[Insert system title]

For the transition of services into ongoing IT Service Management

**Approval**

| **Acceptance of service into BAU support** | **Approved/Not Approved** | **Signature** | **Title** | **Date** |
| --- | --- | --- | --- | --- |
| Client |  |  |  |  |
| CIO ITS |  |  |  |  |

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**Document Control**

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**Document Distribution**

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**Document Approver and Sign Off**

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# 1. Introduction

This document is the ICT Operational Acceptance document and needs to be completed to ensure the smooth transition of new and enhanced services into the Business As Usual (BAU) support teams, both within Information Technology Services (ITS) and ANU.

This document is mandatory and is a deliverable for the majority of projects with an IT element. The document will ultimately be in the form of a checklist which references the many documents produced as the project progresses. It is anticipated that these reference documents will be reviewed and signed off appropriately. Accordingly this document becomes a record of what is to be delivered, recording those documents and their state and owners. It is not anticipated that there will be large amounts of text within this document.

The Project Manager is responsible for ensuring that the appropriate documentation is provided to the various lines of services and that the Line of Service (LOS) then complete this document confirmation that they are happy with the information and training they have received to accept this new service into BAU.

The Project Delegate will review the Operational Acceptance document prior to presentation to the CIO.

The CIO ITS will have final sign off for the completed Operational Acceptance document.

Until sign off is achieved BAU support for the new / enhanced service will not be provided.

# 2. High Level Project Details

Please provide a high level view of what is being delivered from this project.

## 2.1 General

|  |  |
| --- | --- |
| Project Name |  |
| Project Reference No |  |
| Project Delegate |  |
| Project Manager |  |
| Solution Architect(s) |  |
| Service Architect |  |
| Service Start Date |  |
| Service End Date |  |
| Client (business owner) – contact details |  |
| Name of service as referred to by business |  |
| Definition of the new or enhanced service/s |  |
| Business process/purpose | Please state what is being delivered: |
| Business Stakeholders – contact details |  |
| Expected number of business users | Please state the number of people who will be using this service from the go-live date (plus any expected bow waves/ramp up of user numbers) |

# 3. Warranty

|  |  |
| --- | --- |
| Length of Warranty Period |  |
| Warranty Support Arrangements |  |
| Hours of Support |  |
| Contact Names/Details |  |

# 4. Design Documentation

Please embed all relevant documentation for this new / enhanced service. Not all of these documents are required for all projects / changes.

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Document | Author | Embedded Document | Complete |
| Project Initiation Documentation |  |  |  |
| Selection Artefacts |  |  |  |
| Project Management Documentation |  |  |  |
| Project Financials |  |  |  |
| Solution Design |  |  |  |
| Physical Design |  |  |  |
| Data Conversion Documentation |  |  |  |
| Service Design Document |  |  |  |
| Benefits Realisation Plan |  |  |  |
| Security Assessment |  |  |  |
| Test Records |  |  |  |
| Release Policy |  |  |  |
| Disaster Recovery Plan |  |  |  |
| Business Continuity Plan |  |  |  |
| Capacity Plan / Design |  |  |  |
| Risk, Issue, Assumption and Dependency logs |  |  |  |
| Open Issues Register |  |  |  |
| IT Change Management RFCs |  |  |  |
| Organisational Change Management Plan |  |  |  |
| Communication Plan |  |  |  |
| Training Plan & Associated Documentation |  |  |  |
| Operational Handover Plan |  |  |  |
| Knowledge Articles |  |  |  |
| Governance model |  |  |  |
| Post Implementation Review Schedule |  |  |  |

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# 5. Asset Management

If not included in design documentation, please provide details of all hardware, software, licences, maintenance agreements, etc procured for this project.

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| --- | --- | --- |
| Asset | Details (including costs) | Owned by ITS / ANU |
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# 6. Third Party Management

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| Third Party | Relationship Owner | Contract or details of service model agreed | Reviewed |
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|  |  |  |  |

# 7. Additional Information

Please provide any additional information relevant to this project.

# 8. Delivery Units

All delivery units involved in the BAU support of this new service are required to review the documents pertaining to their area of service. They need to ensure that they have been given adequate information to support this change/new service and need to sign below to state that they are happy to accept this into BAU support. Any gaps in support documentation should be routed back thought the Project Manager.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Unit | Statement | Sign Off | Contact Details | Date |
| Service Desk | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Unit | Statement | Sign Off | Contact Details | Date |
| Major Incident Management | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| Problem Management | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| Change Team (Local) | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| Change Team (ANU) | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| Release Management | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| Capacity management | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| ITS Security | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| Business Continuity Team | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| Disaster Recovery Team | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| Infrastructure Services | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| Network Services | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| Applications Support | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| DBA’s | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

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| Unit | Statement | Sign Off | Contact Details | Date |
| Service Delivery Manager (ITS) | Relevant documentation reviewed and happy to accept into BAU support |  |  |  |

# 9. Glossary

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| Acronym | Definition | Explanation |
| BAU | Business As Usual | The point at which project work is transitioned into an agreed, measurable and provable “steady state” business working environment |
| LoS | Lines of Service | All the BAU teams who have some responsibility for the support of the new / enhances service. |