**Knowledge Transfer & Internal Capacity Building Strategy**

**Deliverable Description:**

* Exit plan to transition system knowledge from vendors to internal UN country and regional IT teams.
* Includes:
  + Creation of localized SOPs for core admin tasks
  + Train-the-trainer models for onboarding new users
  + Role-specific admin manuals (e.g., finance system admin, workflow configurator)

**Tools/Outputs:**

* SOP binder repository (online and offline PDFs)
* Admin training video series
* Support handover matrix with timelines