**Project Handover procedures**

**1. Maintaining System Integrity**

Regular maintenance to ensure data integrity and system reliability for our client.

**Key Procedures**:

Scheduled weekly automated system integrity checks for data consistency and to flag potential issues. This ensures any problems are found quickly and dealt with.

**Monthly reviews** will include database optimization, software updates, and any required security patches. Our team will monitor any hack related news and new vulnerabilities.

Assign an IT manager to document and oversee all updates, reporting findings at the end of each month. This will be emailed out to all stakeholders.

Conduct an **annual audit** of data integrity to identify any areas for improvement in long-term system maintenance. Again this will be emailed to stakeholders.

**2. Addressing System Problems**

outlines how to manage and resolve system problems effectively.

**Key Procedures**:

Implement a **ticketing system** for logging, tracking, and prioritizing system issues, accessible to all system users. This will be monitored by our IT team

Assign roles for troubleshooting specific areas with designated escalation points for unresolved issues.

Establish a **24-hour response time** for critical issues, with weekly reporting on resolution progress for all issues logged.

Distribute a **monthly problem-resolution report** to stakeholders, summarizing any significant incidents and fixes.

**3. Maintenance and IT Support**

To ensure continuous support post-handover, a structured maintenance plan is in place, covering 6 months of free IT support, followed by optional paid support.

**Key Procedures**:

**Free IT Support (First 6 Months)**:

Full IT support will be available during the initial 6 months post-handover, funded by the project budget. This includes regular check-ins and troubleshooting by a dedicated IT professional, ensuring smooth system operation.

Scope of support includes bug fixes, minor updates, and troubleshooting.

**Ongoing IT Support (After 6 Months)**:

Post the initial 6-month period, the client may opt to continue IT support at the standard market rate for IT services. Ongoing support includes general maintenance, issue resolution, and optional system upgrades based on client needs.

The client will be responsible for paying the IT professional directly at the prevailing monthly rate.

**Documentation**:

Provide the client with a contact list and detailed rate sheet for continued IT services post-handover. Keep a log of all maintenance activities performed during the initial 6-month period for reference.