# Readiness - Production Support Date Assessed:

This section of the Project Health Check document is an assessment of the customer's readiness to support the Guidewire application in production. This section is typically reviewed 6-8 weeks before deployment as part of the transition from Guidewire Services to Guidewire's Global Support team.

## Checklist

### Support Processes

* Is a vanilla environment setup to identify product versus configuration issues?
* Has configured system been demonstrated to Support Partner?
* Have business rules and logic been reviewed with Support Partner?
* Have integration points and logic been reviewed with Support Partner/Team?
* Have Deployment Platform Details been delivered to Support Partner?
* Has satisfactory completion of Performance Tuning and Load Testing been verified?
* Have code and configuration been delivered to Guidewire Support?
* Have code and configuration been delivered to Customer Application Owner?
* Have customer configuration management and migration procedures been reviewed?
* Have application diagnostic procedures been reviewed?
* Have standard maintenance update procedures been reviewed with customer?
* Have customer-specific maintenance and administration procedures document been reviewed and has a copy been provided to Support Partner?
* Have follow-up tasks, ownership, and target dates for incomplete items been documented? Have they been completed?

### Resources

* Has Customer Solution Owner Designation Form been completed?
* Has customer information been entered into Guidewire systems?
* Has Guidewire Resource portal been demonstrated to the customer?
* Has Guidewire Resource Portal account been established? Has customer been provided with their login credentials?
* Has the production support team been trained on the Guidewire application? Are they familiar with the Production Support Process Documentation?
* Has the proper knowledge transfer occurred between the GW and Customer Resources?

## Assessment

### Support Process

* Is the production support process documented and tested to ensure issues are prioritized and corrected effectively?
* Is there a defined code management and promotion process? (e.g. are production problems tested first before deploying to production)
* Is it clear when to raise issues to Guidewire?
* Are tools available to monitor the performance of the production environment?
* Has support call schedule been established?
* Is Remote Access Procedure needed? If so, has Remote Access Procedure been established?

### Resources

* Is the production support team composed of business, quality assurance, and IT resources (e.g. configuration, integration, legacy, and infrastructure)?
* Is the production support team dedicated to the support?
* Are third-party software licenses current?

## Enhancement Management

* Is the future release strategy defined?
* Is the Software Configuration Management process defined in such a way that it can support multiple streams of development (i.e. Productions Support and Enhancements)?
* Are releases scheduled on a regular and recurring basis?