Implementation Readiness Review Checklist

Purpose:
The readiness review checklist reflects all areas critical to the successful implementation of the project. This checklist is the basis for making a go/no go decision for the production implementation and cutover and is a signature document that requires operations, project sponsor and project manager to state their decision on whether or not to proceed. If a critical area does not have a successful result, then mitigation steps must be noted.

General Guidelines:

- The checklist is meant to incorporate all level of projects, from SAAS, COTS, and/or Operational projects so if part of this list does not apply to your particular project than only complete the sections of the template that are pertinent to your project. If a section isn't pertinent than the **person in the approval column will provide an email with that N/A** for the checklist. The PM is responsible for gathering the information in the item unless otherwise designated. The approver will provide acceptance of that item thru an email.
- This is a 'signature' document that should have the signature of both the projects primary sponsor and the project manager (as the final row in the table) – stating their decision on whether or not to proceed.
- The general lead time for getting an entire checklist approved and is 6 weeks at this time. Once the Construction Gate (Gate 4) has been cycled thru enough projects to get a regular cadence. **Efficiencies in the process should shorten this window.**
- **Before going into Production, you'll have to have an RFC (request for change submitted for CAB)**
- **The IRR Meeting date should be 30 days before the planned Go-Live Target Implementation date.**

Roles and Responsibilities

- Project sponsor - determine if negative results are acceptable prior to full implementation; approve readiness by signing the document.
- Operation manager - determine if negative results are acceptable prior to full implementation; approve readiness by signing the document.
- Project manager – work with responsible manager to draft the checklist, coordinate the readiness review of each item, document the results and any needed mitigation plan, and get document sign-off.

Deliverables

- **This document - IRR checklist**
- **Signed Equity Impact Review (EIR)**
- **O&M Manual**
- **Tier 1 Transfer Checklist (checklist meet with CSS will build out support model)**
- **Index Article and knowledge base template (General overview of the product that needs support)**

King County

[Project Title]
Readiness Review Checklist

Prepared By: [Type text]

Date: [Type text]

Plan Version: [no.]

Template Document Revision History

Revision	Revision Date	Author(s)	Brief Description of Change
1.1	**8/7/17**	**Kieu Ton**	**Edit checklist**
1.2	**8/14/17**	**Kieu Ton**	**Edit in CSS & ProdOps sections**
1.3	**9/7/17**	**Kieu Ton**	**Add in tier 2 & tier 3 support requirements**
2.0	**12/18/2018**	**Jennifer Broadus**	**Revised responsibilities and roles with timeframes, added new sections**
2.1	**1/18/19**	**Jennifer Broadus**	**Revised section 3.4 end user change management and training**
2.2	**7/1/2019**	**Jennifer Broadus**	**Updated section 5 to reflect CSM name change; added Temujin Baker to Tier 3 support**
2.3	**10/21/2019**	**Jennifer Broadus**	**Updated sections (3,6, 7, and 11) to reflect org changes**
2.5	**5/29/2020**	**Jennifer Broadus**	**Updating the numbering and reflecting org changes**
3.0	**9/8/2020**	**Jennifer Broadus**	**Update Section 3 UAT language**
3.1	**4/7/2021**	**Jennifer Broadus**	**Added PMO language approval updates**
3.2	**6/24/2021**	**Jennifer Broadus**	**Security language updates**
3.3	**8/10/2021 8/17/2021**	**Jennifer Broadus**	**Section 3 – UAT Demo Language**
3.4	**4/11/2022**	**Jennifer Broadus**	**ISRC update, Prod Ops, Change Mgmt**
3.5	**8/3/2022**	**Jacqueline Lilly**	**Remove 2.2.** Pass vulnerability security testing (Veracode) **Section 7:** update approver **Sections 8.0, 8.1 & 8.2** update approvers
3.6	**11/15/2022**	**Jacqueline Lilly**	**Sections 8.0, 8.1 & 8.2:** update criteria & approvers
3.7	**1/18/2023**	**Jacqueline Lilly**	**Sections 8.5 & 8.6:** updated approvers
4.0	**3/21/2023**	**Jacqueline Lilly**	**Section 8.1 & 8.2:** updated to include language around SaaS solutions **Added new section 11.0: Engineering – Data Services**
4.1	**07/21/2023**	**Jacqueline Lilly**	**Section 11.0;** updated to remove exception language.
4.2	**2/5/2024**	**Jacqueline Lilly**	**Section 8.0, 8.1, 8.2 & 8.5** update approvers
4.3	**5/22/2024**	**Jacqueline Lilly**	**Section 6.3;** updated notes
5.0	**6/21/2024**	**Jacqueline Lilly**	**New Section 12.0:** 12.0 Cloud Native & Cloud Platform; New concept to validate Azure for Power Platform and Dynamics
6.0	**7/31/2024**	**Jacqueline Lilly**	**Section 1.0:** update approvers

7.0	**8/19/2024**	**Kimberly Brooks**	**Sections 8.0-8.6** Removed references to Production Operations (ProdOps); changed to Cloud & Network Services. Changed ProdOps Networks to Network Services Changed ProdOps Cloud to Cloud Services
8.0	**10/02/2024**	**Kimberly Brooks**	**Sections 8.3-8.6** (8.3) Replaced Cloud & Network Services with TSS Modern Workplace. (8.4) Replaced Cloud & Network Servies with TSS Applications. (8.5) Removed “Applications” from Service Title. Removed “reliability” from Criteria section. Added Jerry Chi to Responsible section. (8.6) Removed “Network and Facility support” from Service section.
9.0	**10/02/2024**	**Kimberly Brooks**	**Section 9.0** Removed Lori Dickneite and added Andy Gravano to approval section.
10.0	**12/03/2024**	**Kimberly Brooks**	**Section 8.0, 8.1, 8.2, 8.5 - (**8.0) Updated approver to Homer H. (8.1) Updated approver to Jerry Chi. (8.2) Updated approver to David B. (8.5) Updated approver to David B.
11.0	**01/15/2025**	**Kimberly Brooks**	**Section 11.0** Updated Signoff/Approver to reflect Yi Mi (removed Paul Alley)
12.0	**03/28/2025**	**Kimberly Brooks**	**Section 8.5** removed at the request of David Baker. Items in 8.5 moved to section 8.6 under Jesse Mock's Network team. 8.6 renamed to 8.5.

Project Revision History

Revision	Revision Date	Author(s)	Brief Description of Change
1.0		Project Manager	Draft Document
2.0			

Document Purpose

The purpose of this document is to establish the criteria against which readiness will be reviewed and the results of this review.

PROJECT NAME

Intake Number: (historical projects don't have intake numbers)

Executive Sponsor:

Business Owner:

Project Manager:

Technical Lead:

Start Date:

Target Implementation Date:

Project Objective:
<A brief summary of project objectives>

Project Description:
<A brief explanation of what this project is about, and approach taken>

Planned Benefits
<Briefly describe the planned benefits of the project>

KCIT Service	Section #	Criteria	Responsible	Signed Off or email approval By	Timeframe for approval review	Comments/Notes
PRM Gate Approval	1.0	Has the Plan Review Gate been completed with satisfactory results and have all the action items of this review been addressed and approved by the PRM Chair?	PRM Support	Acting PRM Chair via PRM Support	**One Week**	Has this project closed out conditions on the PRM gate OR has received a waiver? Link to approved document.
CDR –Gate Approval	1.1	KCIT Gate - • Conceptual Design Review has been completed with satisfactory results or exception request has been approved. • Documentation has been reviewed and communicated to the appropriate group.	Charlene Sellhast	Charlene Sellhast	**One Week**	Has this project closed out conditions on the construction gate OR has received a waiver? Link to approved document
ART Gate Approval	1.2	KCIT Gate - ART Review has been completed with satisfactory results or exception request has been approved. Documentation has been reviewed and communicated to the appropriate group.	Charlene Sellhast	Charlene Sellhast	**One Week**	Has this project closed out conditions on the construction gate OR has received a waiver? Link to approved document

KCIT Service	Section #	Criteria	Responsible	Signed Off or email approval By	Timeframe for approval review	Comments/Notes
Construction Gate Approval	1.3	KCIT Gate - Construction has been completed with satisfactory results or exception request has been approved. Documentation has been reviewed and communicated to the appropriate group.	Charlene Sellhast	Charlene Sellhast	**One Week**	Has this project closed out conditions on the construction gate OR has received a waiver? Link to approved document
SQA	2.0	Passed all quality tests related to functionality requirements.		Michael Tu	**One week**	
	2.1	Converted Data passes pre-established quality criteria		Michael Tu		
	2.2	Cross Browser testing – all supported browsers have cross tested, validates, and verified		Michael Tu		
	2.3	Data migration testing (completeness) has been performed if applicable		Michael Tu		
	2.4	Cross Device Testing – all supported mobile devices have been tested and verified		Michael Tu		

Analysis & Training	3.0	Application solves business problems stated in business case. **Conditions of Approval:** 1. Confirmation that there are documented business requirements and that they have been approved by the Business Owner (official sign-off/approval). 2. Confirmation that increment was delivered and that it solves business problem (meets core use cases for core user types/personas) **Typically provided for approval:** 1. Link to Requirements and evidence of business approval (signed document or email with approval indicated) 2. (If applicable) A 30 min to 1-hour demonstration of the solution. Ideally, the business owner and tech lead are present for the demo (one or both typically drive(s) the demonstration). A typical demo includes: a. Restatement of the business problem that is solved by the solution b. Brief description of the solution and/or other key background information c. Description of the primary user types/personas d. Demonstration of the top use cases (~1-5) and other key functionality 3. (If applicable) In cases when a solution demo doesn't make sense –		Molly Gordon	Small-Med project 5 days Large projects 7-10 days	

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		Simply provide confirmation that the solution has solved the business problem: "The implementation of x has solved business problem y by z."				
	3.1	User Acceptance that system meets all required needs. Conditions of approval: • Confirmation that a test plan tracks to requirements and has been completed with no showstopper defects. Typically provided for approval • Test plan provided for review/approval.		Molly Gordon	Small-Med project 5 days Large projects 7-10 days	
	3.2	Requirements traceability to testing plan. **Conditions of approval:** • Confirmation that UAT test script(s) were used and that UAT was completed with the business/end-user. Typically provided for approval: • UAT test scripts and business sign-off provided for review/approval.		Molly Gordon	Small-Med project 5 days Large projects 7-10 days	

	3.3	End user readiness - change management and training has been conducted. All users trained on appropriate business functions, corresponding software and hardware. **Conditions of approval:** 1. An end user communication plan was created and executed. Communication plan states what is the change, who is impacted, when the change will take place, etc. 2. A training plan was created and executed. Training Plan includes training content, training approach (face to face, video, guide…etc.), training timeline for impacted roles and training resources (trainer, training room, online support…etc.) 3. For projects with high degree of change for end users, consider using change ambassadors as a way to ensure change is fully adopted (Optional) **Typically provided for approval:** 1. End user communication plan 2. End user training plan Resources: Template - Communications Plan.xlsx Template - Training Plan.xlsx		Anteneh Belay		

KCIT Service	Section #	Criteria	Responsible	Signed Off or email approval By	Timeframe for approval review	Comments/Notes
		For projects with high degree of change, consider using change ambassadors as a way to ensure change is fully adopted (Optional) Change Champions Identification.pptx				
UX Design	4.0	• Design implemented to the specifications put forth by the UX designer • Translation requirements have been implemented when required Branding, including King County or Department logos, is followed as outlined in brand and logo guidelines.		Pam Shales	Small 3 days Med 4 days Large 5 days	
PMO	5.0	Detailed Go Live plan and schedule developed and quality reviewed. This includes roll back plan, contingency plan for high-risk areas and stabilization/monitoring; implementation roles and responsibilities defined and assigned. Communication plan for status and decisions in place.	Project Manager	Jacqueline Lilly, KCIT PM Manager MTD: Randy Boshart	Small-Med projects 5 days Large projects 7-10 days	
CSM	6.0	Business process owners mobilized to accomplish expected operational changes – with change management plans in place.		CSM or Business Owner	One week	

KCIT Service	Section #	Criteria	Responsible	Signed Off or email approval By	Timeframe for approval review	Comments/Notes
	6.1	Benefit measurement plan, metrics, responsibility, and report delivery time documented and agreed to.		CSM or Business Owner		
	6.2	Communication plan for Agency. leaders/Steering Committees/PRB		CSM or Business Owner		
	6.3	Addressed that the technology impacts brought forward in the EIR have been approved by the business and have been incorporated into the technology		CSM or Business Owner		
	6.4	User support in place • System documentation, related user guides, and quick reference materials at go-live	Project Manager or SA	CSM or Business Owner		
CSS	7.0	KCIT CSS Support Transfer Checklist, Index Article and Knowledgebase Template have been completed or updated including escalation paths and distributed two weeks in advance of release date.		James Marsh	2 weeks	
	7.1	KCIT CSS staff has received training and has demonstrated required competency.		James Marsh	2 weeks	
	7.2	• List of hardware/software to be deployed • Remote support capabilities • Monitoring, alarming, messaging • Troubleshooting tips • Processing and/or data dependencies (e.g., location of data used by the application) • End device support/CSS		James Marsh	2 weeks	

KCIT Service	Section #	Criteria	Responsible	Signed Off or email approval By	Timeframe for approval review	Comments/Notes
	7.3	• Applications deployable through SCCM • Installers provided • Thorough configuration documentation • Application tested and functional prior to packaging • Application supports Win10 64, Office 365, and IE (where applicable) • User licensed or a device based with a single serial number • Single SME for application • Explicit list of users or devices		James Marsh	3 weeks	
ITSM Change Management	8.0	On-going process for introducing change to the production environment in place – RFC has been submitted.		Homer Haynes	1 week	

Cloud Services – Cloud & Data Infrastructure Services	8.1	**Server OS & Database Team:** **Server OS:** Architecture overview with diagram and interfaces • Unix/Windows OS • Environment documented • Special requirements for IIS configuration documented • Infrastructure software/middleware **Database:** • SQL Server/Oracle • Maintenance plans in place • Growth estimates • Backups configured • SA and local admin rights removed (if granted during deployment) **Exceptions:** IRR approval can be bypassed for this section if the solution does not use any KCIT managed products or systems: • Small off-the shelf SaaS systems. • There are no King County Server OS or databases utilized in the SaaS system.	Josh Rosen	Jerri Chi	2 weeks	
Cloud Services –	8.2	**Cloud Infrastructure Team:**	Josh Rosen	David Baker	2 weeks	

Cloud & Data Infrastructure Services		Architecture overview with diagram, interface, automation and patching.
		
		• Disk space requirements documented, and have been given to support groups for resource allocation:
		  • Hypervisor
		  • Network connectivity
		  • Redundancy system
		  • Offline storage for reports and audit log
		  • Data retention requirements
		Backups configured & recovery process documented and successfully tested
		
		All equipment (including peripherals) connected and tested successfully
		
		Exceptions:
		IRR approval can be bypassed for this section if the solution does not use any KCIT managed products or systems:
		• Small off-the shelf SaaS systems.
		• There are no King County Server OS or databases utilized in the SaaS system.				

TSS Modern Workplace	8.3	**Modern Workplace:**	Cheryl Ann Gunderson	Katie Suvlu	2 weeks	

KCIT Service	Section #	Criteria	Responsible	Signed Off or email approval By	Timeframe for approval review	Comments/Notes
		Email Communication – If application sends out automated emails, the email configuration needs to be verified to ensure that it is using modern settings.				

TSS Applications	8.4	• Production and test environments properly configured and tested • Problem resolution process (troubleshooting) in place • Support organization ready to accept responsibility for availability • Application support transitioned; staff trained • Overall operations and Maintenance (O&M) plan complete • Synthetic transactions/ smoke tests complete • Enhanced support immediately following go-live defined and staffed • Data interfaces documented • Validate iTop updates • Validate Runbook updates • Validate Innotas updates The overall Runbook site can be found at: HERE . The site provides instructions for how to use it, but basically as new systems are on boarded, they each get a "Document Set" created here (in the documents area): HERE . From within the Document Set for a given system, a New O&M Manual can be created by clicking New". This is all described in the instructions. It would be ideal if PMs would create and collaborate on the O&M Manuals	Application Support Manager Assigned Application support manager depending on the functional group - please contact Doug Henderson	Doug Henderson	2 weeks	

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		here since this is where they will be stored.				

Network Services	8.5	**Monitoring and alerting:**
		Baseline Performance Test
		• Is there any new infrastructure to be monitored?
		• Is there an application to monitor? Such as:
		  ○ URL – up/down/performance ?
		  ○ Services to monitor and potentially restart if stopped?
		  ○ Database to monitor?
		• Is appropriate logging set up?
			Jesse Mock	Chad Crowston	2 weeks	

Tier 3 support	9.0	Does Azure DevOps have version of source code that is going into production Confirm - For custom software have automated build/deploy solution in place		Brent Veenstra or Andy Gravano as applicable	3 days	
Business Continuity	10.0	These requirements are under review by KCIT Leadership Staff. No approval step is required until the review is complete.				

KCIT Service	Section #	Criteria	Responsible	Signed Off or email approval By	Timeframe for approval review	Comments/Notes
Security Risk Assessment	10.1	A Security Risk Assessment (SRA) has been successfully completed. Any unacceptable risks have been mitigated.	Assigned Analyst	Assigned Analyst	12 weeks	
Penetration Test	10.2	A Penetration test has been successfully completed. Any unacceptable findings have been remediated.	Assigned Analyst	Assigned Analyst	12 weeks	
Vulnerability Scan	10.3	A Vulnerability Scan has been completed. Any unacceptable vulnerabilities have been mitigated, and the environment has been rescanned.	Assigned Analyst	Assigned Analyst	12 weeks	
Privacy Impact Assessment	10.4	A Privacy Impact Assessment (PIA) has been successfully completed. Any unacceptable risks have been mitigated.	Assigned Analyst	Assigned Analyst	12 weeks	
Engineering -Data Services	11.0	Metadata for structured data sources should be ingested into the Collibra Data Catalog • Data dictionaries created • Data owner identified Please submit a Cherwell ticket to Data Services requesting Collibra IRR and Onboarding Support prior to seeking IRR approval. Support services and training: Collibra Community of Practice site		Data Services Manager or designee (Ram Chandrasekaran or Yi Mi)	1 week	

KCIT Service	Section #	Criteria	Responsible	Signed Off or email approval By	Timeframe for approval review	Comments/Notes
Software Engineering - Cloud Native & Cloud	12.0	Platform New concept to validate Azure for power platform and dynamics.		Brent Veenstra	TBD	

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AUTHORIZATION

[Signature is required. It is a business decision whether the results and associated mitigation plans are sufficient.]

Based on the results of how well the criteria are met, implementation is approved to proceed.

Signature: _____ Date: _____
Print Name: _____
Title: _____
Role: Project Sponsor

Signature: _____ Date: _____
Print Name: _____
Title: _____
Role: Project Manager

IRR Approval

By signing below, I am acknowledging review and approval of the Implementation Readiness Review for the:

_____
Project Name

_____ _____
Chair of KCIT IRR Committee **Date**