# La Tortuga Digital Intake App — Governance & Operational Framework

Version: v1.0 Date: October 2025

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## 1. Governance Roles & Responsibilities

Project Lead (Jose): Oversees development, manages Firebase and CI/CD, ensures delivery.  
Clinical Coordinator (Joellen): Leads field operations, manages training, validates data.  
QA/Tech Advisor (Noah): Runs emulator tests, monitors logs, reviews releases.  
Medical/Dental Leads (Tahani, Troy, Cristian): Provide workflow and medical accuracy feedback.  
Analytics Partner (Future): Summarizes trends in BigQuery/Data Studio.

## 2. Governance Artifacts

• Change Log: /docs/CHANGELOG.md auto-updated via CI.  
• Release Notes: /releases folder with version PDFs.  
• Decision Log: /docs/DECISIONS.md for major design/workflow changes.  
• Issue Tracker: Asana 'Tech & Field Issues' board reviewed biweekly.

## 3. Change Management Process

1. Clinician logs issue/request in Asana.  
2. Jose triages and tags sprint.  
3. QA tests in staging.  
4. Joellen approves deployment to production.  
5. Version tagged (v1.x.x) and changelog updated.

## 4. Reporting & KPIs

• Mission upload success (Jose – daily)  
• Data accuracy vs paper (Joellen – per mission)  
• App uptime (Firebase – weekly)  
• User satisfaction (Tahani – post-mission)  
• Feature adoption (Noah – quarterly)

## 5. Infrastructure Maintenance Schedule

• Firebase rules review – quarterly (Jose)  
• Dependency updates – monthly (Jose)  
• Dashboard analytics – monthly (Noah)  
• Tablet OS updates – biannual (Joellen)  
• Backup verification – weekly (Jose)

## 6. Compliance & Data Retention

Maintain HIPAA-equivalent handling; no PII shared externally.  
Retain anonymized data for 5 years.  
Annual security audits using Firebase Rules Testing.  
GDPR-compliant consent and deletion upon request.

## 7. Strategic Growth Path (2026–2028)

1. Regional scaling across Chiapas.  
2. Data partnerships with health ministries.  
3. Predictive modeling for regional forecasting.  
4. Adapt system for other Latin American NGOs.  
5. Package analytics data for donor and grant proposals.

## 8. Handoff Deliverables

• Operations manual  
• GitHub admin access documentation  
• API key rotation policy  
• Backup & recovery SOP  
• Annual reporting template