

## ITOPS-002 - Operational Readiness

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### Key Components of Operational Readiness Documentation

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

### Operational Readiness Checklists

#### 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

#### Support Readiness

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

### 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

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### Acknowledgment & Acceptance

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

**Customer Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_