[Shift Handover | Evening]

[Start time | 6:00 PM] | [End time | 2:00 AM]

Items	Comments
Any On-going issues?	This is example of first on-going issue This is example of second on-going issue This is example of third on-going issue
Critical Application Check	OK /Not Ok
Web URL Check	Ok / Not Ok
Any Monitoring Alerts?	No / Yes (if yes then put more details or attach the screenshot)
Incident details	INC 1 – unable to access applications – resolved INC 2 – user can't edit – resolved INC 3 – page distorted – under observance
Change details	CHG 1 – Deployment completed CHG 2 – Configuration done CHG 3 – Modification must be performed at 4 AM
Request details	REQ 1 – Create user in XYZ application REQ 2 – Delete table from non-prod database
Task handover	Update inventory for ABC application Update internal portal with contact details

[Morning Checks | New York]

Items	Comments
Any issues?	This is example of first noticed issue
Web URL Accessibility?	Ok / Not Ok
Any Monitoring Alerts?	No / Yes (if yes then list of all the alerts)
Tickets queue status	No new ticket
Shared mailbox cleanup	Yes / No

[On-Call]

Items	Comments
Who called?	Mr. ABC from XYZ team
What's the issue?	Application is down
Any Incident number?	INCXXXX
How much time you spent?	3 hours
Issue resolved?	Yes / No