**Deliverable Sign-Off Checklist/Template for the FreshDesk IT Support Ticketing System Project**

Project Title: **FreshDesk IT Support Ticketing System Implementation**

Prepared By: **Rubaet Mohammed**

Project Phase: **Phase 1 - Initial Implementation and Configuration**

Date: **28/08/2024**

Client Name: **[Insert Client Name]**

Client Representative: **[Insert Name]**

**1. Overview**

This Deliverable Sign-Off Checklist is designed to ensure that the client formally acknowledges the completion of key deliverables for the first phase of the FreshDesk IT Support Ticketing System project. The sign-off signifies that the deliverables meet the agreed-upon requirements and quality standards. This sign-off also serves to limit additional major changes after approval, thereby keeping the project on schedule and within budget.

**2. List of Deliverables**

Below are the deliverables that are included in the first phase of the project. Please review each item and provide feedback or sign off to confirm your approval.

**2.1 Project Planning and Initiation**

* **Deliverable**: Project Plan Document
  + **Description**: A comprehensive document detailing the project scope, objectives, timeline, milestones, resource allocation, and risk management plan.
  + **Status**: [Completed/In Progress]
  + **Client Comments**: [Provide space for client comments]
  + **Client Sign-Off**: [Signature] [Date]

**2.2 Requirements Gathering**

* **Deliverable**: Requirements Specification Document
  + **Description**: A detailed document outlining functional and non-functional requirements, user roles, use cases, and expected outcomes based on stakeholder inputs.
  + **Status**: [Completed/In Progress]
  + **Client Comments**: [Provide space for client comments]
  + **Client Sign-Off**: [Signature] [Date]

**2.3 System Design and Architecture**

* **Deliverable**: System Architecture Design
  + **Description**: Blueprint of the system’s architecture, including integration points, data flow, security measures, and scalability considerations.
  + **Status**: [Completed/In Progress]
  + **Client Comments**: [Provide space for client comments]
  + **Client Sign-Off**: [Signature] [Date]

**2.4 Development and Configuration**

* **Deliverable**: Initial Configuration of FreshDesk
  + **Description**: Setting up the FreshDesk platform with initial configurations, including user roles, workflows, and automation rules.
  + **Status**: [Completed/In Progress]
  + **Client Comments**: [Provide space for client comments]
  + **Client Sign-Off**: [Signature] [Date]
* **Deliverable**: Integration Setup
  + **Description**: Integration of FreshDesk with existing communication channels such as email and chat, ensuring seamless data flow.
  + **Status**: [Completed/In Progress]
  + **Client Comments**: [Provide space for client comments]
  + **Client Sign-Off**: [Signature] [Date]

**2.5 Testing**

* **Deliverable**: Test Plan Document
  + **Description**: Document outlining the testing approach, test cases, and scenarios to ensure the system meets all functional and non-functional requirements.
  + **Status**: [Completed/In Progress]
  + **Client Comments**: [Provide space for client comments]
  + **Client Sign-Off**: [Signature] [Date]
* **Deliverable**: User Acceptance Testing (UAT) Results
  + **Description**: Summary of UAT outcomes, highlighting key findings, issues identified, and resolutions.
  + **Status**: [Completed/In Progress]
  + **Client Comments**: [Provide space for client comments]
  + **Client Sign-Off**: [Signature] [Date]

**2.6 Training and Documentation**

* **Deliverable**: User Training Materials
  + **Description**: Comprehensive training documents and guides for end-users and support staff to effectively use the FreshDesk system.
  + **Status**: [Completed/In Progress]
  + **Client Comments**: [Provide space for client comments]
  + **Client Sign-Off**: [Signature] [Date]
* **Deliverable**: System User Guide
  + **Description**: Detailed documentation on system usage, troubleshooting procedures, and best practices.
  + **Status**: [Completed/In Progress]
  + **Client Comments**: [Provide space for client comments]
  + **Client Sign-Off**: [Signature] [Date]

**3. Sign-Off Confirmation**

By signing this document, the client confirms the completion and acceptance of the deliverables listed above. The client acknowledges that the deliverables meet the project requirements and quality standards as agreed upon in the project scope. Any additional requests for changes or enhancements after this sign-off may result in changes to the project timeline and additional costs.

* **Client Representative Name**: [Insert Name]
* **Client Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Project Manager Name**: [Insert Project Manager Name]
* **Project Manager Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**4. Notes and Additional Comments**

Please use the space below for any additional comments or specific feedback regarding the deliverables.

[Provide space for additional comments]

**5. Next Steps**

Upon approval of this phase, we will proceed with the next phase of the project, which includes the full deployment of the FreshDesk system, ongoing monitoring, and feedback collection to ensure continuous improvement and satisfaction.

**6. Contact Information**

For any questions or further clarifications, please contact:

* **Project Manager**: [Insert Name]
* **Email**: [Insert Email]
* **Phone**: [Insert Phone Number]