3) Established takeover, step-by-step routine

1. **PM** ensures all passwords on operating environments, databases, CMS, in any external systems etc, are replaced and registers the new passwords in password management program **1Password**.

2. **PM** ensures all documentation that has been prepared and submitted from previous supplier is uploaded at a predetermined location (preferably GITdump or access to GIT).

3. Once the takeover is completed and performed according to the steps above, **PM** reports back to the client.

<u>Pingdom</u>

Live sites that Awave has built or that Awave is supporting through SLA's must have uptime monitoring set up.
The service used for this is https://my.pingdom.com/ and the administrator is **PM Tech Lead**.

When a new site is launched or taken over from an another supplier, the PM must reach out to the pingdom administrator and provide the following info:

1. All the relevant domains
2. Technology involved (WP, Drupal, etc.)
3. Who should be notified in case of downtime