
Phase 9: Post-Implementation Support, System Hardening, and Performance Monitoring

1. Introduction and Phase Goal


Phase Name: Post-Implementation Support, System Hardening, and Performance Monitoring
Goal: To ensure the long-term stability, performance, and security of the live application by continuously monitoring user activity, enforcing data visibility rules, and maintaining a clear organizational audit trail. This phase focuses on maximizing adoption and minimizing operational risk.

2. Operational Performance Monitoring (Dashboard & Reports)

This activity involves monitoring the live system using the deployed reports and dashboard components to track key performance indicators (KPIs) and identify usage patterns.


Monitoring Component	Purpose	Key Data Points Observed
Library Rentals Dashboard	Provides an at-a-glance view of the system's current state.	Active Rentals: Shows books currently checked out (e.g., RENT-0001 for "The Hobbit"). New Books Report: Tracks available stock and overall inventory (e.g., 12 total books, 22 total copies available).
Active Rentals Report	Detailed tracking of current book loans.	Total Records: 22 active rental records. Due Date Check: Allows for proactive communication with members regarding

		approaching due dates (e.g., rentals due on 9/23/2025).
New Books Report	Inventory management and stock audit.	Status: Identifies books that are currently Rented vs. Available (e.g., "The Hobbit" is Rented, "Clean Code" is Available). Copies Available: Confirms the inventory levels are being correctly maintained by the Apex Trigger logic.



Dashboard

Library Rentals Dashboard

As of Sep 24, 2025, 11:46 AM  Viewing as Harsh Kohale

Active Rentals

Rental: Rent...	Book	Student	Du...
RENT-0001	The Hobbit	Shau	9/23/25
RENT-0002	Clean Code	Shau	9/23/25
RENT-0003	Test Book - AutoCreated	Test Student - AutoCreated	9/28/25
RENT-0004	Test Book - AutoCreated	Test Student - AutoCreated	9/23/25
RENT-0005	Test Book - AutoCreated	Test Student - AutoCreated	9/21/25

View Report (Active Rentals)As of Sep 24, 2025, 11:46 AM

New Books Report

Book: Book Name ↑	Author	Copies Av...	Sta...
Clean Code	Robert C. Martin	2	Availa
LIFE BOOK - AutoCreated	PRANAV	2	Availa
LIFE BOOK - AutoCreated	PRANAV	2	Availa
LIFE BOOK - AutoCreated	PRANAV	2	Availa
Struggle of Comman Man BOOK - AutoCreated	Aditya	2	Availa
Test Book	Sample Author	1	Availa

View Report (New Books Report)As of Sep 24, 2025, 11:46 AM



Report: Rentals Active Rentals

Total Records
22

	Rental: Rental Name ▾	Book ▾	Student ▾	Due Date ▾
1	RENT-0002	Clean Code	Shau	9/23/2025
2	RENT-0001	The Hobbit	Shau	9/23/2025
3	RENT-0010	LIFE BOOK - AutoCreated	Sarang - AutoCreated	9/28/2025
4	RENT-0011	LIFE BOOK - AutoCreated	Sarang - AutoCreated	9/24/2025
5	RENT-0007	Test Book	Jaya	9/29/2024
6	RENT-0008	The Hobbit	Jaya	9/22/2025
7	RENT-0003	Test Book - AutoCreated	Test Student - AutoCreated	9/28/2025
8	RENT-0004	Test Book - AutoCreated	Test Student - AutoCreated	9/23/2025
9	RENT-0005	Test Book - AutoCreated	Test Student - AutoCreated	9/21/2025
10	RENT-0006	Test Book	Test Student - AutoCreated	9/21/2025
11	RENT-0009	LIFE BOOK - AutoCreated	Test Student - AutoCreated	9/28/2025
12	RENT-0012	LIFE BOOK - AutoCreated	Sarang - AutoCreated	9/28/2025
13	RENT-0021	The Hobbit	Sarang - AutoCreated	9/26/2025
14	RENT-0013	Struggle of Comman Man BOOK - AutoCreated	Vivek - AutoCreated	9/28/2025
15	RENT-0014	Struggle of Comman Man BOOK - AutoCreated	Vivek - AutoCreated	9/23/2025

3. System Hardening: Security and Sharing Model Review

System hardening ensures that the right users have the right level of access, protecting sensitive data and maintaining data integrity.



SETUP

Sharing Settings

Book	Public Read/Write	Private	✓
Candidate	Public Read/Write	Private	✓
Job Application	Public Read/Write	Private	✓
Mentor	Private	Private	✓
Position	Public Read/Write	Private	✓
Program	Public Read/Write	Private	✓
Referral	Private	Private	□
Rental	Public Read/Write	Private	✓
Review	Public Read/Write	Private	✓
Student	Public Read/Write	Private	✓
Student Old	Public Read/Write	Private	✓

3.1 Organizational Wide Defaults (OWD) Review

The OWD settings define the baseline level of access for all objects.

Object	Default Internal Access	Default External Access	Security Implication
Book, Rental, Student	Public Read/Write	Private	Internal users (Librarians/Admins) have full visibility for easy operation. External users (e.g., self-service portals) have restricted access, requiring explicit sharing rules.
Mentor, Referral, Review	Private	Private	These objects contain sensitive HR/Recruitment data and are strictly restricted, requiring the use of Roles, Profiles, and Sharing Rules to grant access.

3.2 Permission Set Group Management

The **Setup Audit Trail** shows recent changes to the **Recruiters Permission Set Group**, indicating active security maintenance.

- **Action:** Changed object permissions for **Recruiters** group (Read, Create, Edit).
- **Action:** Member access to the **Manage Reviews** and **Manage Job Applications**

objects was explicitly managed (added/removed).

- **Implication:** This demonstrates ongoing security refinement to ensure the Recruiters group has the necessary access to the job application components (Candidate, Job Application, Review) while restricting unnecessary access to other objects.

The last 20 entries for your organization are listed below. You can [download](#) your organization's setup audit trail for the last six months (Excel .csv file).

Trail					
Date	User	Source Namespace Prefix	Action	Section	Delegate User ?
9/24/2025, 10:29:27 PM PDT	harshkohale04378@agentforce.com		Requested an export	Data Export	
9/24/2025, 12:15:16 PM PDT	harshkohale04378@agentforce.com		Permission set group calculation completed : Recruiters	Permission Set Group	
9/24/2025, 12:15:16 PM PDT	harshkohale04378@agentforce.com		Changed permission set group Recruiters: Review object permissions were changed from No Access to Read, Create, Edit	Permission Set Group	
9/24/2025, 12:15:16 PM PDT	harshkohale04378@agentforce.com		Permission set group calculation started : Recruiters	Permission Set Group	
9/24/2025, 12:15:15 PM PDT	harshkohale04378@agentforce.com		Changed permission set group Recruiters: group member Access and Manage Reviews was added	Permission Set Group	
9/24/2025, 12:14:04 PM PDT	harshkohale04378@agentforce.com		Permission set group calculation completed : Recruiters	Permission Set Group	
9/24/2025, 12:14:04 PM PDT	harshkohale04378@agentforce.com		Changed permission set group Recruiters: Review object permissions were changed from Read, Create, Edit to No Access	Permission Set Group	
9/24/2025, 12:14:03 PM PDT	harshkohale04378@agentforce.com		Permission set group calculation started : Recruiters	Permission Set Group	
9/24/2025, 12:14:02 PM PDT	harshkohale04378@agentforce.com		Changed permission set group Recruiters: group member Access and Manage Reviews was removed	Permission Set Group	
9/24/2025, 12:11:50 PM PDT	harshkohale04378@agentforce.com		Changed permission set Manage Job Applications: Position object permissions were changed from No Access to Read, Create, Edit	Manage Users	
9/24/2025, 11:53:34 AM PDT	harshkohale04378@agentforce.com		Changed Rental Trigger code: RentalTrigger	Apex Trigger	
9/24/2025, 11:01:41 AM PDT	harshkohale04378@agentforce.com		Changed RentalTriggerHandler Apex Class code	Apex Class	
9/24/2025, 9:17:37 AM	harshkohale04378@agentforce.com		Changed RentalTriggerHandler Apex Class code	Apex Class	

4. Continuous Monitoring and Auditing (Setup Audit Trail)

The **Setup Audit Trail** is the key component of the monitoring phase, providing a historical record of all administrative changes.

Date/Time (PDT)	User	Action	Section	Significance in Phase 9
9/25/2025, 10:29 PM	harshkohale04378...	Requested an export.	Data Export	Routine task for data backup or reporting.
9/25/2025, 12:15 PM	harshkohale04378...	Changed Permission Set Group	Permission Set Group	Proactive security maintenance (System

		Recruiters.		Hardening).
9/24/2025, 11:53 AM	harshkohale04378...	Changed Rental Trigger code.	Apex Trigger	Developer activity, likely a bug fix or minor enhancement following UAT.
9/24/2025, 9:17 AM	harshkohale04378...	Changed RentalTriggerHandler Apex Class code.	Apex Class	Confirms active development and support for the core logic.

The last 20 entries for your organization are listed below. You can [download](#) your organization's setup audit trail for the last six months (Excel .csv file).


Trail					
Date	User	Source Namespace Prefix	Action	Section	Delegate User ?
9/24/2025, 10:29:27 PM PDT	harshkohale04378@agentforce.com		Requested an export	Data Export	
9/24/2025, 12:15:16 PM PDT	harshkohale04378@agentforce.com		Permission set group calculation completed : Recruiters	Permission Set Group	
9/24/2025, 12:15:16 PM PDT	harshkohale04378@agentforce.com		Changed permission set group Recruiters: Review object permissions were changed from No Access to Read, Create, Edit	Permission Set Group	
9/24/2025, 12:15:16 PM PDT	harshkohale04378@agentforce.com		Permission set group calculation started : Recruiters	Permission Set Group	
9/24/2025, 12:15:15 PM PDT	harshkohale04378@agentforce.com		Changed permission set group Recruiters: group member Access and Manage Reviews was added	Permission Set Group	
9/24/2025, 12:14:04 PM PDT	harshkohale04378@agentforce.com		Permission set group calculation completed : Recruiters	Permission Set Group	
9/24/2025, 12:14:04 PM PDT	harshkohale04378@agentforce.com		Changed permission set group Recruiters: Review object permissions were changed from Read, Create, Edit to No Access	Permission Set Group	
9/24/2025, 12:14:03 PM PDT	harshkohale04378@agentforce.com		Permission set group calculation started : Recruiters	Permission Set Group	
9/24/2025, 12:14:02 PM PDT	harshkohale04378@agentforce.com		Changed permission set group Recruiters: group member Access and Manage Reviews was removed	Permission Set Group	
9/24/2025, 12:11:50 PM PDT	harshkohale04378@agentforce.com		Changed permission set Manage Job Applications: Position object permissions were changed from No Access to Read, Create, Edit	Manage Users	
9/24/2025, 11:53:34 AM PDT	harshkohale04378@agentforce.com		Changed Rental Trigger code: RentalTrigger	Apex Trigger	
9/24/2025, 11:01:41 AM PDT	harshkohale04378@agentforce.com		Changed RentalTriggerHandler Apex Class code	Apex Class	
9/24/2025, 9:17:37 AM	harshkohale04378@agentforce.com		Changed RentalTriggerHandler Apex Class code	Apex Class	

5. Phase Exit Criteria

Phase 9 is ongoing and does not typically have a hard exit but is transitioned into a state of **Sustained Operations**. Key milestones include:

1. **System Stability:** Zero critical errors or unexpected system failures reported for a defined period (e.g., 30 days).

2. **Security Compliance:** All quarterly security audits are passed, confirming the OWD and Sharing Settings align with policy.
3. **Performance Baseline:** All reports and dashboard components load within an acceptable timeframe (e.g., under 5 seconds).
4. **Documentation Handover:** Complete administrative documentation (including the security model and audit findings) is transferred to the long-term support team.

<div> Report: Books</div> <div>New Books Report</div>				
Total Records		Total Copies Available		
12		22		
	Book: Book Name	Author	Copies Available	Status
1	The Hobbit	J.R.R. Tolkien	2	Rented
2	Clean Code	Robert C. Martin	2	Available
3	Test Book	Sample Author	1	Available
4	Test Book - AutoCreated	Auto Author	2	Available
5	Test Book - AutoCreated	Auto Author	2	Available
6	LIFE BOOK - AutoCreated	PRANAV	2	Available
7	LIFE BOOK - AutoCreated	PRANAV	2	Available
8	LIFE BOOK - AutoCreated	PRANAV	2	Available
9	Struggle of Comman Man BOOK - AutoCreated	Aditya	2	Available
10	THE MONK - AutoCreated	Robrt Juliet	2	Available
11	THE MONK - AutoCreated	Robrt Juliet	2	Available
12	THE Destiny - AutoCreated	Aditya	1	Rented
13			22	