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This is a **FREE** first few pages of “**Operational Handover Phase**” section provide by PMadvice.

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**ISBN: 142516009-3**

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**Section 10 – Operational Handover Phase**

**THE MUST HAVE BOOK  
for IT Programme & Project Managers**

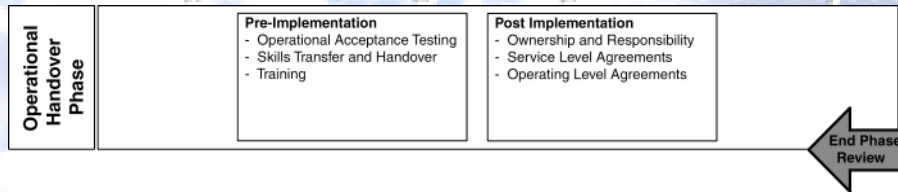
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## 10. Operational Handover Phase

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Figure 27 – Operational Handover Phase

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### 10.3 Introduction

This section takes you through the procedures for handing over your project to the operations team; managing the necessary skills transfer and ensuring that the handover is successful and resources are released back to the development process to enable new programmes or projects to commence.

This section covers the following sub-sections;

- Operational Acceptance Testing
- Skills Transfer
- Ownership Transfer
- Documentation
- Sign-Off

### 10.4 Pre-Implementation Handover

Fit for handover, documentation, skills transfer, resource transfer.

The handover to production support is a key final phase in your programme or project; many deliverables from previous phases feed into this phase, such as:

- Sign-off of System Testing
- Sign-off of User Acceptance Testing (UAT)
- Sign-off of Performance Testing
- Sign-off of Operation Acceptance Testing (OAT)
- Sign-off of Penetration Testing
- Sign-off of Production Proving
  - All Technical documentation
- All User Guides
- Service Level Agreements
- Completion of Skills Training
- Completion of Skills Transfer

The Project Manager, a number of weeks or months before implementation, will initiate the handover phase. Giving time for all the handover activity to complete just before implementation. Once

the process is started you should expect the production support areas to take ownership and state what they require as a minimum to be able to pick up and support the service as a Business as Usual (BAU) service. You should expect as a minimum.....

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