

A service the next team can own

Ownership, support, and the first-week handover.

Make responsibility visible

Service owner

Sets priorities
Accepts the service
Reviews outcomes

Operations

Runs the service
Coordinates incidents
Maintains the runbook

Engineering

Resolves defects
Ships improvements
Supports recovery

The first-week handover

- 01 Walk through the support queue together.
- 02 Exercise one recovery procedure.
- 03 Confirm alert ownership and escalation.
- 04 Agree the first service review date.