



# East Canada Paper

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Customer Project Handover

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# Technical tasks

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

- *<example> Monitoring*
- Maintenance
- Troubleshooting (debugging)
- creating backups
- security patches

# Business process checklist items

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

- *<example> Do East Canada Paper (ECP) users know how to view the list of suppliers meeting certain criteria?*
- Do ECP users know how to perform transactions both using the transaction template and starting from scratch?
- Do ECP users know how to view the water quality of flow in the production?
- Do ECP users know how to change salary of employees?
- Do ECP users know how to view sales analytics insights?

# Support process checklist items

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

- *<example> Does the support team know how to fix an issue in the delivery date format?*
- Does the support team know how to fix the long report generation time?
- Does the support team know how to fix the missing supplier status?
- Does the support team know how to help the users to perform transactions in the system?

# General Data Protection Regulation (GDPR)

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

- Check if sales analytics running on public cloud contains customer identity information
- Check information security of the payroll system
- Check information security of the supplier and customer lists in the buying event management system (supplier app + customer engagement app)

# Customer sign-off

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

- <example> All deliverables were provided to East Canada Paper.
- The ECP support team is qualified and ready to work.
- The end users know how to operate the solution.
- The goals set by ECP were achieved.

Thank you!