

01 / Prepare for implementation

Use this guide to define what should be managed, when help is available and how operational responsibility is shared.

Azure Managed Services

A practical readiness guide

For business owners, process leaders and the people who will use and support the solution. Use this guide to settle responsibilities, surface dependencies and prepare a focused implementation conversation.

BEFORE	DURING AND AFTER
Agree the process	Validate the complete business journey, including exceptions and approvals.
Prepare the information	Rehearse migration, reconcile critical records and confirm ownership.
Prepare the people	Test real roles, support the first operating cycles and agree how improvement will be measured.

Scope before software

A managed-service agreement should define environments, hours, response targets, exclusions and escalation. Microsoft's platform SLA, Microsoft support plans and Tripearltech's service commitments are different arrangements. Application fixes, security operations and 24/7 coverage require explicit scope.

Prepared by Tripearltech | September 2026

Planning reference only. Product features, licensing and local requirements must be confirmed for your deployment. This guide does not replace an agreed statement of work or a detailed implementation plan.

02 / Settle the important decisions

Bring the owners of these areas into discovery. For each decision, record the current situation, the intended process, dependencies and who can approve the design.

DECISION AREA	WHAT TO PREPARE
Inventory & scope	List subscriptions, resources, applications, locations and third-party dependencies.
Coverage & response	Agree service hours, severity definitions, response targets and escalation contacts.
Access & authority	Define operational permissions, change approvals and retained customer responsibilities.
Recovery & reporting	Agree checks, restore exercises, reporting cadence and evidence to retain.
Transition & exit	Prepare runbooks, credentials handover, exclusions and an orderly transfer of responsibilities.

Record one measurable outcome

Choose a practical measure related to the problem you are solving. Define its calculation and source, record a baseline and agree a review date. Avoid treating a software feature as a business result.

Outcome and baseline: _____

Business owner: _____

Target and review date: _____

Decision gate

The business sponsor accepts the scope, owners and assumptions. Critical unresolved decisions have a named owner and a date for resolution.

03 / Use a visible delivery plan

Agree what evidence will be reviewed at each stage. The implementation team prepares the work; the relevant business owners accept whether it meets the agreed need.

STAGE	WORK AND ACCEPTANCE
Assess	Review the environment, risks and current support arrangements. A clear service scope and remediation list.
Onboard	Establish access, monitoring, contacts and runbooks. Accepted operational readiness.
Operate	Perform covered tasks and coordinate incidents and changes. Visible work records and accountable ownership.
Review	Assess service trends, consumption and recovery evidence. Agreed actions and business decisions.
Improve	Implement approved changes and update the operating documentation. A maintained service and controlled backlog.

Keep change decisions explicit

Record a requested change, why it matters, affected users, alternatives and its effect on cost, schedule and support. Separate approved scope from the future improvement backlog. Do not let informal requests silently change acceptance criteria.

Name both sides of each handoff

For integrations and cross-team processes, identify who sends information, who accepts it and who responds if it fails. A technically successful exchange can still carry the wrong business meaning.

04 / Test the business, not just the screens

Select representative scenarios from your own organization. Include ordinary work, corrections, handovers and the situations that are difficult in the current process.

CHECK	EVIDENCE TO KEEP
Process acceptance	Scenario, responsible owner, inputs, expected result and observed result. Include at least one meaningful exception for each critical process.
Data quality	Mapping, record counts or control totals, sample business checks and accepted treatment of historical records.
Roles and access	Tests for each real role, restricted records and approval boundaries. Confirm what users cannot do as well as what they can.
Connected systems	Expected update timing, duplicate handling, failed messages, recovery and reconciliation. Test realistic volumes where relevant.
User readiness	Role-based practice, short job aids, trained internal champions and a support route users can explain.

Product-specific focus

Prepare runbooks, credentials handover, exclusions and an orderly transfer of responsibilities.

Do not leave acceptance implicit

Prioritize defects by business impact. Record the approver and rationale for any accepted workaround. Retest the correction and affected scenarios before closing the issue.

Test owner: _____ Acceptance date: _____

Outstanding critical issue: _____

Decision and responsible approver: _____

05 / Launch with a plan for support

A target date is not evidence of readiness. Rehearse the transition, agree the go/no-go authority and keep implementation expertise available through the first important operating cycles.

WHEN	WHAT TO AGREE
Before launch	Task sequence, owners, data timing, user communication, support contacts and criteria for pausing or recovering the transition.
First 30 days	Prioritize issues by business impact, validate critical records and support users through the first real operating cycles.
Days 31-60	Complete handover, resolve recurring problems and update job aids. Confirm monitoring and escalation ownership.
Days 61-90	Compare early performance with the baseline and agree an improvement backlog. Set a manageable review cadence.

Define support before it is needed

Agree coverage, response arrangements and the distinction between defects, user questions, data corrections and new requirements. Assign ownership for integrations, access changes, product updates and periodic review.

Bring these details to your first conversation

Current systems and major pain points; business locations and user roles; key process owners; connected providers; known data issues; desired outcomes and timing constraints.

Plan the next step with Tripearltech.

Consulting, implementation, migration, integration, training and support.

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Official product reference: [Azure Managed Services](#). Validate current capabilities and terms during assessment.