

Operational Readiness

Four signs instead of a go-live date

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One page for operational acceptance or the end of the hypercare period, filled in by operations and the project team together. **A sign counts as in place only when the check in the "Sign and check" column has been passed** — not when somebody promises it. Hypercare belongs to the project, and the project ends when operations confirms the takeover, not at go-live.

Service / deliverable:

Operations (team or role):

Project (role):

Checked on:

#	SIGN AND CHECK	FINDING
1	Incidents have an owner who has agreed to take them A named person with a deputy outside the project team; the service desk knows the route. Check: raise an incident marked as a test and watch where it goes. "We'll ask the project" means it is open.	☐ in place ☐ open
2	Changes take the operational route Changes go through the change process, recurring ones are pre-approved as standard changes. It is agreed who may change the rules.	☐ in place ☐ open
3	The service is measured as a running service Availability, incidents, resolution times, lead time of changes. Which operational report includes the service, from what date, and who adds it?	☐ in place ☐ open
4	The knowledge sits where the incident arrives Documentation, known errors with workarounds, access and contacts are with operations. Check: which incident has operations already resolved with them on its own? Date, reference.	☐ in place ☐ open
5	Exit criteria for the hypercare period One checkable condition per sign, with a number or an event, plus who measures it and against what. No duration as a criterion: the planned duration is the time frame. Is the period in the project plan, with a budget?	
6	Fallback What happens if the service fails and cannot be rescued: previous version, manual work or switch-off? Who decides?	
7	Open items with an owner and a date What is missing, who supplies it (a person, not a department) and by when. "Phase 2" is neither an owner nor a date.	
8	Decision Taken by the steering committee, prepared by operations and the project manager. An accepted deviation goes in field 7, with a person and a date.	☐ takeover confirmed ☐ takeover with deviation ☐ hypercare extended until:

Four signs on one page. An eighty-point acceptance list signed two days before go-live checks nothing — it only settles who gets the blame later.