

Subjects	Action	Description	Status/notes
Data Management and Recovery	. Backups and recovery plans?	Insight about the types of data management needed and type of data stores we have	This is not under scope of technical managed services. This is handled by MTN Zambia IT Team
	.types of data storages?		This is not under scope of technical managed services. This is handled by MTN Zambia IT Team
	Is there any manual action need to be supported?		This is not under scope of technical managed services. This is handled by MTN Zambia IT Team
	. Tools & features are available for monitoring system performance	Insights about reports the system provides in the context of health & performance monitoring	There is no module delivered to monitor the system performance. This to be done manually
	.Performance KPIs/SLA		MS SLA document attached. L3 SLAs will be shared as part of Support kick off meeting
	. Last 6 months incidents and Tickets		Service now incident report is attached with this email
	. Samples of all requested reports that the system generate		list of controls and dashboards is attached
System Configuration and Configuration Issues:	. what are the pre-requist configs related to the Raid platform.	general insights about type of configuration needed in order the system run smoothly, and any addressed issues related to that	Hardware recommendation document is attached with email
	. Is there manual processes need ' scripts , cron jobs , work around solutions'		List of cron job attached with email
Integration with External Systems	. what are the integrated system (if any)?	Insights about the parties related or integrated with the system.	Source system details is attached with email
Scaling, Availability	. system sanitary reboot procedure.	Insight or documentation that descrip how to maintain a good system health/provide availability and data consistency', and in case of outage or failure how to act.	Start and stop process document is attached with email
	. Do we have DR ' Disaster recovery' procedure		There is no DR system available
	. Deployment structure, server architecture, system architecture.		list of servers and services running on each server is attached with email
Ticketing & connections	. Supplier Ticketing System	In case supplier interfering needed, is there a ticketing system to deal with, what are the channels for communication.	This information will be shared during Support kickoff meeting
	. Escalation Matrix		This information will be shared during Support kickoff meeting
Documentation	. HLD/LLD . Operation Manual . Installation Manual . User Manual	For documentation purposes, any existed doc that provide insights about the system from operational and non operational perspective	Solution design documents are attached