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