**Handover process - AM**

**22/08/2025 Juzer Meeting 1:**

**Tooling & Access**

* What tools Juzer uses daily (CI/CD, monitoring, ticketing, etc.)
  + Predominantly IAC, Terraform, and CI/CD (Gitlab) controlling the deployment of the following infra:
    - Azure Key Vault (Key regen)
    - Azure MongoDB
    - Azure Cache for Redis
    - RMD hosted on AKS 2.0 cluster – *Pete Whitehead managed.*

**Meeting Rhythm and Stakeholders/Team Dynamics**

* What recurring meetings does Juzer attend?
  + 9:30 Daily standups, Sprint planning and Sprint retro every Tuesday, production releases to be carried out on Thursday.
* Which stakeholders does Juzer interact with and agree timeline for introductions?
  + Pete Whitehead, Rest of the RMD team,
* Who are the go-to people for specific systems (outside stakeholders, internal SMEs)?
  + Pete Whitehead, outside of that, on Demand management.

**Current Projects & Roadmap**

* What are the current backlog of tickets/to dos?
  + Certificate refreshes.
  + Incorporate alerts within Azure Health
* Latest project status, and any upcoming milestones?
  + Migrating Azure resources to new subscription.
  + Azure blueprints project
* Which processes Juzer is currently owning.
  + Maintenance of existing Infra using Terraform – *Future shadowing sessions will expand on future practices*.
  + No mention of AKS

**On-call / Support Responsibilities**

* Is Juzer part of any support rota or escalation path?
  + All escalations handled by delivery manager.

**Environment & Infrastructure**

* What environments Juzer manages (dev, staging, prod) and if there are any nuances in each?
  + Deploys to main branch and then CI/CD. Releases all carried out on Thursday and managed by Pete Whitehead.

**Documentation gaps:**

* Areas where current documentation is outdated or missing, so you know what to prioritise.
  + All Documentation with Juzers remit of RMD is out of date.

Necessary next steps:

**Multiple follow up sessions with Juzer – both to shared programming/further conversations etc. (min 3 – 5).**

* Understand processes Juzer uses for Day to day responsiblilties.
* Better align with current Tech Stack to identify best practices.
* Identify scope of current backlog.
* Align current best practice processes with existing Documentation
* Also need answers to the further questions post Documetation reivew.
* Further Questions to Ask Juzer:
  + Incidence response policy.
  + Identify Friction points
  + Understand his sprint working policy.

**Access to following Documentation**

* RMD Confluence Documentation
* General Debt Documentation
* HCS Documentation
* AKS Documentation
* Current Security/Vault process Documentation (

**Access to Key Tooling ASAP (**Conversations with James Melrose/Laura Woodhouse).

* All relevant Gitlab repos
* Jira
* Confluence

**Further conversations with Key Stakeholders:**

* Pete Whitehead: Answer queries Juzer would be unable to:
  + AKS infra
  + Production releases.
  + Live Confluence Documentation
* RMD Team.
* Howard Roscoe?