## Production Readiness Checklist – Handover from ITS Interactive Technologies to Service Delivery

<table>
<thead>
<tr>
<th>Project / Room Name:</th>
<th>Project / Room Description:</th>
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<tbody>
<tr>
<td>Planned Production Deployment Date:</td>
<td>Document Date:</td>
</tr>
<tr>
<td>Document Resource Location:</td>
<td><a href="https://one.massey.ac.nz/teams/InteractiveTechnologies/SitePages/TeamHome.aspx">https://one.massey.ac.nz/teams/InteractiveTechnologies/SitePages/TeamHome.aspx</a> NB: Document Set Name same = Plan ID</td>
</tr>
<tr>
<td>Interactive Technologies Plan ID</td>
<td>RFC Number:</td>
</tr>
</tbody>
</table>

### Responsible Person | Signed Off By | Date Signed Off | Comments |
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1. Project Acceptance Testing (detailed) based on the room testing and signoff spreadsheet by Interactive Technologies</td>
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<tr>
<td>2. Training for Service Delivery teams by the Project Suppliers or Interactive Technologies, if required/requested by Service Delivery</td>
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<tr>
<td>3. Support documentation has been supplied by Project Suppliers</td>
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<tr>
<td>4. Room testing by Service Delivery verifying the schedule of defects, incomplete or missing goods or services and workarounds.</td>
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<tr>
<td>5. Room acceptance by Service Delivery</td>
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<tr>
<td>6. Approval for bookings to proceed in this room</td>
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<td>7. Service Delivery confirms that the Support Service Supplier agrees to support the room</td>
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<tr>
<td>8. User Guide and Training by Service Delivery</td>
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<tr>
<td>9. Access requirements to equipment that requires a login</td>
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</table>
account is documented appropriately.

10. Defects, Incomplete or Missing Goods or Services and Workarounds

<table>
<thead>
<tr>
<th>Description of Defect or Incomplete Works</th>
<th>Impact / Comments</th>
<th>Workaround and Communication</th>
<th>Expected Fixed-by date</th>
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Snip from FCMIS for the first two days of release in production

As at DATE – may not show the actual room users

<insert screen shot snip here>
1. Project Acceptance Testing (detailed) based on the room testing and signoff spreadsheet by Interactive Technologies

1.1. Interactive Technologies Room testing and signoff spreadsheet has been updated and will continue to be updated as any remaining Defects, Incomplete or Missing Goods or Services are remedied

1.2. The testing and signoff spreadsheet for each room is stored and maintained in the Interactive Technologies SharePoint team site projects library which all ITS staff have at least read access to

2. Training for Service Delivery teams by the Project Suppliers or Interactive Technologies, if required/requested by Service Delivery

2.1. Training will not be required for rooms that are fully compliant with standard, published Interactive Technologies room designs (e.g. standard “level 3” or “level 4” rooms)

2.2. New technology has been identified

2.3. Training about new technology has been provided to the appropriate Service Delivery team/s.

3. Support documentation has been supplied by Project Suppliers

3.1. Training and/or support documentation, for rooms and services that are not standard, is stored in the appropriate resource location

3.2. Room monitoring, if applicable, is configured

3.3. As built diagrams and schematic diagrams are stored appropriately

3.4. This documentation is sometimes not available prior to a room’s first use following a refresh. We may need to list this as a defect/missing goods or services in those cases.

4. Room testing by Service Delivery verifying the schedule of defects, incomplete or missing goods or services and workarounds

4.1. A schedule of defects and workarounds forms part of this handover document

4.2. A Service Delivery representative has:
   4.2.1. Completed operational checks
   4.2.2. Confirmed or identified workarounds and defects

4.3. A proposed “fixed by” date is agreed between Service Delivery, Interactive Technologies and the Suppliers

5. Room testing and acceptance by Service Delivery

5.1. A Service Delivery representative accepts that:
   5.1.1. Service Delivery have received overview training about new technology used
   5.1.2. Service Delivery will provide support to users and equipment in the room
   5.1.3. There may be documented defects or workarounds in place

6. Approval for bookings to proceed in this space

6.1. A representative agrees on behalf of Interactive Technologies that the room or service is ready for use

6.2. A clear, concise email, describing any defects, limitations, workarounds in place or changes to a room’s functionality, is to be sent to the Timetable Office for distribution to users of the room.
7. Service Delivery confirms that the Support Service Supplier agrees to support the room

7.1. Training material and documentation is available and accessible to the Support Service Supplier

7.2. Support Service Supplier agrees to support the room subject to final signoff by ITS Interactive Technologies

7.3. Service Delivery is the agent negotiating the acceptance by the Support Service Supplier, with assistance from Interactive Technologies

8. User Guide and Training by Service Delivery

8.1. End user documentation, if different from standard, is stored in an appropriate location

8.2. If required, this documentation is to be developed by Service Delivery

9. Security

9.1. Where applicable, usernames and passwords that are necessary to provide support for equipment (e.g. to access the configuration of a device) are stored in the Massey ITS password repository and shared with the appropriate group

10. Schedule of Defects, Incomplete or Missing Goods or Services and Workarounds accepted by Service Delivery

10.1. A schedule of defects and workarounds forms part of this handover document

10.2. Workarounds and remaining defects are acknowledged and accepted by Service Delivery

10.3. A proposed “fixed by” date is agreed between Service Delivery, Interactive Technologies and the Suppliers

Location of documentation and other resources

Project Documentation

Please refer to the Check List for Project Closure and Handover to Interactive Technologies Support.pdf (338 KB) under the specification of work on the ITS Interactive Technologies Guidelines for Massey Suppliers and Staff web site

For the AV Refresh project to replace and enhance AV equipment in the shared general teaching rooms according to the AV Refresh plan, a document set is created in the projects library lab where the Doc Set name = Plan ID and the meta data = Site, Room and Year. This doc set includes the Room testing and signoff sheet, room plans, photos, room specific technical information, a copy of this document and any and all other information specific to that room for that year

Support Documentation

Historically stored across multiple folder on the ITS shared drive: \massey\disk\shares\itsrfc

A new standard consolidated storage repository for the current room documentation is being jointly developed by ITS interactive Technologies and Service Delivery

END OF DOCUMENT