

1. Link to table below and access to documentation links [Here](#)
2. RACI Matrix IBM-Client: [Here](#)

Managed services offerings Onboarding process overview :

	1. Order Receipt	2. System Provisioning	3. VPN Tunnel Installation	4. User Authentication	5. Transition to Steady State	6. Steady State Operation
Actions	1. CSC Assignment 2. Customer Introduction to On-boarding	1. Notify customer of Provisioning 2. Provisioning Documentation	1. Networking SME Engaged 2. Document VPN & Install Tunnel	1. Authentication SME Engaged 2. Document & Implement	System Audit by SS	Welcome Letter
Owner	CSC- Navneet Bedi	CSC- Navneet Bedi	CSC- Navneet Bedi Build –David Ellis	Build- David Ellis	CSC- Navneet Bedi	CSC- Navneet Bedi
Purpose	1. CSC assignment, ECMoC introduction & contacts 2. Introduce the customer to the process 3. Expedite transition to Steady State & internal communication	1. CSC notification of Provisioning complete & next steps 2. Document system configuration, IP's, URL's, Ports	1. Convey requirements to customer and gather info 2. Implement secure customer access to cloud	1. Review options with customer 2. Implement, test & document method	1. System audit process to insure successful release to customer 2. IBM Support, Notification & Service Request process 3. Support Presentation to the Customer	1. Status of the open and closed PMR/SR's for customer review 2. Introduction to the service 3. Customer access for service validation 4. Customer Documentation of Technical Details
Documentation*	https://ibm.box.com/s/i6jtv8qpmajwpumhl7d8dbt77q0mhvje	https://ibm.box.com/s/5uv8ms2mcr0my9eh1ryp894yox48c85t	https://ibm.box.com/s/0867mpeq4ijbf73o2vh6fdmcejb3cqj	https://ibm.box.com/s/dd2e5r45ege29fc8js21wovvehu1o5f	https://ibm.box.com/s/a0x99195v7xvv543591bwitnp7zkdnp	
Time Frame		30 days	Depends on client responsiveness	2-3 Days	30 Days	