



MAINTENANCE & SUPPORT CYCLE DIAGRAM

Workflow Automation Delivery Framework

ENTERPRISE EDITION

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Maintenance & Support Cycle Diagram

Ongoing Operations, Retainers & Offboarding

Maintenance Lifecycle Overview

```

flowchart TB
    subgraph ACTIVE[" ACTIVE MAINTENANCE"]
        direction TB
        A1["Proactive Monitoring"]
        A2["Regular Check-ins"]
        A3["Bug Fixes"]
        A4["Minor Updates"]
        A5["Security Patches"]

        A1 --> A2 --> A3 --> A4 --> A5
    end

    subgraph REACTIVE[" REACTIVE SUPPORT"]
        direction TB
        R1["Client Reports Issue"]
        R2["Diagnose Problem"]
        R3["Implement Fix"]
        R4["Verify Solution"]
        R5["Document Resolution"]

        R1 --> R2 --> R3 --> R4 --> R5
    end

    subgraph UPGRADE[" UPGRADES & CHANGES"]
        direction TB
        U1["New Feature Request"]
        U2["Scope as New Project"]
        U3["Quote & Approve"]
        U4["Develop & Test"]
        U5["Deploy to Production"]

        U1 --> U2 --> U3 --> U4 --> U5
    end

    subgraph OFFBOARD[" OFFBOARDING"]
        direction TB
        O1["Exit Request"]
        O2["Transition Plan"]
        O3["Knowledge Transfer"]
        O4["Final Handover"]
        O5["Relationship Close"]

        O1 --> O2 --> O3 --> O4 --> O5
    end

    ACTIVE --> REACTIVE
    REACTIVE --> UPGRADE
    UPGRADE --> OFFBOARD

    style ACTIVE fill:#e8f5e9
    style REACTIVE fill:#ffff3e0

```

Maintenance & Support Cycle Diagram

```
style UPGRADE fill:#e3f2fd  
style OFFBOARD fill:#ffeb3b
```



Retainer Structure Options

```

flowchart TB
    subgraph RETAINER_TYPES["Retainer Models"]
        subgraph HOURS["Hours-Based"]
            H1["X hours per month"]
            H2["Rollover optional"]
            H3["Track time spent"]
            H4["Report monthly"]
        end

        subgraph FIXED["Fixed Monthly"]
            F1["Flat monthly fee"]
            F2["Defined scope"]
            F3["Predictable cost"]
            F4["Clear boundaries"]
        end

        subgraph HYBRID["Hybrid"]
            HY1["Base retainer fee"]
            HY2["+ hourly for extras"]
            HY3["Best of both"]
            HY4["Flexible scaling"]
        end

        end
    end

    subgraph INCLUDES[" Typically Included"]
        I1["Bug fixes"]
        I2["Minor tweaks"]
        I3["Monitoring"]
        I4["Updates"]
        I5["Monthly check-in"]
    end

    subgraph EXCLUDES[" Typically Excluded"]
        E1["New features"]
        E2["New workflows"]
        E3["Major redesigns"]
        E4["New integrations"]
        E5["Emergency response"]
    end

    RETAINER_TYPES --> INCLUDES
    RETAINER_TYPES --> EXCLUDES

    style HOURS fill:#e3f2fd
    style FIXED fill:#e8f5e9
    style HYBRID fill:#fff3e0

```

SLA (Service Level Agreement) Framework

```
flowchart TB
    subgraph SEVERITY ["Issue Severity Levels"]
        S1[" CRITICAL<br/>System completely down<br/>Major business impact"]
        S2[" HIGH<br/>Partial failure<br/>Significant degradation"]
        S3[" MEDIUM<br/>Feature not working<br/>Workaround available"]
        S4[" LOW<br/>Minor issue<br/>Cosmetic/enhancement"]
    end

    subgraph RESPONSE ["Response Times"]
        R1[" CRITICAL<br/>Response: 2-4 hours<br/>Resolution: Same day"]
        R2[" HIGH<br/>Response: 4-8 hours<br/>Resolution: 24 hours"]
        R3[" MEDIUM<br/>Response: 24 hours<br/>Resolution: 3-5 days"]
        R4[" LOW<br/>Response: 48 hours<br/>Resolution: Next cycle"]
    end

    S1 --> R1
    S2 --> R2
    S3 --> R3
    S4 --> R4

    style S1 fill:#ffeb3b
    style S2 fill:#ffd700
    style S3 fill:#ffccbc
    style S4 fill:#e8f5e9
```

Monitoring & Alerting Flow

```
graph TD
    subgraph MONITORING ["Monitoring Systems"]
        M1["Execution Success Rate"]
        M2["Error Frequency"]
        M3["API Usage/Costs"]
        M4["Response Times"]
        M5["AI Output Quality"]
    end

    subgraph TRIGGERS ["Alert Triggers"]
        T1["Error rate > threshold"]
        T2["Execution failures"]
        T3["API quota warnings"]
        T4["Unusual patterns"]
    end

    subgraph ALERTS ["Alert Channels"]
        A1["Email Notification"]
        A2["Slack Message"]
        A3["SMS (Critical only)"]
        A4["Dashboard Update"]
    end

    subgraph RESPONSE ["Response Actions"]
        R1["Investigate immediately"]
        R2["Disable if needed"]
        R3["Notify client"]
        R4["Implement fix"]
        R5["Post-mortem"]
    end

    MONITORING --> TRIGGERS
    TRIGGERS --> ALERTS
    ALERTS --> RESPONSE
```

Monthly Maintenance Cycle

```
graph TD
    subgraph WEEK1 ["Week 1"]
        W1A["Review execution logs"]
        W1B["Check error rates"]
        W1C["Verify all workflows active"]
    end

    subgraph WEEK2 ["Week 2"]
        W2A["Check API usage"]
        W2B["Review costs"]
        W2C["Security audit"]
    end

    subgraph WEEK3 ["Week 3"]
        W3A["Apply updates if needed"]
        W3B["Test after updates"]
        W3C["Document changes"]
    end

    subgraph WEEK4 ["Week 4"]
        W4A["Client check-in call"]
        W4B["Monthly report"]
        W4C["Plan next month"]
    end

    WEEK1 --> WEEK2 --> WEEK3 --> WEEK4

    style WEEK1 fill:#e3f2fd
    style WEEK2 fill:#e8f5e9
    style WEEK3 fill:#fff3e0
    style WEEK4 fill:#f3e5f5
```

Update & Upgrade Process

```

flowchart TB
    subgraph TRIGGER["Update Trigger"]
        T1["n8n version update"]
        T2["Integration API change"]
        T3["Security patch needed"]
        T4["Client feature request"]
    end

    subgraph PROCESS[" Update Process"]
        P1["Apply update to TEST env"]
        P2["Load all workflows"]
        P3["Run comprehensive tests"]
        P4["Verify functionality"]
        P5["Document any changes"]
    end

    subgraph DECISION{"All Tests Pass?"}
    end

    subgraph DEPLOY[" Deploy"]
        D1["Schedule maintenance window"]
        D2["Apply to PRODUCTION"]
        D3["Monitor closely"]
        D4["Notify client"]
    end

    subgraph ROLLBACK[" Rollback"]
        R1["Identify issues"]
        R2["Wait for fix"]
        R3["Or revert to backup"]
    end

    TRIGGER --> PROCESS
    PROCESS --> DECISION
    DECISION -->| "Yes" | DEPLOY
    DECISION -->| "No" | ROLLBACK
    ROLLBACK --> PROCESS

    style DEPLOY fill:#e8f5e9
    style ROLLBACK fill:#ffeb3b

```

Offboarding Process

```

flowchart TB
    subgraph INITIATE[" Initiation"]
        I1["Client requests exit"]
        I2["Review contract terms"]
        I3["Confirm exit timeline"]
        I4["Agree on deliverables"]
    end

    subgraph PREPARE[" Preparation"]
        P1["Export all workflows"]
        P2["Document configurations"]
        P3["List all credentials used"]
        P4["Prepare handover docs"]
        P5["Create transition guide"]
    end

    subgraph TRANSFER["Transfer"]
        T1["Handover call"]
        T2["Transfer documentation"]
        T3["Answer questions"]
        T4["Provide backup files"]
    end

    subgraph CLOSE[" Closure"]
        C1["Remove consultant access"]
        C2["Delete any stored data"]
        C3["Final invoice (if any)"]
        C4["Collect feedback"]
        C5["Archive relationship"]
    end

    INITIATE --> PREPARE --> TRANSFER --> CLOSE

    style INITIATE fill:#e3f2fd
    style PREPARE fill:#fff3e0
    style TRANSFER fill:#e8f5e9
    style CLOSE fill:#f3e5f5

```

Offboarding Deliverables Checklist

```
graph TD
    subgraph DELIVERABLES ["Exit Package"]
        subgraph TECHNICAL ["Technical"]
            T1["All workflow JSON exports"]
            T2["Subworkflow exports"]
            T3["Credential inventory"]
            T4["Integration list"]
        end

        subgraph DOCUMENTATION ["Documentation"]
            D1["Architecture overview"]
            D2["Workflow explanations"]
            D3["Troubleshooting guide"]
            D4["Maintenance procedures"]
        end

        subgraph ACCESS ["Access"]
            A1["Consultant access removed"]
            A2["Any shared keys rotated"]
            A3["Client has full control"]
        end

        subgraph TRAINING ["Knowledge Transfer"]
            K1["Final handover call"]
            K2["Recorded walkthrough"]
            K3["Q&A session complete"]
        end
    end

    style TECHNICAL fill:#e3f2fd
    style DOCUMENTATION fill:#fff3e0
    style ACCESS fill:#ffeb3b
    style TRAINING fill:#e8f5e9
```

Relationship Transition Options

```
graph TD
    subgraph CURRENT["Current State"]
        CS["Active Retainer"]
    end

    subgraph OPTIONS["Transition Options"]
        01["Continue Retainer<br/>Status quo"]
        02["Reduce Scope<br/>Smaller retainer"]
        03["Pause<br/>Temporary hold"]
        04["Full Exit<br/>Complete offboarding"]
        05["Expand<br/>New project + retainer"]
    end

    CURRENT --> 01
    CURRENT --> 02
    CURRENT --> 03
    CURRENT --> 04
    CURRENT --> 05

    style 01 fill:#e8f5e9
    style 02 fill:#fff3e0
    style 03 fill:#e3f2fd
    style 04 fill:#ffeb3b
    style 05 fill:#f3e5f5
```

Backup & Recovery Strategy

```
graph TD
    subgraph BACKUP ["Backup Strategy"]
        B1["Automated weekly exports"]
        B2["Store in Google Drive/GitHub"]
        B3["Version naming convention"]
        B4["Retain last 12 versions"]
    end

    subgraph RECOVERY ["Recovery Process"]
        R1["Identify failure point"]
        R2["Select appropriate backup"]
        R3["Import to test environment"]
        R4["Verify functionality"]
        R5["Deploy to production"]
    end

    subgraph AUTOMATION ["Automated Backup Workflow"]
        A1["Scheduled trigger (weekly)"]
        A2["Export all workflows via API"]
        A3["Save to cloud storage"]
        A4["Notify via Slack/email"]
        A5["Clean old backups"]
    end

    BACKUP --> RECOVERY
    AUTOMATION --> BACKUP

    style BACKUP fill:#e3f2fd
    style RECOVERY fill:#e8f5e9
    style AUTOMATION fill:#fff3e0
```

Monthly Report Template

```
+=====+  
|           MONTHLY MAINTENANCE REPORT      |  
+=====+  
| Client: [Name]                         Period: [Month Year] |  
+=====+
```

EXECUTION SUMMARY

|-- Total Executions: [X]
|-- Successful: [X] ([X]%)
|-- Failed: [X] ([X]%)
+-- Avg Execution Time: [X]s

API USAGE & COSTS

|-- OpenAI Tokens: [X]
|-- Estimated Cost: \$[X]
+-- Trend: [up/down/stable] vs last month

ISSUES & RESOLUTIONS

|-- Issues Reported: [X]
|-- Issues Resolved: [X]
+-- Outstanding: [X]

UPDATES APPLIED

|-- n8n Updates: [Yes/No]
|-- Workflow Changes: [List]
+-- Security Patches: [Yes/No]

RECOMMENDATIONS

|-- [Recommendation 1]
|-- [Recommendation 2]
+-- [Recommendation 3]

NEXT MONTH PLAN

|-- [Planned action 1]
|-- [Planned action 2]
+-- [Planned action 3]

```
+=====+
```

Next: See [checklists/01-master-checklist.md](#) for comprehensive checklists.

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