

Production Support Turnover Checklist

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| <u>Project Manager</u> | |
| <u>Project Name</u> | |

1. Technical diagram provided
2. Logical diagram provided
3. KB Overview documentation provided
4. KB Solutions and KB Process where required (Optional)
5. Service Now functional group provided
6. Training provided where applicable
7. Has monitoring/alerting been tested
8. Information for any type of monitoring, alerting that's been implemented
 - Platform for alerting/Team actioning the alerts

9. Expectations of the Service Center (Service Desk and Data Center Ops)

10. Final Approval from the Transition services team that these requirements have been met.