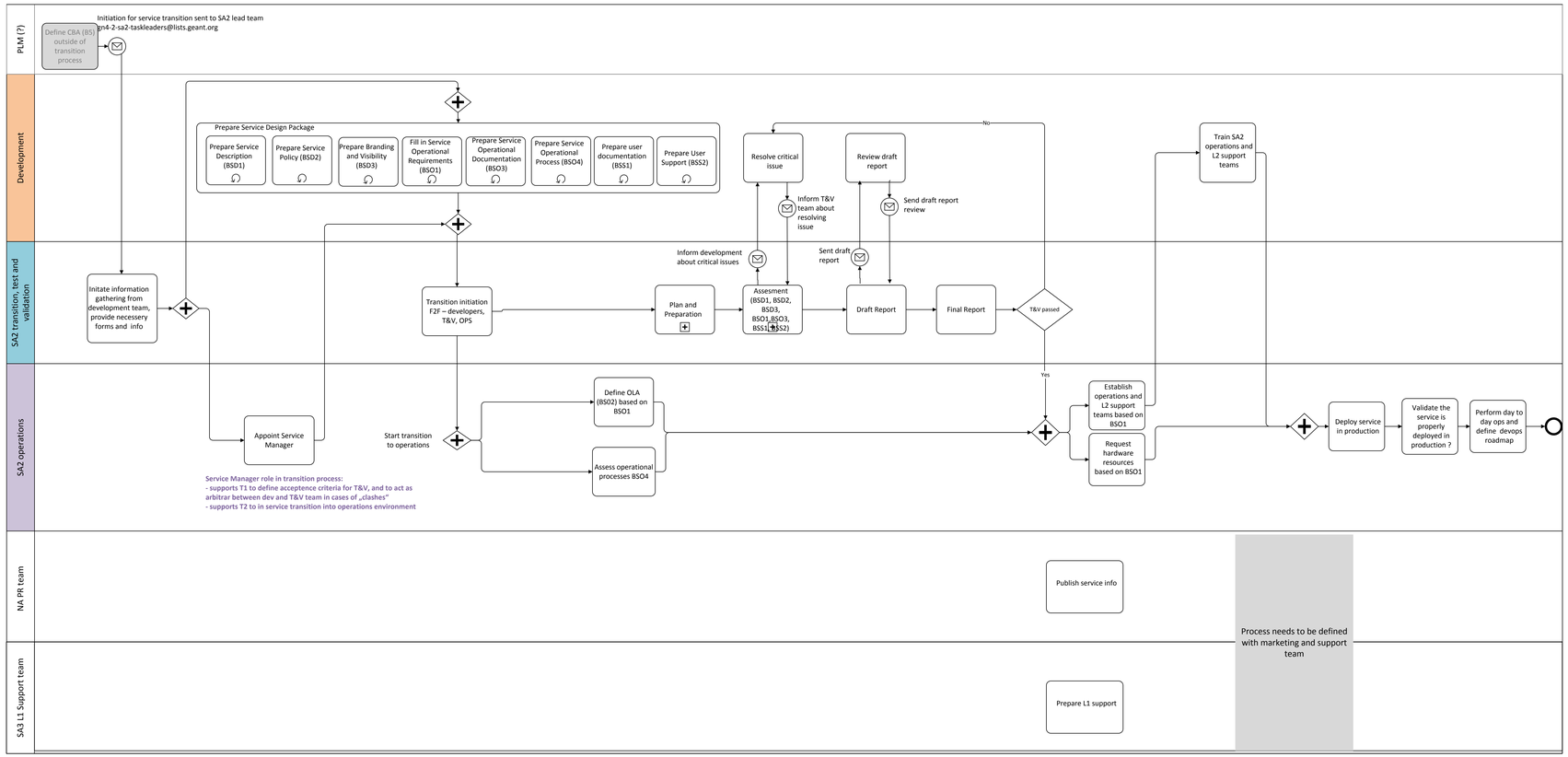
PLM (?)
Development
SA2 transition, test and validation
SA2 operations
NA PR team
SA3 L1 Support team
Define CBA (B5) outside of transition process
Initiation for service transition sent to SA2 lead team
gn4-2-sa2-taskleaders@lists.geant.org
Prepare Service Design Package
Prepare Service Description (BSD1)
Prepare Service Policy (BSD2)
Prepare Branding and Visibility (BSD3)
Fill in Service Operational Requirements (BSO1)
Prepare Service Operational Documentation (BSO3)
Prepare Service Operational Process (BSO4)
Prepare user documentation (BSS1)
Prepare User Support (BSS2)
Resolve critical issue
Review draft report
No
Train SA2 operations and L2 support teams
Inform T&V team about resolving issue
Send draft report review
Inform development about critical issues
Sent draft report
Initate information gathering from development team, provide necessery forms and info
Transition initiation F2F – developers, T&V, OPS
Plan and Preparation
Assesment (BSD1, BSD2, BSD3, BSO1,BSO3, BSS1,BSS2)
Draft Report
Final Report
T&V passed
Yes
Appoint Service Manager
Start transition to operations
Define OLA (BSO2) based on BSO1
Assess operational processes BSO4
Establish operations and L2 support teams based on BSO1
Request hardware resources based on BSO1
Deploy service in production
Validate the service is properly deployed in production ?
Perform day to day ops and define devops roadmap
Service Manager role in transition process:
- supports T1 to define acceptence criteria for T&V, and to act as arbitrar between dev and T&V team in cases of „clashes"
- supports T2 to in service transition into operations environment
Publish service info
Process needs to be defined with marketing and support team
Prepare L1 support