ITOPS-002 - Operational Readiness

Key Components of Operational Readiness Documentation

1. **Overview and Objectives**

   o Scope of systems or services

   o Roles and responsibilities

2. **Readiness Assessment Areas**

   o Technical readiness

   o Support readiness

   o Training and documentation

   o Risk and contingency planning

3. **Change Management Plan**

   o Communication plan

   o User training schedules

   o Release notes and documentation

4. **Acceptance Criteria**

   o Metrics or benchmarks required before go-live

   o 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: _____