**Transition to Operations Plan including Support & Maintenance Handover**

**Date**: 26 July 2025  
**Plan Owner**: IT Operations Lead  
**Project**: Odoo ERP Implementation

**Objective**

Ensure a smooth transition of the live Odoo ERP system from the implementation project team to the operations and support team for ongoing maintenance and performance monitoring.

**Key Handover Elements**

| **Area** | **Details** |
| --- | --- |
| **Go-Live Date** | 8 July 2025 |
| **Handover Date to IT Ops** | 20 July 2025 |
| **Knowledge Transfer Sessions** | Completed (13–18 July 2025) |
| **Support Structure** | Tiered (L1: Internal IT Helpdesk, L2: Odoo Admin Team, L3: Vendor Support) |
| **SLAs Established** | Yes – Resolution SLA: Critical (4 hrs), High (1 day), Normal (2 days) |
| **Monitoring Tools Deployed** | Odoo Logs + Prometheus/Grafana dashboards |
| **Security Controls** | RBAC, Audit Trails, Multi-Factor Authentication |

**Handover Deliverables**

| **Item** | **Format** | **Delivered On** |
| --- | --- | --- |
| Admin Credentials & Access Map | Secured Excel Sheet | 19 July 2025 |
| Support Playbook (L1–L3) | PDF | 20 July 2025 |
| Incident Management SOP | Word Document | 20 July 2025 |
| Maintenance Schedule (Monthly Patches & Backups) | Excel | 21 July 2025 |
| Contacts Escalation Matrix | PDF | 21 July 2025 |