East Canada Paper

Customer Project Handover

Technical tasks

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

- Conduct testing and fix the preferred vendor status issue

- Conduct testing and fix the environmental impact field error

Business process checklist items

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

- *Do East Canada Paper (ECP) users know how to view the list of suppliers meeting certain criteria?*

- *Has the whole IT Team received SAP Training?*

Support process checklist items

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

- *Does the support team know how to fix an issue in the delivery date format?*

- *Does the support team know how to speed up transactions?*

- *Does the support team know how to enhance the new app?*

General Data Protection Regulation (GDPR)

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

- Conduct a review of the data transfer processes to ensure that they are compliant with GDPR requirements

- Any data processing agreements with third-party providers should be reviewed to ensure that they comply with GDPR regulations

- Provide training and guidance to the individuals responsible for the handover process

Customer sign-off

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

- All deliverables were provided to East Canada Paper.

- Cost reduction metrics achieved

- Operational efficiency metrics achieved

- Employee satisfaction metrics achieved

Thank you!