**Operational Readiness and SLA Compliance Checks**

**Overview:**  
This deliverable ensures the system and operational teams are fully prepared for live service delivery, and that service levels agreed upon with stakeholders are measurable and met.

**Contents:**

* **Operational Readiness Checklist:** Verification of system configurations, infrastructure stability, monitoring tools, backup and recovery procedures, and trained support personnel.
* **SLA Definitions and Metrics:** Clear documentation of agreed service levels such as uptime (e.g., 99.9%), transaction processing times, error thresholds, and incident response times.
* **Readiness Testing Results:** Results from pre-launch tests including performance testing, failover drills, and security validations.
* **Ongoing SLA Compliance Reports:** Periodic measurement reports showing adherence to SLAs with trend analysis and any deviations flagged.
* **Issue Management & Escalation Procedures:** Defined workflows for handling SLA breaches and escalation paths.
* **Documentation of Approval:** Sign-off from operations, business stakeholders, and compliance teams confirming readiness.

**Tools Used:** Monitoring platforms (Nagios, Prometheus, Grafana), incident management tools, load testing tools (JMeter), and ticketing systems.  
**Purpose:** To minimize service disruptions and ensure contractual obligations are met, fostering stakeholder confidence.