

Application Management/Sustainment for System Integrators: PEGA

Documentation about ongoing maintenance, monitoring, and support of deployed software applications. Managing the day-to-day operations of applications in production environments, ensuring their availability, performance, and responsiveness. Activities like troubleshooting, bug fixes, performance optimization, and periodic updates to keep the application running smoothly and meeting user expectations.

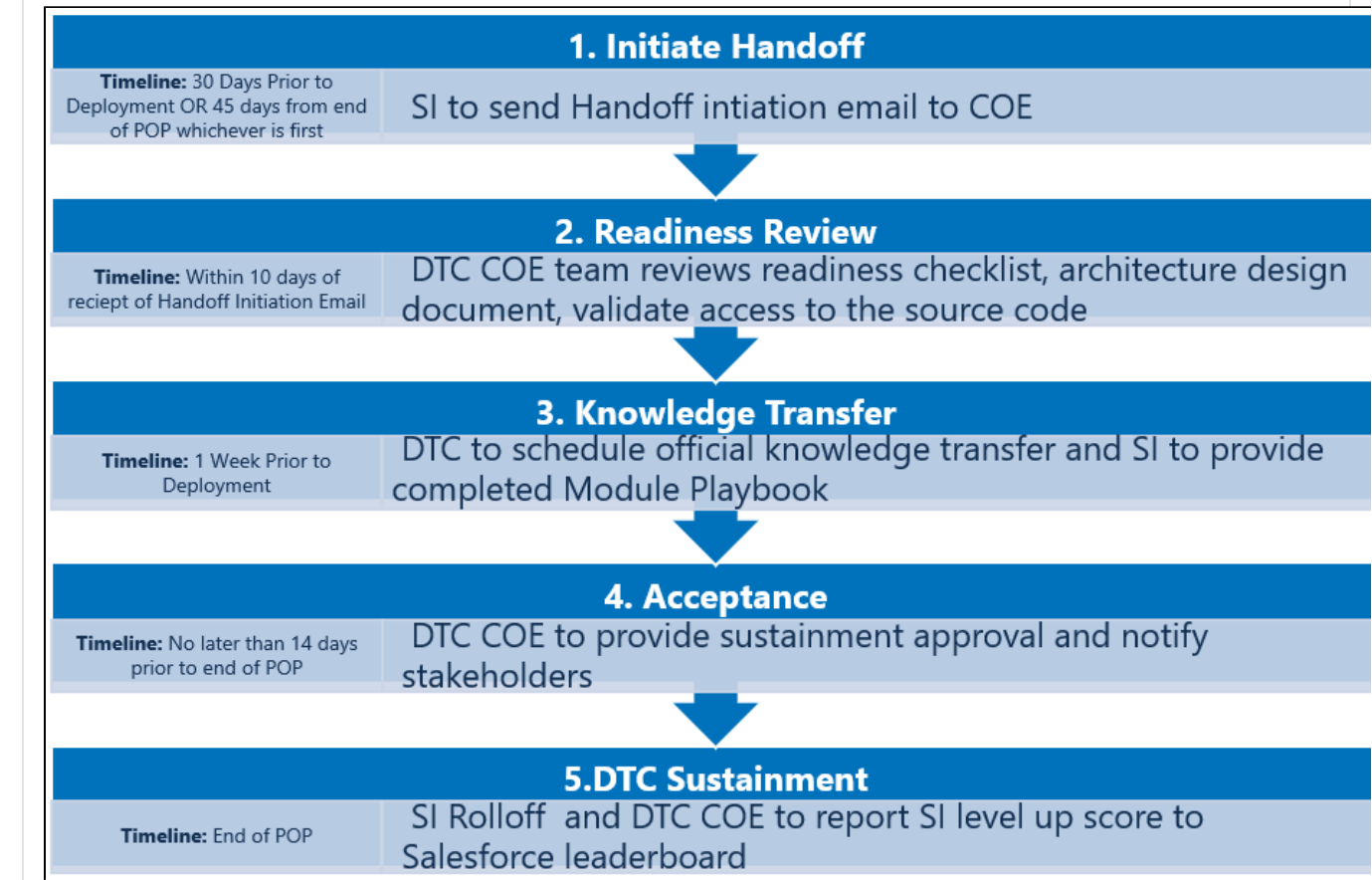
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Sustainment Handoff

Sustainment Overview

Sustainment begins once an application is deployed in production, unless the application will be in continuous development. To enter sustainment, the SI/CD must complete a Sustainment Handover with the DTC COE Team. A list of expectations and step by step process is found below. Please note, after the initial production deployment, the SI/CD will be responsible for maintaining application support until the warranty period.

Sustainment Handoff Process for SI Visual



Sustainment Handoff Process for SI- Detailed Steps

Throughout steps 1-5, SI's can expect a weekly email update on status and pending tasks for sustainment. If needed, DTC COE is available for weekly/biweekly touchpoints throughout the sustainment transition.

Steps	Detailed Process
1. Initiate Handoff	<p>1. The SI will send Handoff initiation email to COE team providing deployment date with readiness checklist attached (found on COE Confluence Site), within 30 Days Prior to Deployment OR 45 days from end of POP whichever is first.</p> <p>Link to Readiness Checklist:</p>
2. Readiness Review	<p>1. DTC COE team will create a Jira ticket to review readiness checklist & architecture design document within 10 days of receipt of Handoff Initiation Email</p> <p>2. DTC will validate access to the source code repositories and make sure that all DTC sustainment members has access to the repositories and validate all encrypted keys and credentials within 10 days of receipt of Handoff Initiation Email</p> <p>3. Once above are validated, step 3 below will be initiated.</p>
3. Knowledge Transfer	<p>1. 1 Week Prior to Deployment DTC will schedule official knowledge transfer.</p> <p>2. During knowledge transfer SI should be prepared to:</p> <ul style="list-style-type: none"> • Provide a demo of the application • Provide stories from the backlog • Copies of test scripts • Review completed Module Playbook <p>3. SI to provide completed Module Playbook. DTC COE will review and approve.</p>
4. Acceptance	<p>No later than 14 days prior to end of POP:</p> <p>1. Once above requirements have been met, DTC COE to provide final sustainment approval to SI via email</p> <p>2. DTC COE to begin sustainment, with SI's available for Q/A if needed</p> <p>3. DTC COE to notify business owner, system owner and stakeholders</p>
5. DTC Sustainment	<p>At conclusion of POP:</p> <p>1. SI Rolloff</p> <p>2. DTC COE to report SI level up score to Salesforce leaderboard</p> <p>3. DTC to engage in continuous monitoring and tasks included in "What does DTC provide for sustainment"</p>

Support Provided in Sustainment

The DTC Pega COE team provides the following support for modules in sustainment.

