

PROJECT MANAGEMENT | COURSE BROCHURE

Project Handover and Operational Readiness

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Projects only deliver value when the operating organisation is ready to run what has been built. This course covers operational readiness planning: defining operating models, staffing and training operators, procedures and maintenance plans, spares and systems, handover documentation and post-handover support, so that new facilities and systems perform from day one.

Many new assets underperform because operations were involved too late. You will learn to plan readiness alongside delivery.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Case studies of successful and troubled handovers, readiness assessment exercises and handover planning workshops.

Course objectives

By the end of this course, participants will be able to:
• Explain operational readiness and its importance
• Plan readiness activities from early project stages
• Define staffing, training and competence needs
• Prepare procedures, maintenance plans and spares
• Manage handover documentation and acceptance
• Support early operations and close out lessons

Target audience

This course is suitable for:
• Project managers
• Operations and asset managers
• Commissioning and handover teams
• Maintenance planners
• Facility and IT service managers



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Target competencies

Participants will develop competencies in:

- Readiness planning
- Operating model design
- Training planning
- Handover management
- Stakeholder coordination

Course outline

Day 1: Operational Readiness

09:00–10:08	Why readiness fails
10:08–11:00	Readiness scope
11:00–11:30	**Coffee break**
11:30–11:45	Readiness scope (continued)
11:45–12:53	Roles
12:53–14:00	Case study

Day 2: Operating Model

09:00–10:08	Organisation and staffing
10:08–11:00	Processes and procedures
11:00–11:30	**Coffee break**
11:30–11:45	Processes and procedures (continued)
11:45–12:53	Service agreements
12:53–14:00	Workshop

Day 3: People and Training

09:00–10:08	Competence requirements
10:08–11:00	Training plans
11:00–11:30	**Coffee break**



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11:30–11:45	Training plans (continued)
11:45–12:53	Simulation and practice
12:53–14:00	Exercise

Day 4: Systems, Spares and Documents

09:00–10:08	Maintenance plans
10:08–11:00	Spares and inventory
11:00–11:30	**Coffee break**
11:30–11:45	Spares and inventory (continued)
11:45–12:53	Handover documentation
12:53–14:00	Checklist exercise

Day 5: Handover and Early Operations

09:00–10:08	Acceptance criteria
10:08–11:00	Hypercare support
11:00–11:30	**Coffee break**
11:30–11:45	Hypercare support (continued)
11:45–12:53	Lessons learned
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	9 Nov 2026	13 Nov 2026	**€3,150.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Rome Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,450.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Barcelona Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,840.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Amsterdam Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,540.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Cape Town Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,890.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
London Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,450.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Dubai Confirmed dates	5 Apr 2027	9 Apr 2027	**€3,150.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Vienna Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,940.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	17 May 2027	21 May 2027	**€2,650.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Rome Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Cape Town Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,890.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
London Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,450.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**
Vienna Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Paris Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,860.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Rome Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,890.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Barcelona Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,840.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,650.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,450.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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