

ITOPS-002 - Operational Readiness

Key Components of Operational Readiness Documentation

1. **Overview and Objectives**
 - Scope of systems or services
 - Roles and responsibilities
2. **Readiness Assessment Areas**
 - Technical readiness
 - Support readiness
 - Training and documentation
 - Risk and contingency planning
3. **Change Management Plan**
 - Communication plan
 - User training schedules
 - Release notes and documentation
4. **Acceptance Criteria**
 - Metrics or benchmarks required before go-live
 - Sign-off requirements

Operational Readiness Checklists

1. Technical Readiness

- Infrastructure provisioned and tested
- Network and security configurations validated
- Backup and restore procedures tested
- Performance/load testing completed
- Monitoring and alerting in place
- Disaster recovery plan tested

3. Support Readiness

- Support team trained and staffed
- Support tools and access configured
- Escalation matrix finalized

4. Security and Compliance

- Access control implemented
- Security audit passed
- Penetration testing done (if applicable)
- Data protection mechanisms verified

Operational Readiness Timeline

| Week | Activities |
|---------|--|
| T-4 | Initial assessments, stakeholder alignment |
| T-3 | Training, documentation, test results |
| T-2 | Finalize monitoring, runbooks, UAT |
| T-1 | Final dry run, readiness review |
| Go-Live | Cutover and go-live activities |

Readiness Sign-Off Template

| Area | Owner | Status | Comments |
|-----------|-----------------|--------|----------------------------|
| Technical | IT Ops | Ready | Infrastructure validated |
| Support | Support Manager | Ready | On-call schedule confirmed |
| Security | CISO | Ready | Passed all audits |

Acknowledgment & Acceptance

Please sign below to acknowledge that you've received, reviewed, and understood the security responsibilities.

Customer Name: _____

Signature: _____

Date: _____