

EXHIBIT I: TRANSITION OUT PLAN

1. TRANSITION OUT PLAN

Transition Period: Estimated to be 6 Months before Contract Expiration

Primary Parties: Outgoing Contractor, Incoming Contractor, Cal ICH (State)

1. Purpose & Objectives

The objective of the Transition Out Plan is to ensure a seamless transition from the Outgoing Contractor to the Incoming Contractor and Cal ICH staff, preserving continuity of operations, security, and compliance, and transferring knowledge and ownership across all platforms and processes.

Objectives

- Execute a structured handoff for HDIS platform, Managed IT, Informatica IDMC, Informatica MDM, Snowflake, Tableau, and Data Management.
- Provide complete documentation, SOPs, runbooks, and training.
- Maintain service levels and support during transition; meet all entry/exit criteria.
- Coordinate software licensing transitions and vendor relationships.
- Complete contract closeout with verifiable data destruction and final reports.

2. Scope

This plan covers Transition Out for the following domains (aligned to Transition In areas):

1. Project Management Transition & Oversight
2. HDIS Platform Management / Managed IT
3. Informatica IDMC (Intelligent Data Management Cloud)
4. Informatica MDM (on-prem)
5. Snowflake Data Platform
6. Tableau Cloud
7. HDIS Software Licensing
8. HDIS Data Management (quarterly refresh)
9. Contract Closeout & Transition Out Execution Plan

3. Transition Period

- Transition period starts July 2027 through December 2027 (To Be Determined), with Incoming Contractor shadowing Q1 load (July) and owning Q2 load (Aug–Oct 2027) per Transition Out plan.
- Outgoing Contractor continues support during transition per contractual terms and provides all documentation, runbooks, SOPs, and system configurations.
- Cal ICH approves entry/exit criteria and transition acceptance deliverables.
- Access provisioning (AD/Okta, RBAC in Snowflake/IDMC/MDM/Tableau) will be pre-authorized by Cal ICH.

- Licensing constraints (OEM-bound licenses such as Datto) may require replacement strategy coordinated with Cal ICH.

4. Governance & Roles

4.1 Key Roles

- Cal ICH: Sponsor and owner; approvals, compliance oversight, coordination.
- Outgoing Contractor: Delivers knowledge transfer, documentation, and continuous support during transition; meets all handoff and exit criteria.
- Incoming Contractor: Shadows, receives knowledge transfer, and assumes ownership per schedule.

4.2 RACI (Summary)

Workstream	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
Project Mgmt. Transition & Oversight	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
HDIS Platform / Managed IT	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Informatica IDMC	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Informatica MDM (on-prem)	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Snowflake Data Platform	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Tableau Cloud	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Software Licensing	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
HDIS Data Management	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Contract Closeout & Execution	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders

5. Timeline & Milestones (July–Dec 20XX)

- July 20XX: Transition briefing; access synchronization; documentation handoff; Incoming Contractor shadows Q1 data load.
- Aug–Oct 20XX: IC leads Q2 data load; OC continues handoffs for platforms (IDMC, MDM, Snowflake, Tableau); licensing transitions; M&O ownership mapping.
- Nov 20XX: Complete workstream sign-offs; finalize contract closeout deliverables; cutover

scheduling and readiness.

- Dec 20XX: Post-Transition Support from Outgoing Contractor (Dec 1–31); finalize outstanding items; submit Transition Out Report.

6. Entry & Exit Criteria

Entry Criteria

- Transition Out Plan approved and published.
- Incoming Contractor/Cal ICH access provisioned (tools, platforms, repositories).
- Outgoing Contractor provides current documentation, SOPs, runbooks, configurations.

Exit Criteria (per workstream)

- All handoff deliverables completed and accepted (Cal ICH/Incoming Contractor sign-off).
- Knowledge transfer completed; Incoming Contractor demonstrates independent execution.
- SLA tracking, monitoring, and escalation paths implemented for Incoming Contractor.
- Transition Out Report submitted with unresolved items and recommendations.

7. Communication Plan

- Cadence: Weekly Transition Stand-up; Bi-weekly Workstream reviews; Monthly Steering Committee.
- Artifacts: Status reports, risk log, issues register, decision log, change log.
- Channels: Teams, Jira (work items), SharePoint (documents), Email (formal notices).
- Escalation: Workstream Leads → Outgoing Contractor PM → Cal ICH Sponsor.

8. Risk & Issue Management

- Key Risks: Access provisioning delays; RBAC misalignments; licensing transfers (OEM-bound); data quality issues; DR readiness.
- Mitigations: Early access checklist; RBAC review; vendor engagement for OEMs; dual-run validations; DR tabletop and rollback testing.
- Tracking: Risk log with impact/probability, mitigation owner, target dates; reviewed weekly.

9. Quality & SLA Management

- SLA Metrics: Data load timeliness, ingestion success rate, incident response & resolution time, dashboard availability/refresh SLAs, patch compliance.
- Quality Gates: Pre-load checks, post-load validations (record counts, referential integrity, null thresholds), QA → Prod promotion checklists, DR test evidence.
- Reporting: Monthly SLA dashboard; incident metrics; platform performance and cost optimization reports.

10. Detailed Workstreams & Activities

Notes:

- Task numbers are aligned to the Transition Out Plan, with Transition In counterparts and acceptance criteria.
- Shadow/lead notes included where applicable.

10.1 Project Management Transition & Oversight

Task No.	Task Description	Deliverable Outcome	Owner	Estimated Due Date *Based on the transition period (actual dates to be determined)
1	Transition briefing; review & handoff system documentation	Finalized documentation package with sign-off checklist; Transition In & Out timelines	Outgoing Contractor	7/30/XX
2	Handoff Jira configuration/ workflows & Release Mgmt.	Jira board handoff; user roles; process mapping; export sprint boards & backlog	Outgoing Contractor	7/30/XX
3	Review ongoing meeting cadences	Calendar of recurring meetings with clear ownership	Outgoing Contractor	7/30/XX
4	Validate & hand off project schedule	Updated project timeline with milestones, dependencies, risks	Outgoing Contractor	7/30/XX
5	Review M&O deliverables including all documentation	Checklist of M&O tasks with status and future owners	Outgoing Contractor	7/30/XX
6	Identify and document external support efforts	Summary of compliance/ support initiatives	Outgoing Contractor	7/30/XX
7	Task closeout & sign-offs	Continued support; deliverables exit criteria met; Sign-off (Cal ICH, IC, OC)	Outgoing Contractor	7/1/XX–11/30/XX
—	Data Load (shadow then assume)	IC shadows one data load; next load executed by IC (full responsibility)	OC (IC shadows)	July → Aug–Oct 20XX

10.2 HDIS Platform Management / Managed IT

Task No.	Task Description	Deliverable Outcome	Owner	Estimated Due Date *Based on the transition period (actual dates to be determined)
1	Handoff HDIS Platform components	Documented overview of systems, environments, topology	Outgoing Contractor	7/30/XX
2	Review & document security software	Security tools inventory, configurations, SOPs	Outgoing Contractor	7/30/XX
3	Review Active Directory structure & policies	AD hierarchy, access control summary	Outgoing Contractor	7/30/XX
4	Handoff user onboarding/offboarding processes	Workflow documentation; handoff checklist; user access lists	Outgoing Contractor	7/30/XX
5	Review DR processes	DR playbook; testing status; escalation matrix & schedule; rollback plan	Outgoing Contractor	7/30/XX
6	Handoff server patching policies	Patch cadence; tooling; compliance tracking report	Outgoing Contractor	7/30/XX
7	Review monitoring & alerting software	Monitoring architecture; alert thresholds; schedules	Outgoing Contractor	7/30/XX
8	Handoff helpdesk functions	Ticketing platforms; SLAs; escalation paths; CoC support and outreach	Outgoing Contractor	7/30/XX
9	Review M&O activities & documentation	M&O schedule; SOPs; performance logs; owners; troubleshooting/acceptance tests	Outgoing Contractor	7/30/XX
10	Task closeout & sign-off	Sign-off (Cal ICH, Incoming Contractor, Outgoing Contractor)	Outgoing Contractor	7/30/XX

10.3 Informatica IDMC (Enablement & Knowledge Transfer)

Task No.	Task Description	Deliverable Outcome	Owner	Estimated Due Date *Based on the transition period (actual dates to be determined)
1	Handoff IDMC configuration	Configuration guide outlining environment setup	Outgoing Contractor	7/30/XX
2	Review RBAC	Access matrix with roles, privileges, approval process	Outgoing Contractor	7/30/XX
3	Handoff file management scripts	Script inventory and functional documentation	Outgoing Contractor	8/13/XX
4	Review quarterly load task flows	Documented task flows with timing and input/output mapping	Outgoing Contractor	8/13/XX
5	Handoff SPM load task flows	SPM-specific flow diagrams and control points	Outgoing Contractor	8/13/XX
6	Handoff exception handling	Exception scenarios; remediation steps; alerting logic	Outgoing Contractor	8/13/XX
7	Review service account configurations	List of accounts, roles, rotation policy	Outgoing Contractor	8/13/XX
8	Handoff M&O activities	SOPs; troubleshooting (Informatica support ticket); monitoring dashboards; escalation matrix	Outgoing Contractor	8/13/XX
9	Review source control & GitHub integration	Repos; branching strategy; permissions	Outgoing Contractor	8/13/XX
10	Handoff code migration process	Migration workflow; checklist; approvals	Outgoing Contractor	8/13/XX
11	Task closeout & sign-off	Sign-off (Cal ICH, Incoming Contractor, Outgoing Contractor)	Outgoing Contractor	8/15/XX

10.4 Informatica MDM (Operational Knowledge Transfer & Readiness)

Task No.	Task Description	Deliverable Outcome	Owner	Estimated Due Date *Based on the transition period (actual dates to be determined)
1	Handoff MDM upgrade runbook	Reviewed/updated upgrade SOP with dependencies and rollback plan	Outgoing Contractor	7/30/XX
2	Document MDM configuration	Configuration reference guide (env setup, parameters, data model)	Outgoing Contractor	7/30/XX
3	Review RBAC	Role matrix with permissions, provisioning, audit process	Outgoing Contractor	8/13/XX
4	Handoff match & merge rules	Rules documentation; trust scores; validation schedule; examples	Outgoing Contractor	8/13/XX
5	Review common support requests	Support playbook with examples; triage steps; resolution matrix	Outgoing Contractor	8/13/XX
6	Document service account usage	Inventory of accounts; purpose; credential rotation policies	Outgoing Contractor	8/13/XX
7	Handoff quarterly refresh tasks	Calendar of refresh cycles; procedures; data validation steps	Outgoing Contractor	8/13/XX
8	Review M&O tasks & documentation	Routines; issue resolution; escalation; operational dashboards	Outgoing Contractor	8/13/XX
9	Task closeout & sign-off	Sign-off (Cal ICH, Incoming Contractor, Outgoing Contractor)	Outgoing Contractor	8/15/XX

10.5 Snowflake Platform (Operational Readiness & Knowledge Transfer)

Task No.	Task Description	Deliverable Outcome	Owner	Estimated Due Date *Based on the transition period (actual dates to be determined)
1	Handoff identity access & security	Documented roles; RBAC; MFA policies; user/group access	Outgoing Contractor	8/6/XX

Task No.	Task Description	Deliverable Outcome	Owner	Estimated Due Date *Based on the transition period (actual dates to be determined)
		strategy		
2	Review platform monitoring processes	Monitoring dashboard overview; alerting rules; operational SLAs	Outgoing Contractor	8/6/XX
3	Handoff environment & architecture	Architecture diagram; environment deployment strategy; metadata map	Outgoing Contractor	8/6/XX
4	Review service accounts	Inventory with descriptions; credential management	Outgoing Contractor	8/6/XX
5	Handoff data ingestion/ pipeline mgmt.	Pipeline docs; orchestration logic; SLA monitoring	Outgoing Contractor	8/6/XX
6	Handoff data security configurations	Data masking policies; encryption settings; zero-copy clone strategy	Outgoing Contractor	8/6/XX
7	Review 3rd party audit processes	Audit reports; compliance checklist; response playbook	Outgoing Contractor	8/6/XX
8	Handoff cost & performance optimization	Cost model; warehouse scaling; performance tuning reports	Outgoing Contractor	8/6/XX
9	Review quarterly refresh cycles	Refresh calendar; workflows; reconciliation checklist	Outgoing Contractor	8/6/XX
10	Handoff M&O tasks & documentation	Operational routines; troubleshooting; runbooks; escalation workflows	Outgoing Contractor	8/6/XX
11	Task closeout & sign-off	Sign-off (Cal ICH, Incoming Contractor, Outgoing Contractor)	Outgoing Contractor	8/10/XX

10.6 Tableau Platform (Knowledge Transfer & Operational Oversight)

Task No.	Task Description	Deliverable Outcome	Owner	Estimated Due Date *Based on the transition period (actual dates to be determined)
1	Handoff user onboarding/ terminations	Documented process for provisioning, deactivation, access governance	Outgoing Contractor	8/13/XX
2	Review existing work products (Table 1.0)	Catalog of CoC, public, departmental dashboards; settings & dependencies	Outgoing Contractor	8/13/XX
3	Handoff dashboard logic & calculations	Documentation of calculated fields, filters, business logic mappings	Outgoing Contractor	8/27/XX
4	Review role-based permissions & landing page	Permissions matrix and landing experience by role	Outgoing Contractor	8/13/XX
5	Handoff data source connections	Data connection map & relationship schema; refresh schedules	Outgoing Contractor	8/13/XX
6	Review maintenance & failover activities	Platform maintenance calendar; DR/failover readiness checklist	Outgoing Contractor	8/13/XX
7	Handoff validation & QA tasks	Dashboard validation playbook; sign-off checklist for updates	Outgoing Contractor	8/13/XX
8	Review typical support requests	Support guide with common issues; resolution flows; escalation paths	Outgoing Contractor	8/13/XX
10	Handoff M&O tasks & documentation	Operational routines; troubleshooting; runbooks; escalation workflows	Outgoing Contractor	8/6/XX
11	Task closeout & sign-off	Sign-off (Cal ICH, Incoming Contractor, Outgoing Contractor)	Outgoing Contractor	8/30/XX

10.7 HDIS Software Licensing Transition

Task No.	Task Description	Deliverable Outcome	Owner	Estimated Due Date *Based on the transition period (actual dates to be determined)
1	Inventory all active licenses & terms	Master software license tracker (type, renewal, cost, etc.)	Outgoing Contractor	9/3/XX
2	Transition month-to-month licenses (AWS, Jira, GitHub)	Admin change confirmation; payment method update	Outgoing Contractor	9/3/XX
3	Notify new vendor of OEM-bound licenses (Datto, etc.)	License replacement plan; 30-day transition schedule	Outgoing Contractor	9/3/XX
4	Handoff security monitoring configurations	Configuration summary for Datto RMM, SentinelOne, BlackPoint	Outgoing Contractor	9/3/XX
5	Coordinate with Cal ICH on replacement strategy	Cal ICH-approved replacement path for non-transferable OEM licenses	Outgoing Contractor	9/3/XX
6	Review annual contract expirations	Timeline/renewal guidance for Tableau, Informatica, Snowflake, Okta	Outgoing Contractor	9/3/XX
7	Discuss transfer/renewal strategies with new vendor	Decision log: transfer, WOA process, or continuation with Plante	Outgoing Contractor	9/3/XX
8	Confirm discount implications & budgeting	Licensing cost forecast with/without Plante partner-tier discount	Outgoing Contractor	9/3/XX
9	Finalize legal/financial arrangements (WOA, payments)	Documentation of financial transitions and authorizations	Outgoing Contractor	9/3/XX
10	Document knowledge transfer & contacts per license	Handoff document with vendor contacts, renewal dates, support paths	Outgoing Contractor	9/3/XX

10.8 HDIS Data Management (Quarterly Refresh Process)

Task No.	Task Description	Deliverable Outcome	Owner	Estimated Due Date / Window *Based on the transition period (actual dates to be determined)
1	Handoff data upload from CoCs (Q1 in process; Q2 Aug)	SOP for CoC data submission; file expectations; communication protocols	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct
2	Handoff Snowflake data load process	Documentation of load sequence; encryption; file movement; storage paths	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct
3	Review file validation processes	Checklist for file structure validation; naming conventions; pre-load checks; errors & warnings	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct
4	Review data validation processes	Post-load QA (record counts, null checks, referential tests); QA→Prod promotion	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct
5	Handoff data refinement activities	Logic for business rule application and transformations	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct
6	Review data mastering workflow	Summary of MDM matching logic (dedup, entity resolution); trust scores	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct
7	Handoff data warehouse load	Load order; dependencies; reconciliation; exception handling	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct
8	Handoff SPM load sequence	SPM-specific data mappings and load steps	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct

Task No.	Task Description	Deliverable Outcome	Owner	Estimated Due Date / Window *Based on the transition period (actual dates to be determined)
9	Handoff data lake refresh	Zero-copy cloning schedule; versioning policies; retention guidelines	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct
10	Handoff dashboard release cycle	Release checklist for Tableau dashboards; QA/Prod; validation; publication	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct
11	Handoff work product updates post release	Release checklist for work products; validation; publication	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct
12	Review typical troubleshooting process	Troubleshooting guide for common ingestion, transformation, reporting issues	Outgoing Contractor with Incoming Contractor to shadow	Shadow Q1 (July); Incoming Contractor runs Q2 Aug–Oct
13	Handoff M&O tasks & documentation	Operational routines; troubleshooting; runbooks; escalation workflows	Outgoing Contractor with Incoming Contractor to shadow	10/30/XX
14	Task closeout & sign-off	Sign-off (Cal ICH, Incoming Contractor, Outgoing Contractor)	Outgoing Contractor with Incoming Contractor to shadow	—

10.9 Contract Closeout & Transition Out Execution Plan

Task No.	Task Description	Deliverable Outcome	Owner	Estimated Due Date *Based on the transition period (actual dates to be determined)
1	Define roles & responsibilities of State and Contractor	RACI matrix across all Transition Out workstreams	Outgoing Contractor	7/9/XX
2	Continue support of operations during transition	Joint support calendar; coverage plan; transition tracking sheet	Outgoing Contractor	7/1/XX–11/30/XX
3	Execute knowledge transfer activities	Formal training schedules; OJT plans; knowledge repositories	Outgoing Contractor	7/1/XX–11/30/XX
5	Finalize/hand off design/config deliverables	Final system design package; configuration settings; sign-off logs	Outgoing Contractor	7/1/XX–11/30/XX
6	Establish entry & exit criteria for Transition Out	Entry/exit criteria checklist aligned to measurable deliverables	Outgoing Contractor	7/1/XX–11/30/XX
7	Develop supporting documentation for all transition tasks	User guides; SOPs; process diagrams; system admin notes	Outgoing Contractor	7/1/XX–11/30/XX
8	Execute contract closeout & data destruction	Data sanitization certificates; disposal practices	Outgoing Contractor	7/1/XX–11/30/XX
9	Develop Transition Out Full Cutover schedule	Detailed timeline; tasks, owners, dependencies, tools, communications; Transition Out Report (exit criteria met; unresolved issues; recommendations)	Outgoing Contractor	7/1/XX–11/30/XX
10	Implement tracking tools for status & issues	Live updates platform; escalation pathways; stakeholder notifications	Outgoing Contractor	7/1/XX–11/30/XX
11	Conduct Transition Out Risk Assessment	Risk log; impact/probability matrix; mitigation steps; escalation protocols	Outgoing Contractor	7/1/XX–11/30/XX
12	Post Transition Support	Post-transition support coverage	Outgoing Contractor	12/1/20XX – 12/31/20XX

11. Cutover Plan (High-Level)

1. Readiness Review (Go/No-Go): Confirm handoffs complete; access validated; DR readiness; support coverage.
2. Pre-Cutover: Freeze non-critical changes; back up configs; confirm escalation/on-call.
3. Cutover Window: Transfer admin roles; support queues; vendor contacts; billing; runbooks.
4. Validation: Smoke tests (access, monitoring alerts, pipeline triggers, dashboards).
5. Contingency: Rollback steps per DR; OC on standby.
6. Acceptance: Cal ICH formal sign-off; Transition Out Report delivered.

12. Post-Transition Support (Dec 1–31, 2027)

- OC provides hyper care coverage, prioritized resolution SLAs.
- Weekly operational health checks: ingestion, incidents, platform performance.
- Outstanding issue remediation tracked to closure.
- Hand off final reports and confirm closure.

13. Appendices

- Appendix A: Detailed RACI (task-level).
- Appendix B: Document Index (architecture, SOPs, runbooks, policies, configs).
- Appendix C: KPI/SLA Definitions (availability, response/resolution, data refresh timeliness, QA thresholds, DR test evidence).

14. Signatures

- **Cal ICH Representative:** Date: ____
- **Incoming Contractor Representative:** __ Date: ____
- **Outgoing Contractor Representative:** __ Date: ____

Appendix A – Detailed RACI (Task-Level)

Workstream / Task	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
Project Mgmt. – Transition briefing & docs	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Project Mgmt. – Jira handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
HDIS Platform – Security software review	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
HDIS Platform – DR process review	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
IDMC – Config handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
IDMC – RBAC review	Outgoing	Cal ICH	Incoming	Stakeholders

Workstream / Task	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
	Contractor		Contractor	
MDM – Upgrade runbook handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Snowflake – Identity & security handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Tableau – Dashboard logic handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Licensing – Inventory & transfer	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Data Mgmt. – Quarterly refresh handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Contract Closeout – Risk assessment	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders

Appendix B – Document Index

- **System Architecture & Topology**
 - HDIS platform diagrams
 - Snowflake environment architecture
 - Tableau dashboard architecture
- **Configuration Guides**
 - IDMC environment setup
 - MDM configuration reference
 - RBAC matrices for all platforms
- **Runbooks & SOPs**
 - Data load sequences (Snowflake, IDMC, MDM)
 - Exception handling playbooks
 - DR procedures and rollback plans
 - Monitoring & alerting SOPs
- **Security Policies**
 - MFA and RBAC enforcement
 - Data masking and encryption standards
- **Operational Documentation**
 - M&O schedules and escalation paths
 - Helpdesk workflows and SLA matrices
- **Source Control**

- GitHub repositories and branching strategy

- **Licensing**

- Master license tracker
- Vendor contact sheet

- **Compliance**

- Audit readiness checklists
- Risk logs and mitigation plans

- **Training Materials**

- Knowledge transfer session decks
- OJT plans and recorded sessions