

# Know what to expect at handover

Documentation, training, ownership, and support questions for a smooth transition.

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## Confirm the agreed handover package

- A system overview, key workflows, and instructions for routine use.
- Account and asset inventory, owners, access roles, and any licence dependencies.
- Agreed documentation, training, source files or code, and configuration information.
- Known limits, open items, monitoring responsibilities, and the support contact.

## Understand ongoing operation

Clarify who maintains approved content, reviews AI output, watches failures, pays third-party usage, and approves changes. Confirm which maintenance or support services are included, the contact channel, operating hours, and any response targets in your agreement. Do not assume unlimited changes or round-the-clock support.

## Plan changes or an exit

If you later transfer or stop the service, follow the agreed notice, export, access-removal, retention, and deletion process. Ownership and reuse rights depend on the contract and third-party licences. Keep an up-to-date list of accounts and responsible people.

### Your checklist

0/4 complete

- ☐ Confirm assets and account owners.
- ☐ Schedule the agreed training.
- ☐ Record support and maintenance responsibilities.
- ☐ Review remaining access and open items.

### A USEFUL NEXT STEP

Use the handover inventory template during the final review.

Your signed proposal and agreement define the final scope, fees, responsibilities, and terms.

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