



# MAINTENANCE & SUPPORT CYCLE DIAGRAM

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Workflow Automation Delivery Framework

ENTERPRISE EDITION

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# Maintenance & Support Cycle Diagram

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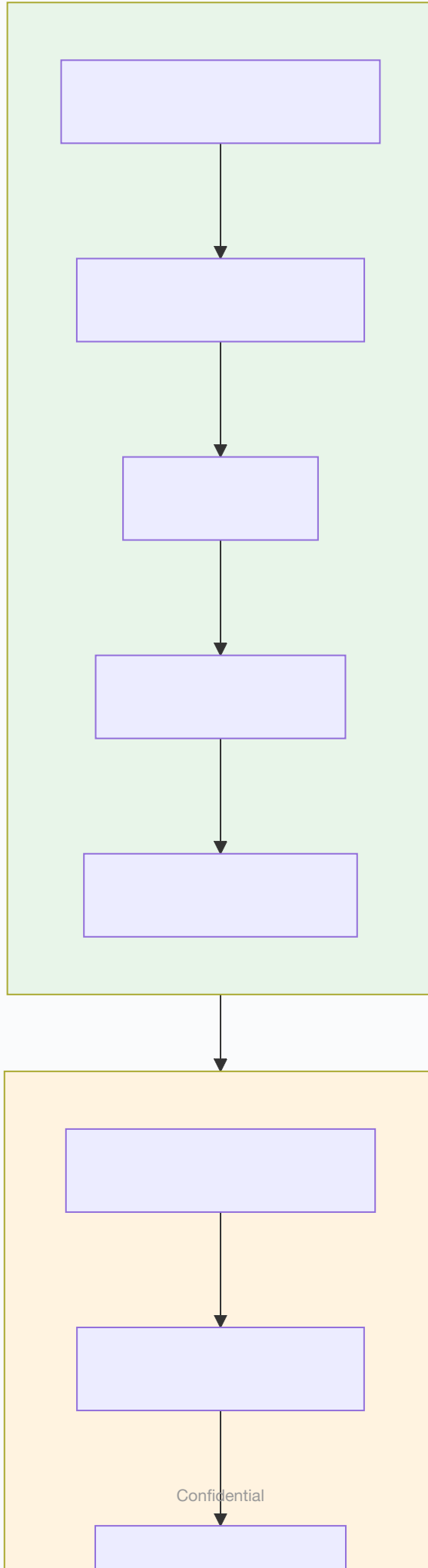
## Ongoing Operations, Retainers & Offboarding

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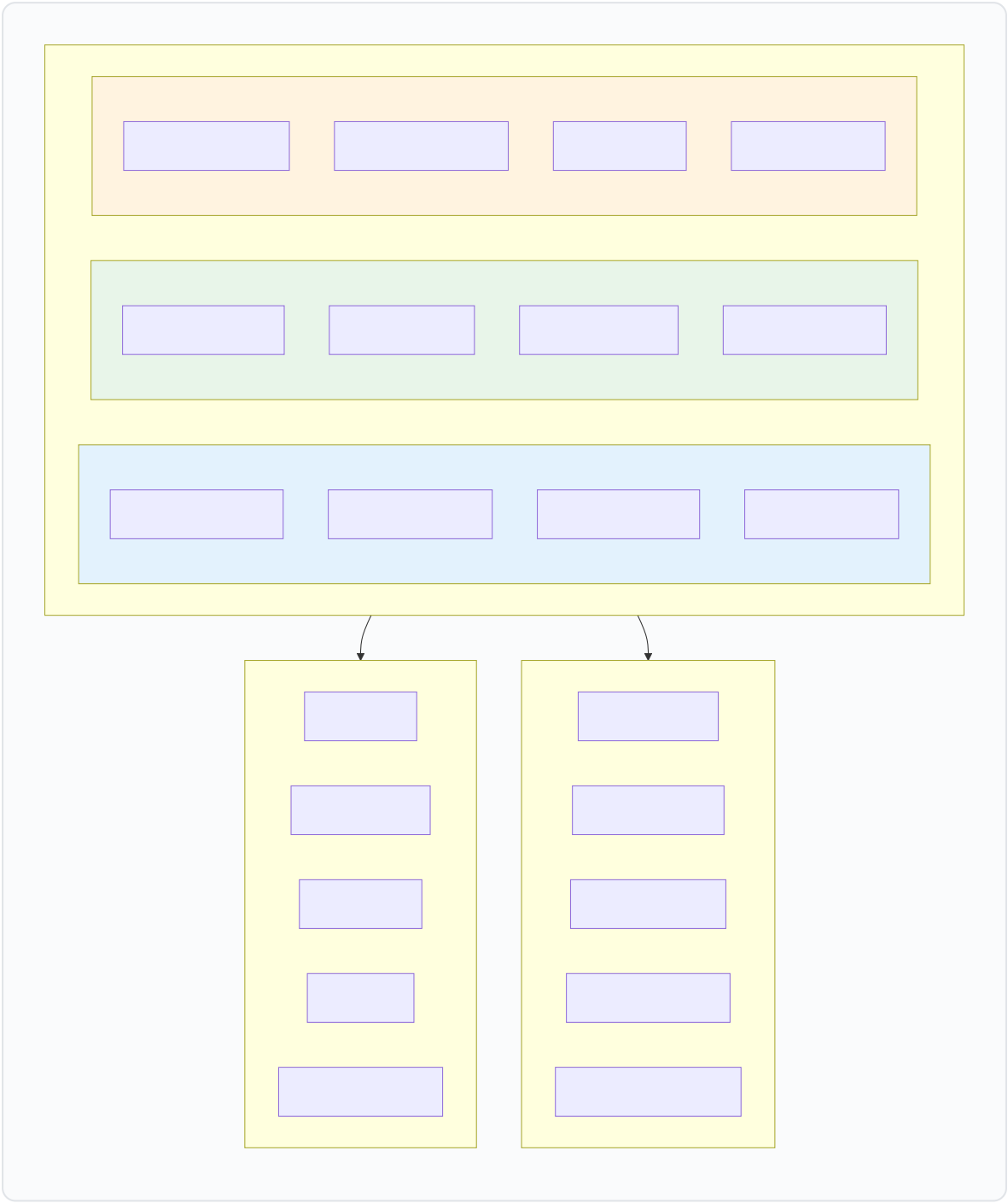
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## Maintenance Lifecycle Overview

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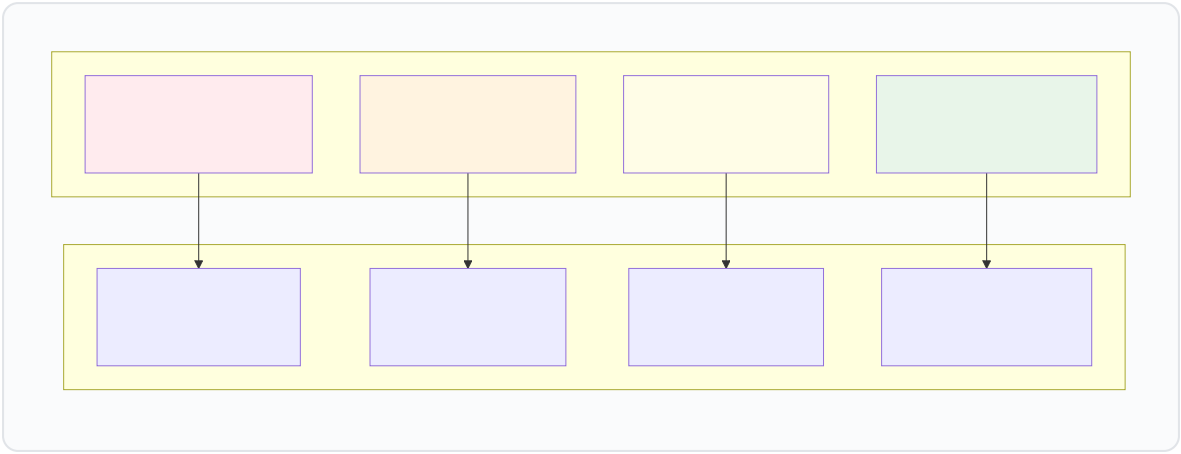


# Retainer Structure Options



# SLA (Service Level Agreement) Framework

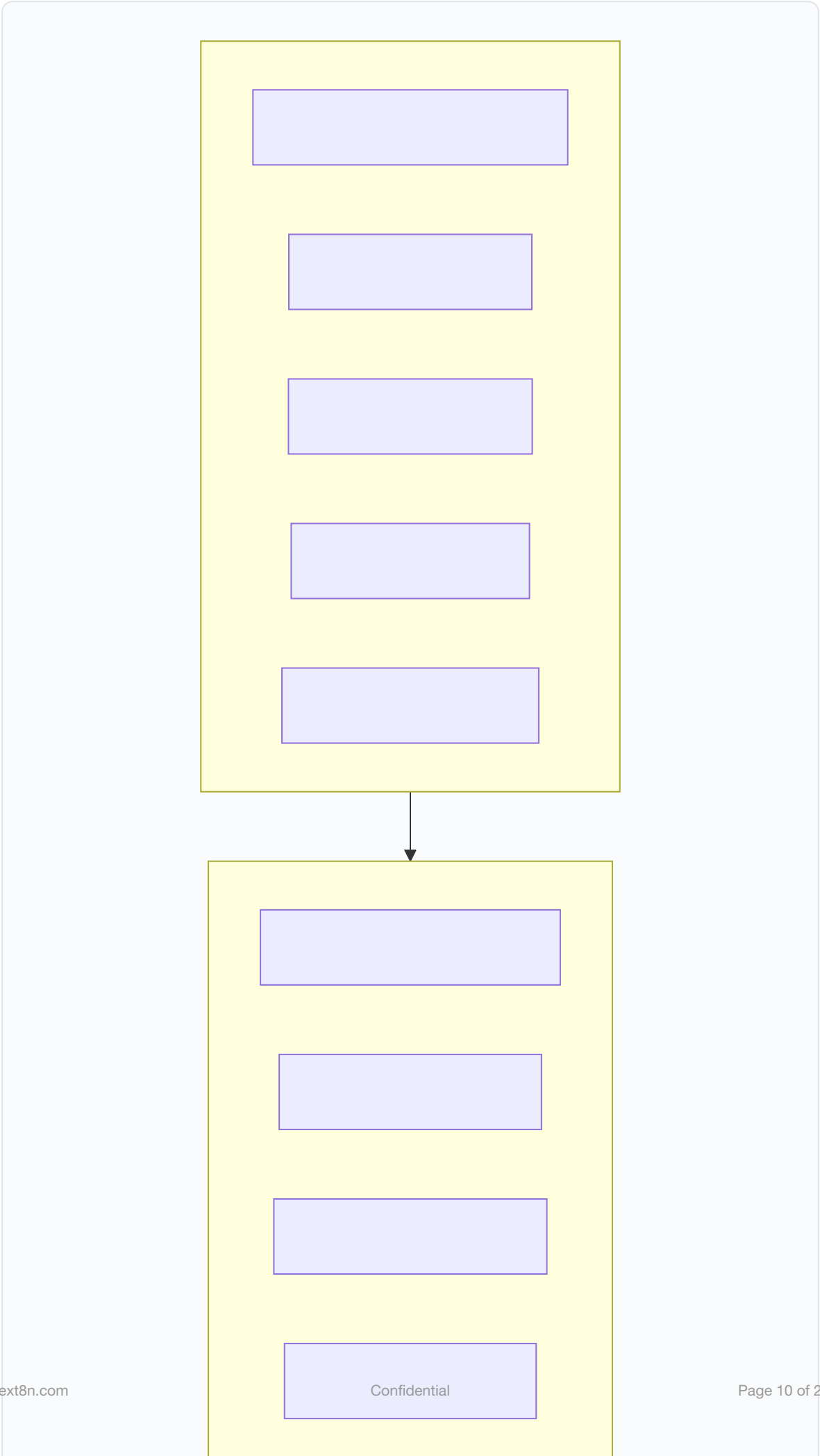
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## Monitoring & Alerting Flow

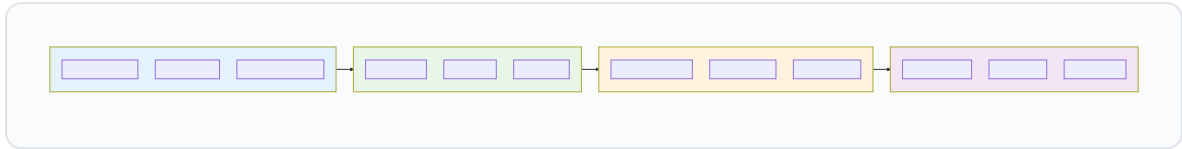
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## Monthly Maintenance Cycle

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# Update & Upgrade Process

## Flowchart Diagram

```

graph TD
    subgraph 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 --> DECISION
        DECISION -->|"Yes"| DEPLOY
        DECISION -->|"No"| ROLLBACK
        ROLLBACK --> PROCESS

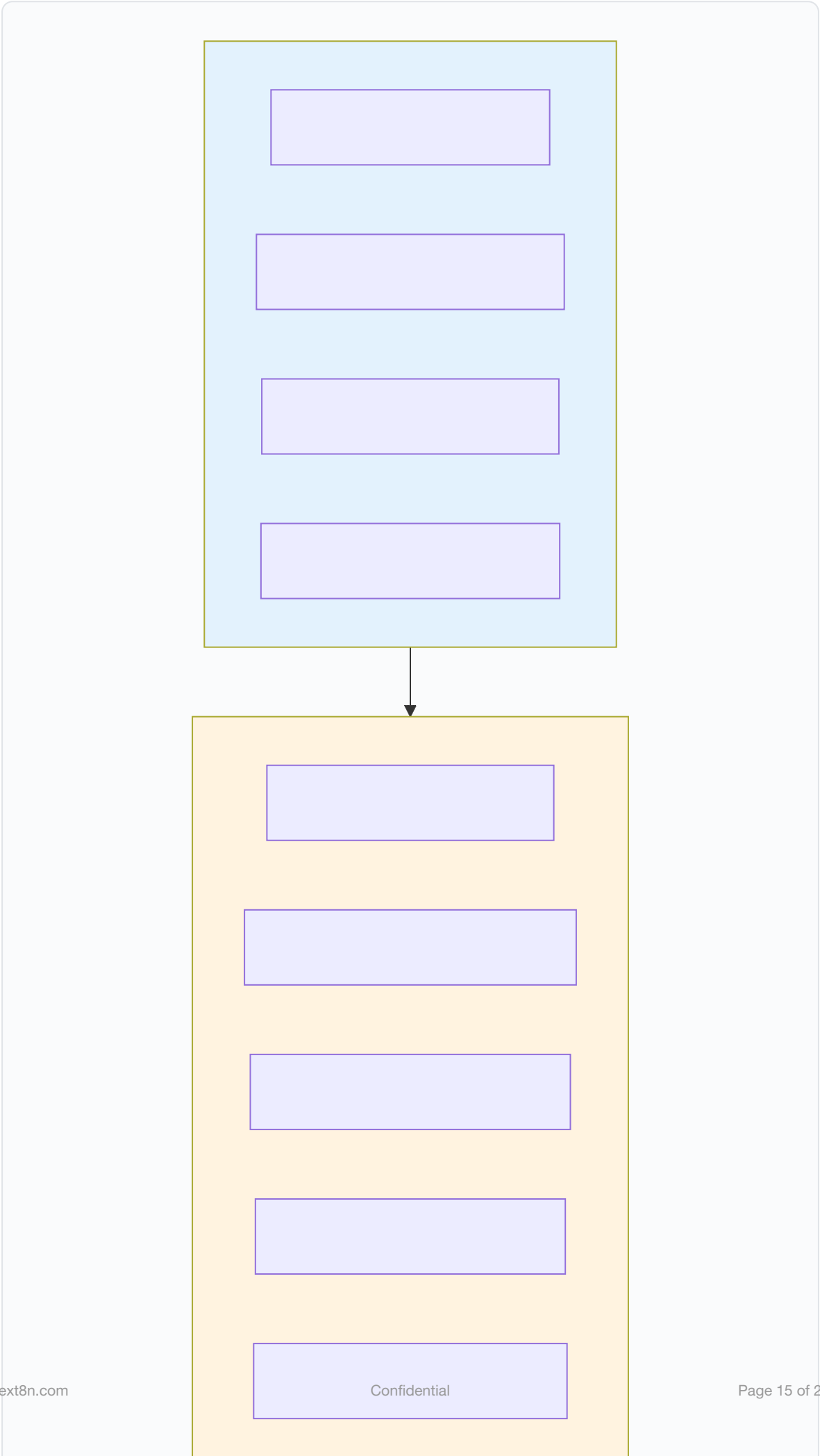
        style DEPLOY fill:#e8f5e9
        style ROLLBACK fill:#ffebee
    end

```

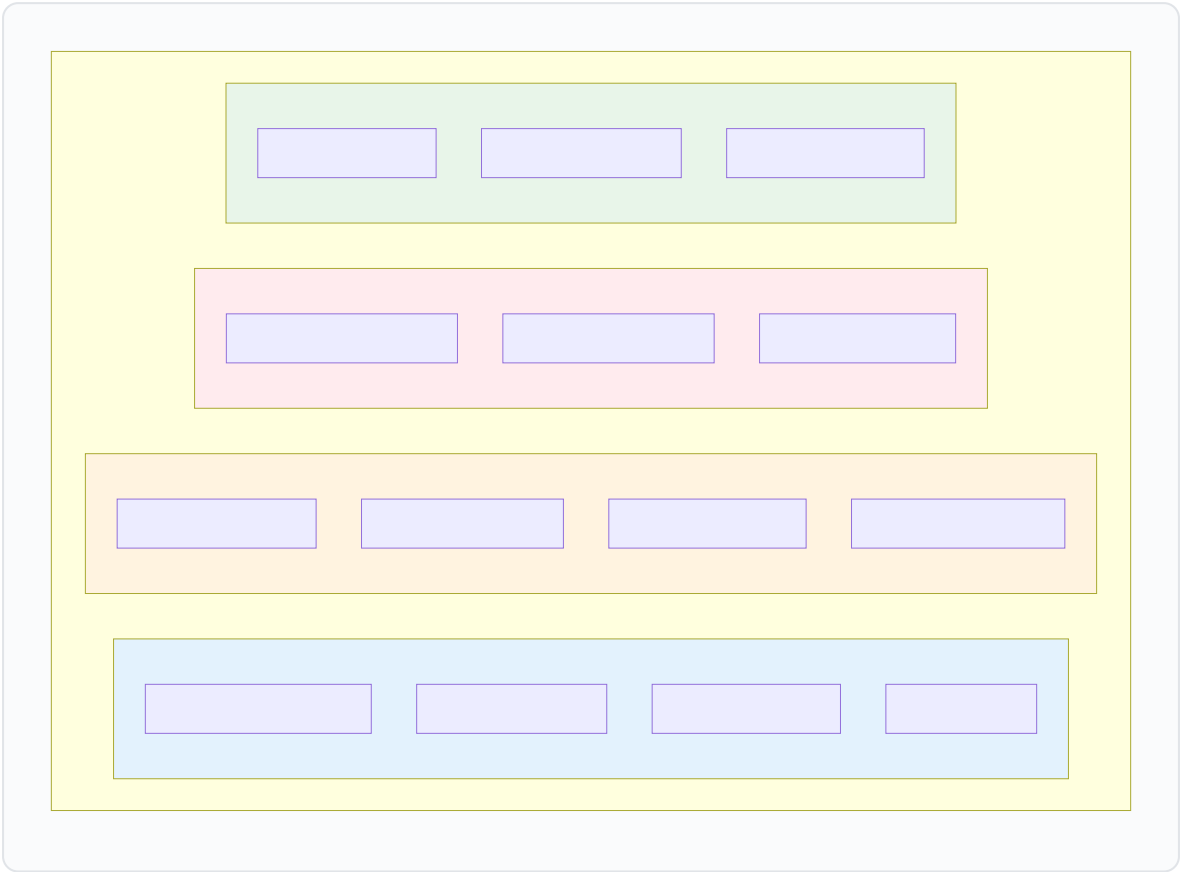


## Offboarding Process

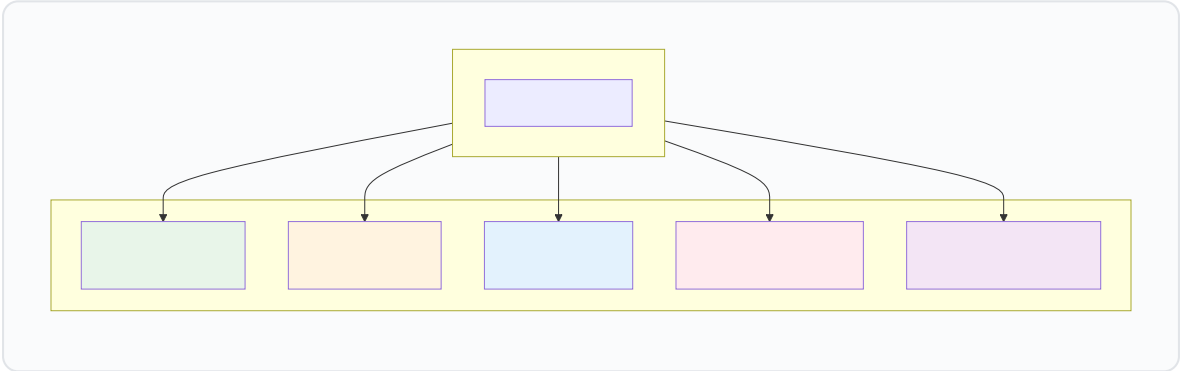
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# Offboarding Deliverables Checklist



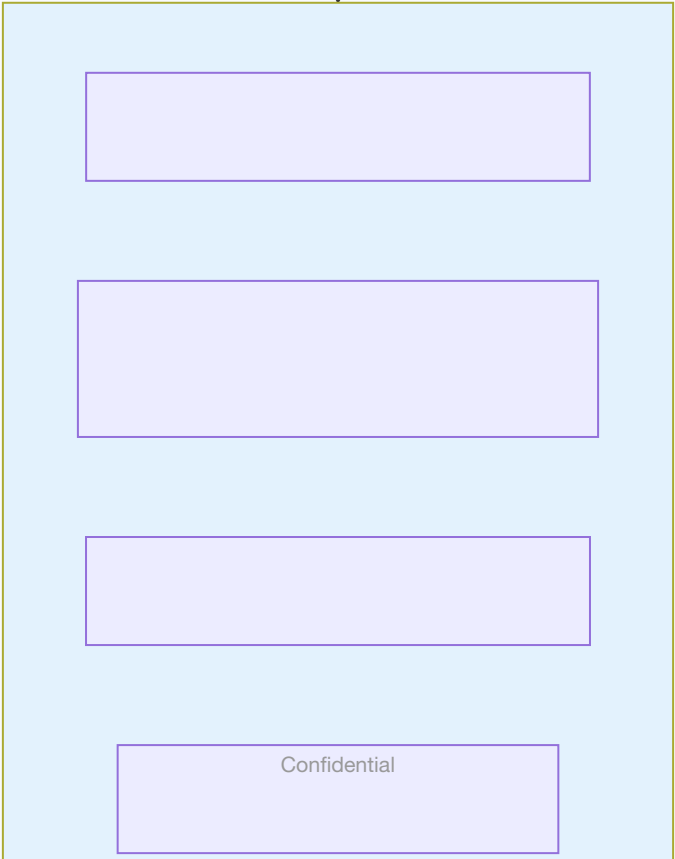
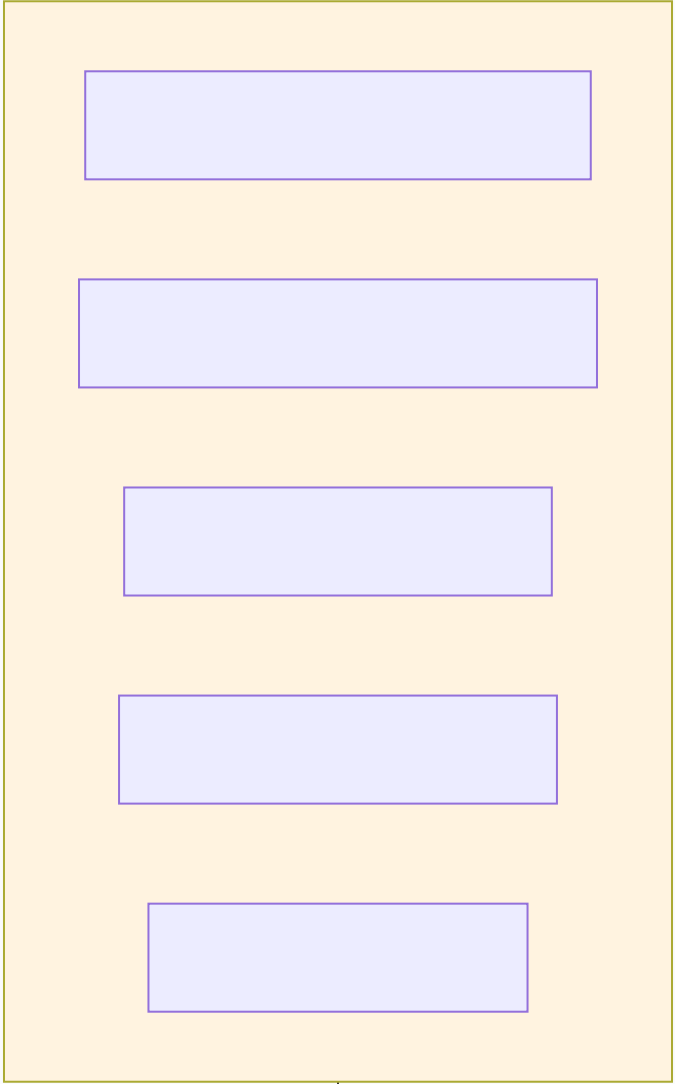
# Relationship Transition Options





## Backup & Recovery Strategy

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## 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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