Document Information

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| Application Name: | $APPLICATION\_NAME$ | | |
| Prepared By: |  | Document Version No: | 1.0 |
| Owned By: | $WORKSTREAM\_OWNER$ | Document Version Date: | $DATE$ |
| Title: |  |  |  |
| Reviewed By: |  |  |  |
| Title: |  | Review Date: |  |

Version History

| Ver. Date | Revised By | Description | Status |
| --- | --- | --- | --- |
| $DATE$ |  | First Draft | Draft |
|  |  |  |  |
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The following sections of the SAD are required for all types of Applications including Tier 4 / Simple and SAAS type of applications.

Section 1

Section 3.1

Section 6.7

Section 13.1

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| --- |
| The Systems Appreciations document is used to store information from the knowledge transfer sessions that have occurred. The basis of the KT sessions would be the 13 Point KT agenda. Each section of this document covers one of the 13 agenda items. |

1. Architecture Overview and Application Environment
   1. Business Overview

$BUSINESS\_USE$

* 1. Functional Overview
  2. Technical Overview

$APPLICATION\_DESCRIPTION$

* 1. Implementation / Deployment Overview
  2. Application Users

$WORKSTREAM\_OWNER$

1. Technical Architecture and Interfaces
   1. Technical Architecture
   2. Interface specifications
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   6. Disaster recovery strategy
   7. Reporting
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   1. Incident Management Process
   2. On-Call Structure / Procedure
   3. Problem Management Process
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   7. Escalation Process & Contacts
   8. Other ITIL Processes In Scope
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    5. Maintenance Request – Execution
    6. Maintenance Request – Testing Kits
    7. Maintenance Request – Sign off and Closure
    8. Interfaces to Release Management
11. Disaster Recovery
12. Others

$APPLICATION\_VENDOR$

* 1. Application Contacts and SMEs

$APPLICATION\_IT\_OWNER$

$APPLICATION\_BIZ\_OWNER$

$ALT\_APPLICATION\_BIZ\_OWNER$