   * How to trigger, update, rollback deployments
   * Secrets management and vault integration
4. **API Integrations & Workflows**
   * OSS/BSS, CRM (e.g., M-PESA), and Telco billing API configurations
   * Authentication tokens, rate limits, and error handling
5. **Security & Compliance Reference**
   * IAM roles/policies
   * Zero Trust controls
   * Encryption/SSL cert renewals
6. **Common Issues & Troubleshooting**
   * Error codes, timeout issues, API gateway failures
   * Performance optimization tips
7. **Escalation Matrix & Support Contacts**

**Format:**  
Markdown and PDF versions, optionally delivered via a SharePoint, GitHub Wiki, or Confluence space.

**✅ Disaster Recovery Testing Reports**

**Objective:**  
To validate the organization’s preparedness for cloud outages or data loss by simulating real-world failure scenarios and documenting recovery performance.

**Key Sections:**

1. **Test Scenarios**
   * Data center region failure (e.g., AWS EU-West-1 outage)
   * Database corruption/restoration
   * Telco CRM outage simulation
   * API gateway DDoS recovery
2. **Test Procedures**
   * Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) targets
   * Failover to backup regions/zones
   * DR automation using Terraform/Ansible
   * Manual override and fallback plans
3. **Outcomes & Observations**
   * Time to restore services
   * Data loss/downtime metrics
   * Observed bottlenecks or manual dependencies
4. **Improvement Recommendations**
   * Update failover playbooks
   * Automate DB snapshot verification
   * Improve alerting for latency and replication lag
5. **Compliance Mapping**
   * ISO 27001, GDPR, or regulatory requirements for telecom DR
   * Audit trail of test execution and approvals

**Appendices:**

* System logs
* Screenshots of failover dashboards
* Updated DR runbooks