

## Private LTE Operational Readiness Checklist

Use this checklist if your private LTE network is live (or about to go live) under a vendor-managed services contract — Ericsson, Nokia, Celona, or similar. Answer honestly from the **operator's** perspective, not the vendor's.

**How to score:** For each section, count how many items you can check **Yes**. If any section has more than two **No** answers, that area is operational risk — not a deployment problem.

### 1. Vendor contract and SLA governance

#	Question	Yes	No
1.1	A named internal owner is accountable for the managed services contract (not only the vendor account manager).	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Your team can locate the WLA/SLA document, KPI definitions, and credit claim procedure without asking the vendor.	<input type="checkbox"/>	<input type="checkbox"/>
1.3	Someone on your side reviews every monthly vendor performance report within five business days of receipt.	<input type="checkbox"/>	<input type="checkbox"/>
1.4	You maintain an independent log of severity-1 and severity-2 incidents with open/close times and SLA clock start.	<input type="checkbox"/>	<input type="checkbox"/>
1.5	You have claimed (or documented why you did not claim) SLA credits in the last 12 months.	<input type="checkbox"/>	<input type="checkbox"/>
1.6	Escalation paths in the contract are written down and include names/roles on <b>your</b> side, not only vendor support tiers.	<input type="checkbox"/>	<input type="checkbox"/>

### 2. ITSM and incident workflow

#	Question	Yes	No
2.1	Private LTE / wireless incidents use dedicated categories — not generic "network" or "connectivity" buckets.	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Priority and SLA clock logic for wireless tickets matches your vendor WLA (or you know they do not match).	<input type="checkbox"/>	<input type="checkbox"/>
2.3	Your team knows which resolver group owns cellular incidents end-to-end (IT, OT, NOC, or hybrid).	<input type="checkbox"/>	<input type="checkbox"/>
2.4	You have a defined handoff between ITSM tickets and field/OT response when a site or device class is impaired.	<input type="checkbox"/>	<input type="checkbox"/>
2.5	You can produce an audit trail for a past outage without relying solely on the vendor's ticket system.	<input type="checkbox"/>	<input type="checkbox"/>

### 3. Independent network visibility

#	Question	Yes	No
3.1	Your operations team has direct access to alarm or performance data (NMS, portal, or export) — not only monthly PDFs.	<input type="checkbox"/>	<input type="checkbox"/>
3.2	You can confirm a major alarm or site-down event before field crews or OT systems report failure.	<input type="checkbox"/>	<input type="checkbox"/>
3.3	Critical sites or device populations have documented thresholds someone on your side monitors.	<input type="checkbox"/>	<input type="checkbox"/>
3.4	You retain historical KPI or alarm data for at least 12 months for trend and dispute analysis.	<input type="checkbox"/>	<input type="checkbox"/>

#### 4. Team capability and ownership

#	Question	Yes	No
4.1	You can name who is “on call” for private wireless operations during business hours and after hours.	<input type="checkbox"/>	<input type="checkbox"/>
4.2	At least one person on your side can interpret core/RAN KPIs at a basic triage level without vendor explanation.	<input type="checkbox"/>	<input type="checkbox"/>
4.3	IT and OT stakeholders agree on who owns SIM/device issues vs. RAN vs. transport vs. application failures.	<input type="checkbox"/>	<input type="checkbox"/>
4.4	New hires or contractors can be pointed to internal docs — not only “call the vendor.”	<input type="checkbox"/>	<input type="checkbox"/>
4.5	If the vendor’s managed services contract ended in 90 days, you have a documented transition plan (even if rough).	<input type="checkbox"/>	<input type="checkbox"/>

#### 5. Operational documentation (runbooks and escalation)

#	Question	Yes	No
5.1	You have operator-owned runbooks for your top three failure modes (e.g., site down, attach failure, throughput collapse).	<input type="checkbox"/>	<input type="checkbox"/>
5.2	Runbooks live in <b>your</b> knowledge base (SharePoint, Drive, ITSM KB) — not only in vendor internal systems.	<input type="checkbox"/>	<input type="checkbox"/>
5.3	Escalation procedures state what data to collect before opening a vendor ticket.	<input type="checkbox"/>	<input type="checkbox"/>
5.4	RCA requests from the vendor are reviewed against a standard your team applies consistently.	<input type="checkbox"/>	<input type="checkbox"/>
5.5	Documentation was updated after the last major incident or vendor organizational change.	<input type="checkbox"/>	<input type="checkbox"/>

#### Quick interpretation

Sections with 2+ “No” answers	Likely posture
1 only	Contractual exposure — credits and accountability at risk
2 only	Incidents are slow, opaque, or untracked on your side
3 only	You are operating blind between vendor reports
4 only	Single points of failure in people, not technology
5 only	Dependency on vendor memory instead of operator knowledge
3+ sections	High risk if vendor support structure, staffing, or contract changes

**The governing question:** Could your operations team govern this network independently if you had to starting tomorrow? If the honest answer is no, the gaps above are already present — market or vendor changes only make them visible sooner.

#### What this checklist is not

- Not a substitute for a structured **Operational Readiness Assessment** (gap report, SLA exposure analysis, remediation roadmap, and sample runbook standard).
- Not vendor-specific configuration guidance — your environment, band, and OEM determine what “good” looks like in runbooks and ITSM.
- Not a security or compliance attestation (e.g., NERC CIP); use your compliance program for that scope.

## Next step

Milewire helps utilities and industrial operators build the operational framework that lets **your team** govern the vendor relationship instead of depending on it — runbooks, escalation procedures, SLA governance, and vendor reporting frameworks. Fixed scope. Fixed price.

**Schedule a discovery call:** <https://calendly.com/d/ct7w-5rp-prq>

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