**Project Name**

**Project Description**

**Planned Production Deployment Date**

**Document Date**

**High Level Readiness** **Criteria:**

* + 1. Hardware
  + 2. End user device
  + 3. Performance
  + 4. Support
  + 5. Enterprise Architecture
  + 6. Security
  + 7. Testing
  + 8. User Acceptance
  + 9. User Guide and Training
  + 10. Helpdesk Documentation and Training
  + 11. Installation Guide
  + 12. Implementation Plan
  + 13. Customer Communication Plan
  + 14. Operations Guide
  + 15. Business Continuity / Disaster Recovery Plan(s)

**Detailed Readiness Criteria:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Readiness Criteria**  **(Note: some readiness criteria may not apply to Software as a Service/Cloud service deployment)** | **Responsible Person**  **and/or Document Name** | **Signed Off By** | **% Complete**  **N/A if does not apply**  **N/C if no change** | **Comments: describe remaining work and estimated completion date** |
| **1. Hardware** 1.1 Hardware requirements including disk space requirement have been given to support groups for resource allocation. |  |  |  |  |
| 1.2 The installation and configuration requirements have been met based on requirements:   * + Unix OS   + Windows OS   + Network connectivity   + Redundancy system   + Backend printing   + Offline storage for reports and audit log   + Database (version, size, etc)   + Infrastructure software/middleware   + Application software |  |  |  |  |
| **2. End user device** 2.1 Required hardware devices (PCs, printers, etc.) and software have been installed by End Device support groups and are functioning as expected.1 |  |  |  |  |
| **3. Performance** 3.1 Service Level Agreement (SLA) on application performance has been defined, documented, communicated, and accepted by the customers. |  |  |  |  |
| 3.2 Performance requirements have been given to and reviewed by server support groups for system configuration. |  |  |  |  |
| 3.3 Satisfactory capacity estimates have been completed based on load test. |  |  |  |  |
| 3.4 Plan to monitor performance has been developed and communicated. |  |  |  |  |
| 3.5 Plan for application, system, database, and network tuning has been defined and communicated. |  |  |  |  |
| **4. Support** 4.1 On-going support has been adequately staffed. Roles and responsibilities have been defined, documented, communicated, and accepted by all parties involved:   * + Platform support (servers, mainframe), DBA, Operations   + End device support   + Identity & Access Support   + Helpdesk   + Application support   + User support   + Service description in [UWIT Service Catalog](http://depts.washington.edu/uwtscat/)   In the case of Software as a Service (SaaS/Cloud) deployment, the following should also be considered:   * + Vendor platform support SLA and/or release notes   + Browser support |  |  |  |  |
| 4.2 System/Application availability information has been documented and communicated to the appropriate groups per project plan. Information required includes:   * + Service level agreement (SLA)   + Hours of availability   + Application support contacts   + Database support contacts   + System support contacts   + User community contacts   + Backup schedule   + Maintenance window   + Downtime procedures   + Communication procedures: who needs to be notified in the event of scheduled/unscheduled downtime and how |  |  |  |  |
| 4.3 Customers have reviewed support documentation and have agreed to SLA. |  |  |  |  |
| **5. Enterprise Architecture** 5.1 Architectural review has been completed with satisfactory results or exception request has been approved. |  |  |  |  |
| **6. Security** 6.1 Security review has been completed. Required action items identified have been completed. (For web applications, see the [Application Security Review Process](https://wiki.cac.washington.edu/display/SDLC/Application+Security+Review+Process) for a self-assessment.) |  |  |  |  |
| 6.2 Required production access accounts have been set up with appropriate security profile (e.g., certificates, ASTRA authorizations). |  |  |  |  |
| **7. Testing** 7.1 Detailed information about the release, including fixes and any other changes made to the application, has been communicated to test personnel. |  |  |  |  |
| 7.2 Test completion criteria (e.g., 98% test execution, 95% test success, no blocking defects) have been documented and agreed upon by Test personnel, Application Support and Customers. |  |  |  |  |
| 7.3 The level of test results documentation (i.e., how much detail) have been documented and agreed upon by Test personnel, Application Support and Customers. |  |  |  |  |
| 7.4 Functional Testing: Application feature/functionality has been tested and is functioning as expected. |  |  |  |  |
| 7.5 Integration Testing: Interfaces have been tested and are functioning as expected. |  |  |  |  |
| 7.6 Business Cycle Testing: Transactions and activities that are date sensitive and occur daily, weekly, or monthly, have been tested and are functioning as expected. |  |  |  |  |
| 7.7 Compatibility Testing: New or changed systems have been tested on different software and hardware configurations. |  |  |  |  |
| 7.8 Installation Testing: Installation/Upgrade procedures have been tested with no problems. |  |  |  |  |
| 7.9 Performance Testing: Application performance meets the agreed Service Level Agreement (SLA) with the customers:   * + Response time   + Throughput volume   + Passive/active users   + Peak/off peak processing capacity   + Transaction process rate |  |  |  |  |
| 7.10 Regression Testing: Fixes and the overall integrity of the software have been retested with no new problems. |  |  |  |  |
| 7.11 Failover/Recovery Testing: The failover/recovery capability from a variety of hardware, software, or network malfunctions has been tested and is functioning as expected. |  |  |  |  |
| 7.12 Impact on other systems has been assessed and no negative impacts have been discovered. |  |  |  |  |
| 7.13 All High Priority problems as defined by project are resolved or workarounds have been developed and accepted by users. |  |  |  |  |
| 7.14 The test completion criteria (see. 7.2) have been met, and the following information has been communicated to and accepted by previously defined stakeholders:   * + Test variances (expected results vs. actual results) and reasons for the variances   + Issues list (resolved/not resolved)   + Test adequacy (reasons for running or not running defined tests) |  |  |  |  |
| 7.15 All previously defined test documents have been completed and distributed to the appropriate groups. |  |  |  |  |
| **8. User Acceptance** 8.1 User acceptance testing is completed. |  |  |  |  |
| 8.2 End to end business functionality (e.g. workflow and key business process) has been tested by the users and is functioning as expected. |  |  |  |  |
| 8.3 Sign-off for issues not fixed has been completed. |  |  |  |  |
| **9. User Guide and Training** 9.1 Training documentation for users and application support has been completed and distributed per training communication plan. |  |  |  |  |
| 9.2 Designated staff has received training and has demonstrated required competency. |  |  |  |  |
| 9.3 User documentation has been completed or updated. |  |  |  |  |
| **10. Helpdesk Documentation and Training** 10.1 Helpdesk documentation has been completed or updated and distributed two weeks in advance of release date. |  |  |  |  |
| 10.2 Helpdesk staff has received training and has demonstrated required competency. |  |  |  |  |
| **11. Installation Guide** 11.1 Detailed instructions for the implementation team have been provided. These include:   * + Architecture overview (hardware, software) with diagram and interfaces   + Environmental setup and configuration requirements   + Installation procedures   + Backout procedures   + Interdependency details   + Logging retention/usage log availability |  |  |  |  |
| **12. Implementation Plan** 12.1 The package and the installation scripts can be installed repeatedly. |  |  |  |  |
| 12.2 Stability has been defined and achieved per plan. |  |  |  |  |
| 12.3 A detailed plan for moving the system from Test to Production has been developed, documented, and communicated per project plan. The plan should include:   * + Steps to move from test to production   + Event log description   + Installation accuracy verification   + Application server impact analysis   + Database impact analysis   + Implementation Support - coverage during implementation period, escalation procedures, bug tracking   + Post implementation verification   + Post implementation support - support resource schedule, bug tracking, change management, escalation procedures   + Contingency plan   + Implementation dates do not fall on "make no changes" dates. Update the [Resource Usage Calendar](https://www.washington.edu/intech/tools/calendar/) (link may take you to Inside UW-IT homepage if you are not logged in. If this occurs, use the link to the calendar on the left navigation menu) if appropriate   + Notify IT-servicechange@uw.edu and/or applicable Change Advisory Board (CAB) if the change warrants the attention of executive and directors in UW-IT |  |  |  |  |
| **13. Customer Communication Plan** 13.1 Detailed customer communication plan has been developed, communicated, and accepted. This plan should include:   * + Pre go-live communication plan   + Go-live communication plan   + Post go-live communication plan |  |  |  |  |
| 13.2 Detailed information about the release, including fixes and any other changes made to the application, has been communicated to customers. |  |  |  |  |
| 13.3 Means of user feedback have been identified. |  |  |  |  |
| **14. Operations Guide** 14.1 Detailed operations guide or update has been provided to production support personnel. This guide should provide information to support personnel to troubleshoot and maintain the application in the production environment. The guide should include:   * + Application online/real time operations   + Batch job schedules identified, along with the criticality of successful completion of each task   + Database maintenance schedules   + Data retention requirements   + Backup requirements and procedures   + Disaster recovery plan (include application and database recovery)   + Remote support capabilities   + Monitoring, alarming, messaging   + Troubleshooting tips   + Processing and/or data dependencies (e.g., location of data used by the application)   + End user devices and hardware   + Vendor contacts/maintenance agreement numbers |  |  |  |  |
| **15. Business Continuity / Disaster Recovery Plan(s)** 15.1 Detailed Business Continuity / Disaster Recovery plan(s) has been developed, communicated, and accepted. |  |  |  |  |

1 "Functioning as expected" assumes that expectations and known issues are documented and approved by appropriate participants.