East Canada Paper

Customer Project Handover

Technical tasks

<*Complete the list below. Mention at least two points*>

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

- *Monitoring & Alert setup*

- Slow Response Time

- Disaster Recovery

- Resolution of Identified Issues

Business process checklist items

<*Complete the list below. Mention at least two points*>

Identify examples of business process-related items that you will include in the handover checklist.

- *Do East Canada Paper (ECP) users know how to view the list of suppliers meeting certain criteria?*

- Does East Canada Paper (ECP) know how to open and close an accounting period?

- Does the support team know how to fix a jump in the numbering of invoices?

- Does ECP have documentation for end-to-end business processes in the new SAP S4/HANA system?

- Does ECP have Standard Operating Procedure for maintaining master data?

Support process checklist items

<Complete the list below. Mention at least two points>

Identify examples of support process-related items that you will include in the handover checklist.

- *Does the support team know how to fix an issue in the delivery date format?*
- Can the support team rebuild and refresh test environments
- Can they patch the systems?
- Incident Management Process Ownership
- Issue Reporting and Escalation Matrix Handover

General Data Protection Regulation (GDPR)

<Complete the list below. Mention at least one point>

Identify an action you would take with respect to GDPR during the handover process of the East Canada Paper SAP implementation project.

- Remove sensitive data unless there is a legal reason to keep it.

- Transition Access Control & Authorization Policies

- Transition Issue Logging and Monitoring

Customer sign-off

<Complete the list below. Mention at least two points>

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

- All deliverables were provided to East Canada Paper.
- A qualified support team is in place.
- The end users know how to operate the solution.
- The goals set by the customer were achieved.
- Resolution of all Critical Hypercare Issues
- ECP Support Team Readiness Confirmation
- Knowledge Transfer Completion and Acknowledgement
- Formal Handover Document Acceptance

Thank you!