OneCloud Quality Checklist

Production Gate:	**0**	Items in Green Status	Applicable for new deployments
	0	Items in Amber Status	Yes
Service:	**0**	Items in Red Status	No
	1	Items in N/A Status	
Customer:	**1**	Items in Green or White Status	
	0%	Total Items	
	0%	Percentage of TOP completion	

1. Finance	Status	Action / Evidence	Applicable for deployment	Comment	Link to Evidence	Who Delivers Evidence	Approver (at least)	Monitoring before sprint start
Customer Contract								Yes
1.1 Approved customer order (order form) is available in both delivery which parts of the service is within contract scope), including OneCloud ServiceCloud subcontractors and 3rd parties. Customer/ESIC functions/SIO contact information available and stored, including Kick		Provide link to filled MSF-GD-SD12-C5 TOP Contact and e-mail with confirmation that all delivery centers and subcontractors approved.	Yes		Link to Evidence	OneCloud TSM	OneCloud GDC Headbusiness Owner	Yes
1.2 Cost Centre and WBS's (for recharging, for time reporting and assets) in line with approved customer order are available		Provide e-mail with Cost Centre, WBS list and SIO model and approval from GDC Head.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Service Responsible Manager	Yes
1.3. In changeless release, AST and DevOps team assigned ? Service Order is agreed and signed off including OneCloud external teams (for whom inclCloud Suppliers).		Provide: PO number, predicted volumes - calculations/assumptions, organisation or tenant name; vs5 ecloudTools delivery to Endless team	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud GDC Headbusiness Owner	Yes
1.4 SaaS enablement		Provide: PO number, predicted volumes - calculations/assumptions, organisation or tenant name; vS4 ecloudTools delivery to Operations team	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud GDC Headbusiness Owner	Yes
2. Processes and ProductTools	**Status**	**Action**	**Applicable for deployment**	**Comment**	**Link to Evidence**	**Who Delivers Evidence**	**Approver (at least)**	Yes
Handover								Yes
2.1 Handover ART with Operations (Recall any outline understanding? Inquiry - Cloud Operations)		Provide e-mail with confirmation from ART Account Executive	Yes		Link to Evidence	OneCloud TSM	OneCloud Service Responsible Manager	Yes
2.2 Service Training provided to ART (for example Maintenance Window explanation)		Provide e-mail with confirmation from ART Account Executive	Yes		Link to Evidence	OneCloud Deployment Manager	Industry (ART) Customer Landscape Owner	Yes
2.3 Client specific procedures and work instructions are implemented (documented, communicated to trained employees) including ecloudTools specific documentation.		Provide e-mail with confirmation from GDC Head and link to documentation provided by GDC.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Service Responsible Manager	Yes
2.4. In the Customer Contract known/available Service Catalogue		Provide confirmation from SSH and TSM that Service Catalogue is available and updated	Yes		Link to Evidence	OneCloud Deployment Manager	One Cloud TSM OneCloud Service Responsible Manager	Yes
2.5 ART Service Devices are implemented (and ready)		Provide e-mail with confirmation from ART Account Executive	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud TSM	Yes
2.6 In centralized evidence repository (wiki/ecm or SharePoint) available and accessible		Provide a confirmation that the evidence repository is available and ecloudTools/link for Endless team	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Service Responsible Manager	Yes
2.7 Customer Specific Procedures are implemented (for manual in the operations/Operations		Provide a confirmation/attestation from TSM that all required procedures/Scripts/ files record in the wiki/SharePoint	Yes		Link to Evidence	OneCloud TSM	OneCloud Service Responsible Manager	Yes
Application and ProductTools								Yes
2.8 Are supporting 3rd parties/ contracts in place with contract ID provided to Endless Tenant? Including hardware, software and		Provide a link to the repository.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Service Responsible Manager	Yes
2.9 Details of all 3rd parties and the interfaceCloud is them agreed and documented if not part of the basic service		Provide a site to a masters xxxx, xx party site confirmation from SSH. For SaaS enablement: Provide: PO number; predicted volumes - calculations/assumptions, organisation or tenant name; vS5 ecloudTools delivery to Endless team	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud GDC Headbusiness Owner	Yes
2.10 Where needed/agreed physical ecloudTools for 3rd parties and/or clients is		Provide a link to documentation with agreed procedure for physical ecloudTools to Endless	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud TSM	Yes
Authorisation and Identity Management								Yes
2.11 Are the operations team able to ecloudTools/environment remotely (in Endless network) and secure according to Endless Security standards including last report		Provide e-mail with confirmation from CS Architect that the Management Server is accessible from Jump Boxes Provide e-mail with confirmation from CS Architect that the Management Server is accessible from Jump Boxes	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Quality and Security Office	Yes
2.12 System ecloudTools to customer or shared environment and admin rights have been arranged according to Endless Cloud Security standards for Operations team.		Provide e-mail with confirmation from CS Architect that ecloudTools to the customer or shared is only on CSR and using Jumpbox Server, and/or shared environment and connections.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Quality and Security Office	Yes
2.13 Core Authorisation Management ProductTools for Endless employees known and implemented by Operational team?		Provide e-mail with confirmation from SRM that the ecloudTools environment is accessible to Endless employees	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Quality and Security Office	Yes
2.13.1 segregation of duties, as described in basic design, defined, agreed, documented and implemented in operational organisation?		Provide link to Authorisation Matrix showing that positions only do activities for the same department. Provide screenshot of ecloudTools that their roles (their privilege and tab) are implemented and selected in required products for Endless operational team.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Quality and Security Office	Yes
2.13.2 Core Authorisation Matrix (role containing roles and employees based on personal IDs and it's stored in repository location?		Provide link to Authorisation Matrix in Jumpbox location: MSF-GD-SD12-C5 TOP Authorisation Matrix Provide screenshot of ecloudTools/roles from Endless	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Quality and Security Office	Yes
2.14 Any required accounts / ecloudTools are created, issued, and ecloudTools for managing them defined.		Provide e-mail with confirmation from CS Architect and link to Work Instructions.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Quality and Security Office	Yes
Customer Environment								Yes
2.15 Are all OneCloud Service CI's and relations for the Customer registered in CMDB (e.g.		Report (screen) from the CMDB with the fields as defined in Example report.	Yes		Link to Evidence	OneCloud Deployment Architect	OneCloud Service Responsible Manager	Yes
Capacity Management								Yes
2.17 Capacity Planning/Forecast for customer available for CS.		Provide a link to formal documentation and confirmation from Cloud Capacity Manager.	Yes		Link to Evidence	Industry (ART) Account Executive	OneCloud TSM	Yes
2.18 Are Capacity Reports implemented and available?		Provide e-mail with confirmation from PC Capacity Manager.	Yes		Link to Evidence	OneCloud Capacity Manager	OneCloud TSM	Yes
3. Service Delivery	**Status**	**Action**	**Applicable for deployment**	**Comment**	**Link to Evidence**	**Who Delivers Evidence**	**Approver (at least)**	Yes
3.1 OneCloud Technical Service Manager is		Provide e-mail with confirmation from SSH and	Yes		Link to Evidence	OneCloud Service Responsible	OneCloud GDC Headbusiness Owner	Yes
3.2 first line support (NOC, Service desk, Operations team) is ready to support knowledge transfer of new customer or new Shared environment completed and approved?		Provide e-mail with confirmation from 1st-line Manager with consent of key people.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud TSM	Yes
3.3 Is call-in-duty (standby) requirement defined, documented and implemented?		Provide e-mail with confirmation from TSM and link to document which includes coverage and escalation. Please use the template: MSF-GD-SD12	Yes		Link to Evidence	OneCloud TSM	OneCloud Service Responsible Manager	Yes
3.4 OneCloud teams, all relevant personnel are trained on new Customer and/or new Shared environment (using technical manuals)		Provide e-mail with confirmation from Team Manager.	Yes		Link to Evidence	CS Deployment Manager	OneCloud Service Responsible Manager	Yes
4. Technical Service Readiness	**Status**	**Action**	**Applicable for deployment**	**Comment**	**Link to Evidence**	**Who Delivers Evidence**	**Approver (at least)**	Yes
Platform								Yes
4.1. Need over all production licenses (including supplier material licenses), certificates, and vS1 subscription to the appropriate owner (e.g. CS Landscape Architect)		Provide e-mail with confirmation from OneCloud System (Technical) Service Architect and link to updated MSF-GD-SD14 template	Yes		Link to Evidence	CS Deployment Manager	OneCloud Service Responsible Manager	Yes
4.2. Is standard build completed in accordance to network or latest available code version?		Provide e-mail with confirmation from OneCloud System (Technical) Service Architect and link to standard build documentation or code.	Yes		Link to Evidence	CS Deployment Manager	OneCloud Service Responsible Manager	Yes
Design								Yes
4.3 Customer Specific Designs has been developed, reviewed, documented and stored in the repository location - Any customer customizations must be added in the design		Provide all ecloudTools/any information and document from in C-customer Specific Design (in the repository location) and confirm that customer specific design has been accepted. When Customer connection testing is used (e.g. Big Server or Alternative lane)	Yes		Link to Evidence	CS Deployment Manager	One Cloud TSM OneCloud Service Responsible Manager	Yes
Required Performance								Yes
4.4 Is antivirus properly installed on Endless Managed Windows VM? Including the AGG master monthly reporting (agreed in OLA)		Provide e-mail with confirmation from OneCloud System (Technical) Service Architect and first operational antivirus report.	Yes		Link to Evidence	OneCloud TSM	OneCloud Service Responsible Manager	Yes
Incident Management								Yes
4.5 All Service Support Groups, Incident and Change management categories and ticket routing connected to customer organisation known and implemented in ITSM tool.		Provide screen dump of the ServiceNow Endless Tenantsetup configuration (the centre for categories and the ticket routing to the relevant support groups).	Yes		Link to Evidence	CS Deployment Manager	OneCloud TSM	Yes
4.6 ITSM Monitoring configuration implemented (e.g. ElasticSnow, CMI, vRops, etc.) Proper ticket routing (including event ticketing and ticket routing) configured in ecloudTools/ecloudTools to solid assignment groups with Service level measurement included etc.) Non infrastructure components are monitored on at least the mandatory elements of the IT-Infrastructure framework; exceptions are documented		Provide e-mail with confirmation from OneCloud System (Technical) Service Architect together with tests Incident.	Yes		Link to Evidence	OneCloud Deployment Architect	OneCloud Service Responsible Manager	Yes
4.7 SIT connection established (Site Hub Level Manager, VM, Alarmnion issue setup)		Provide e-mail with confirmation from OneCloud System (Technical) Service Architect	Yes		Link to Evidence	OneCloud Quality and Security Office	OneCloud Service Responsible Manager	Yes
Self Automation								Yes
4.8 Cloud Service portal - ServiceNow Service Catalog with all applicable SSA's implemented		Provide e-mail with confirmation from OneCloud System (Technical) Service Architect and screenshot from portal.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Service Responsible Manager	Yes
Reporting								Yes
4.9.1 Reporting of SLA/KPI and billing.		Provide e-mail with confirmation from OneCloud System (Technical) Service Architect	Yes		Link to Evidence	OneCloud Deployment Architect	OneCloud Service Responsible Manager	Yes
4.10 Reporting as described in SOA/LdS is available and link to customer or agreed		Provide e-mail with confirmation from OneCloud TSM and link to the reports.	Yes		Link to Evidence	OneCloud TSM	OneCloud Service Responsible Manager	Yes
E2E Test Acceptance								Yes
4.11.0 customer Extra Symbols executed (including E2E test)		Provide e-mail confirmation from OneCloud System (Technical) Service Architect and tpcDesignAid E2E test report	Yes		Link to Evidence	OneCloud Deployment Architect	OneCloud TSM	Yes
4.11.1 E2E SIRs (automated Standard Changes) has been ecloudTools/ecloudTools tested		Provide link to SIR/CPM test report	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud TSM	Yes
4.11.2 Network tests are completed (including Cross Tenant connectivity according to test scripts), test results stored on SharePoint		Provide e-mail confirmation from OneCloud Network Architect and link to the ecloudTools/ecloudTools test report.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud TSM	Yes
4.11.3 Cross Cloud Network tests are completed ecloudTools/ecloudTools		Provide evidence from Data Center, SSC team, that they have tested the Network failover, conference and Voice and redundancy services	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud TSM	Yes
5. Operations	**Status**	**Action**	**Applicable for deployment**	**Comment**	**Link to Evidence**	**Who Delivers Evidence**	**Approver (at least)**	Yes
Contact								Yes
5.1 Contact of teams which manage ecloudTools/ecloudTools integrated with platform (eg Nifty		Provide e-mail with contact in teams which manage ecloudTools/ecloudTools integrated with platform	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Operations representative	Yes
5.2 Onsite support and escort procedure for Sub-Contract is available and documented		Provide a link to the file.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Operations representative	Yes
5.3 Explicit network requirements are known and documented		Provide e-mail with confirmation from OneCloud Network Architect and link to the	Yes		Link to Evidence	OneCloud Deployment Architect	OneCloud Quality and Security Office	Yes
5.4 Is separate, secured network connection (IP-VPN) for the management environment defined?		Provide e-mail confirmation from OneCloud Network architect on the secure connection to Hub. Preferably a diagram showing the	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Quality and Security Office	Yes
5.5 Are ecloudTools/any stepping stones and domain groups available (with required connectivity to Customer and Internet / ecloudTools)		Provide e-mail with confirmation from OneCloud Network Architect.	Yes		Link to Evidence	OneCloud Network Architect	OneCloud Operations representative	Yes
5.6 Are network components installed and configured according to LdS (e.g. IP planning (myriad bandwidth) for management domain)		Provide e-mail with confirmation from OneCloud Network Architect.	Yes		Link to Evidence	OneCloud Network Architect	OneCloud Operations representative	Yes
5.6 Are network components installed and configured according to LdS (e.g. IP planning (myriad bandwidth) for workload/customer domain only)		Provide e-mail with confirmation from OneCloud Network Architect.	Yes		Link to Evidence	OneCloud Network Architect	OneCloud Operations representative	Yes
5.7 Are firewall rules set in accordance to design?		Provide e-mail with confirmation from OneCloud Network Architect.	Yes		Link to Evidence	OneCloud Network Architect	OneCloud Operations representative	Yes
5.8 Are OneCloud Network Procedures and BO updated to address customer specific solutions		Provide e-mail with confirmation from OneCloud Network Architect and link to the files.	Yes		Link to Evidence	OneCloud Network Architect	OneCloud Operations representative	Yes
5.9 Are all network devicCloud ecloudpatched in accordance to the latest patch levels, including compatibility matrix if applicable?		Provide e-mail with confirmation from EC LdS Architect including versions for network components.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Operations representative	Yes
5.10 Are all relevant IP addresses from the Endless Management LAN (Jump Boxes) in the asset group of vulnerability management (Tenable) where applicable?		Provide e-mail with screen dump from SRM/Vuln. and confirmation from SSH OBCS.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Quality and Security Office	Yes
5.11 System Management Monitoring Services (and SLA/implementation ready (TL-Architect)		Provide e-mail with confirmation from Network/SSC team.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Service Responsible Manager	Yes
6. Security	**Status**	**Action**	**Applicable for deployment**	**Comment**	**Link to Evidence**	**Who Delivers Evidence**	**Evidence**	Yes
Security								Yes
6.1 Are any additional Security requirements contracted with the customer and known in the Endless?		Provide e-mail with confirmation from ART (for example Account Executive) that the customer contract and identified any additional security requirements (certifications or additional	Yes		Link to Evidence	Industry (ART) Customer Security Manager	OneCloud Quality and Security Office	Yes
6.2 Are additional Security requirements		Provide e-mail with confirmation from OneCloud Deployment Architect	Yes		Link to Evidence	OneCloud Deployment Architect	OneCloud Quality and Security Office	Yes
6.3 Are any the additional audit requirements agreed with customer (Endless default is ITG)?		Provide e-mail confirmation from ART account, additional audit requirements are mentioned in the customer	Yes		Link to Evidence	Industry (ART) Customer Security Manager	OneCloud Quality and Security Office	Yes
6.4 Are Assurance Statements signed with customer (e.g. ISAE3402, ISEAE3402)		Provide e-mail confirmation from ART account, all required statements are in the customer contract and signed with the customer.	Yes		Link to Evidence	Industry (ART) Customer Security Manager	OneCloud Quality and Security Office	Yes
6.5 Is Security Baseline check for management stack done?		Provide a baseline/hardening (first operational) report for management stack. All critical from compliant/Cloud Inspect must be mitigated or	Yes		Link to Evidence	OneCloud Deployment Architect	OneCloud Quality and Security Office	Yes
6.7 Is Security Tests performed?		Provide the security scan reports. All critical and high vulnerabilities must be mitigated or	Yes		Link to Evidence	OneCloud Deployment Architect	OneCloud Quality and Security Office	Yes
Authorisation and Roles								Yes
6.8 Is Security Incident ProcTools agreed (Endless Security Incident Manager is accepted and issued)? Manager		Provide e-mail with confirmation from CRD and link to the ecloudTools/ecloudTools	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Quality and Security Office	Yes
6.9 Is exercise of Security Certificates for encrypted communication available (including		Provide link to the file (secret) of all (self-signed) certificates with the versions and expiry dates.	Yes		Link to Evidence	OneCloud Deployment Manager	OneCloud Quality and Security Office	Yes
Maintenance								Yes
6.10 Are Maintenance windows for Hardware and Software Lifecycle & Patching Management (including Operating System patching) defined? Are the all Endles ecloudcloud and management environments patched in accordance to the latest patch levels or later		Provide e-mail confirmation according to template MSF-GD-SD12-C5 TOP Maintenance Windows Calendar Template	Yes		Link to Evidence	OneCloud TSM	OneCloud Quality and Security Office	Yes
6.10.1 Patch Report available? Monthly reporting setup must be enabled.		Provide e-mail with confirmation from OneCloud System (Technical) Service Architect.	Yes		Link to Evidence	OneCloud Deployment Architect	OneCloud TSM OneCloud Patch Manager	Yes
6.10.2 Is Technology Refresh (to update or deprecate or EOL) Plan available? Is the Technology Refresh (to update or deprecate or EOL) Plan available? Is the Technology Refresh (to update or deprecate or EOL) Plan available? Is the