

3) Technical offboarding – external and internal

Why do we do it?

To ensure a correct conclusion with a client, mainly from an information security perspective.
But also, to ensure that Awave personnel no longer involved in a project are thinned from any systems, platforms, etc.

How do we do it?

The following steps are to be taken when performing the technical offboarding:

- Inform the client/Awave personnel in writing of the date for the offboarding process to start.
- Always strive for the client to use their own payment method directly with any services, but if Awave is managing this for a client – ensure the removal of any credit card data and inform the client in writing that Awave will stop paying for the service after the set date for offboarding.
- Ensure client don't have access to the issue tracking tool after the set date for offboarding.
- Ensure handover to new suppliers (if any) before the set date for offboarding.
- Ensure there's NO access to any servers etc, after the set date for offboarding has passed.

Who's responsible for technical offboarding, and when do we do it?

The **Project Manager (PM)** is responsible for ensuring the internal and external technical offboarding.
It's to be done on an ongoing basis regarding Awave personnel no longer involved in a project, and it is to be done as soon as possible once an agreement with a client has ended.