SUBURBAN SECURE · ILLUSTRATIVE EXAMPLE · VERSION 1 · 14 NOVEMBER 2026

Handover and ownership pack

Example scenario: leaving an organisation with clear ownership and usable operating records after an IT project.

> **Example only — not a client report.** This fictional scenario shows a possible deliverable. It is not an assessment of your organisation, a quote or a promise of results. Scope and evidence requirements are agreed for each engagement.

01 / What changed

Summarise the agreed work, approved variations and acceptance evidence. Link each delivered item to its support owner. In a real pack, sensitive configuration is shared through an agreed secure channel, not placed in a public report.

02 / Ownership register

Area	Accountable owner	Support responsibility	Record to maintain
Cloud email and identity	Organisation lead	Named administrator or provider	Account recovery and access register
Internet and network	Operations lead	Internet provider and network maintainer	Service details, diagram and configuration location
Backup and recovery	Data owner	Agreed backup operator	Restore test, scope and escalation route
Devices and subscriptions	Asset owner	Agreed support contact	Inventory, renewal and support dates

Roles are placeholders. Confirm named people, their authority and coverage before handover.

03 / Handover checklist

- Changes and acceptance evidence reviewed with the organisation.
- System diagram and asset list updated.
- Administrator ownership confirmed; recovery process explained.
- Secrets stored in the agreed password manager, not in this document.
- Backup scope, recovery testing and escalation responsibilities understood.
- Open issues recorded with an owner and next review date.
- Staff or volunteers briefed on the tasks they need to perform.

- Supplier contacts, renewal dates and support arrangements confirmed.

04 / Keep it useful

When people change

Review access, remove obsolete permissions and transfer responsibilities.

When systems change

Update diagrams, recovery instructions and the asset register.

At the agreed review

Test a recovery path and review outstanding risks, costs and lifecycle dates.

05 / Acceptance

The organisation confirms receipt, understands any outstanding items and knows who to contact. Any ongoing support is agreed separately; receiving this pack does not create an unlimited support arrangement.