**Real Time Shift Hand over Template Email**

We are having 3 shifts. In each shift we are having 3 people and one is shift lead and 2 are DBAs sometimes, we used to have 3 DBA resources depending upon the roaster schedule

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Shift** | **Starts** | **Ends** | **Handover Email** | **Handover call** |
| **APAC** | **6.30 AM** | **3.30 PM** | **1.30 PM** | **1.45 PM** |
| **EMEA** | **1.30 PM** | **10.30 PM** | **9.45 PM** | **10 PM** |
| **USA** | **10 PM** | **7 AM** | **6.15 AM** | **6.45 AM** |

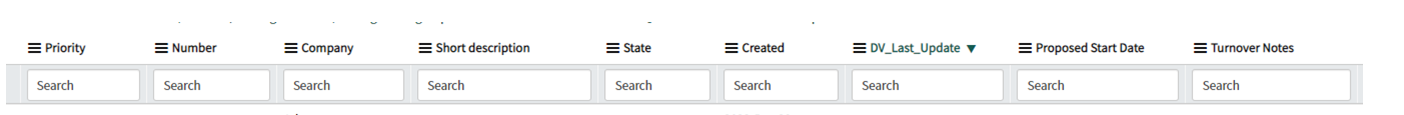
Shift hand over call will started at mentioned times on teams. Before hand over call started Previous shift team lead will call of the pending tasks and IMP emails in their shift, and used to send details in the below template format and those are having in the next shift asked doubts if any they had in the hand over call.

To: Next shift team lead email

CC: Group DL

Subject: Handover\_SQL\_Team\_5\_India – 20Th Jan FS to SS

1. SQL server table - NEW PROCEDURE and Process on Server details and Inventory 🡪mail from Harsha – FYI
2. RE: P1 only support for Sun Customer---- Except for MS-SQL-SVR server
3. ATTN – FMCG Foods - FCS - IMP Instruction --> FYI
4. RE: KB00028256 - Refresh document = FYI [Email: Harsha]
5. UCB: monitoring Three Servers – APPUCB100, NAVM644, and NCPUCB400 🡪FYI
6. Harsha: Nitish is on leave till 21th Jan 2023. So, call me for any urgent issues. --> FYI
7. RE: CFG Solutions - Access issue à Follow up/ Check with Suresh.



Thanks & Regards  
Harsha

MS SQL DBA