

Meeting 8: Hypercare Introduction

Last Modified on 04/12/2021 2:40 pm EDT

Prep

□ Login to Production

Please login to production and ensure you have access to the application and you can see the admin cog at the top right granting you administration access.

□ Confirm End User Accounts

Click on the admin cog wheel at the top right and navigate to the Users list. Please scroll through the list to ensure all end users who require access to the application have been added here and are enabled. Click on each user to confirm they have been granted the correct access to their role.

Confirm Library Data

Once you have logged in, click on the left hand menu and select Library. You'll want to ensure the correct data has been imported from the data import template.

Homework

□ Review Presentation

Please ensure you have reviewed the important information included in the Hypercare presentation including the key dates when the Hypercare period is completed and you are familiar with the scenarios that might pop up over the duration of Hypercare and who you need to contact for each scenario.

□ Log Hypercare Tickets

As you begin using the application to complete your day-to-day activities, please log any questions, clarifications, or issues you might be having. We are here to help!

□ Review and Close Tickets

Review all open and outstanding tickets in the Tracker, please Accept or Close all tickets that have been fixed or your question answered. As we move into Project Closure, we will want to ensure all tickets are either Accepted or Closed.