

## Handover Policy Statement

DMRC's handover policy for products and services is predicated on the four broad principles that we use to handed over products and services successfully from transition to business-as-usual.

- Commercial and contractual
- Handover process
- Data and knowledge transfer
- People

### Commercial and contractual

- requirements and all contractual obligations are met including data requirements and any standardisation of services or product that the client requested
- consideration and assessments of life cost have been assessed and advised
- recommendation of spending more now to have less of an impact on the overall operating and maintenance cost of the project throughout its life
- incentivisation of success where a service, solution or product is well delivered

### Handover process

- At DMRC we do not consider handover as a date. We plan from the start of the project and view as an incremental transfer of knowledge and operation from project teams to business-as-usual
- We ensure that the deliverables are measurable and communicable from the start
- We involve end users from the outset and develop user stories and scenarios to make the transition almost seamless to business as usual

### Data and knowledge transfer

- DMRC ensures that the data and knowledge transfer is for the end users and needs to be meaningful, applicable, and relevant to the end users.
- At DMRC we consider lessons learned during the development as a key deliverable
- We agree information requirements at the outset. This ensures all parties have a clear idea and know what is expected of them and work towards achieving the goal from the start of project

### People

- We want to understand and listen to people and to what they have to say and articulate what they mean so we can ensure we have delivered what they need
- Understand the risks of who will be impacted by the service, solution, and products that DMRC handover
- Maintain continuous engagement with our clients and customers

## Handing Over

Depending on the type of products, solutions or services that are being handed over we deploy dedicated checklist to ensure all the artifacts are being handed over based on our four broad principles.

The checklists are formed around

- Project handover
- System handover
- Solution handover
- Code handover
- Service handover

## Handover Completeness

This is a key part of DMRC's policy to ensure that handover is complete and not simply in progress and test for this for a duration of 3-4weeks post-handover.

Signed

(employer)

Dated: 1 January 2022

Review Date: 31 December 2023

A handwritten signature in blue ink, appearing to be 'Q. Singh', written over the 'Dated' line.

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