CLIENT SERVICE & TRANSITIONS

Service governance & shared responsibility

Establish who can request work, approve decisions and own the systems covered by a managed IT engagement.

DOCUMENT	PREPARED	STATUS
MSP-01	1 October 2026	Draft for adoption

Scope & application

Managed services, support requests, service reviews and co-managed arrangements. A signed service schedule identifies included systems, responsibilities, coverage and commercial terms.

Who does what

NovaSoft engagement lead

Scopes the work, assigns authorised personnel and maintains implementation and exception records.

Client service and risk owners

Approve access, business decisions, priorities, notices and residual risks; provide accurate scope and timely lifecycle requests.

Users and suppliers

Follow the approved arrangements, report issues and perform responsibilities assigned in the service schedule.

Draft for adoption. Confirm applicable requirements, implementation, owners and approval in the written client service schedule before operational use. Effective date is assigned on adoption.

THE POLICY IN PRACTICE

Control requirements.

01 Define the service boundary

Record managed assets, supported services, exclusions, dependencies and the division of work between NovaSoft, client personnel and vendors. Discovery does not automatically bring an asset into managed scope.

02 Approve work through named contacts

Keep an authorised-contact register. Verify unusual or sensitive requests through a known channel before changing access, payment-related settings or business-critical services.

03 Record service expectations

Agree support hours, time zones, request channels, severity definitions, response targets and escalation. Distinguish initial response from resolution and human coverage from automated assistance.

04 Keep requests traceable

Assign a reference, impact, owner and next action to work. Record approval, material changes, communications and completion. Use a secure transfer method for confidential attachments.

05 Review performance and risk

Discuss open work, recurring faults, capacity, lifecycle issues and accepted risks at the agreed service review. Explain dependencies and delays rather than promising outcomes outside the scope.

06 Handle concerns consistently

Document a service concern, confirm the requested outcome and route it to the engagement lead. Escalate unresolved matters through the agreed complaints process and preserve applicable consumer rights.

FROM POLICY TO DELIVERY

Operate. Record. Review.

01 Confirm the service schedule and authorised contacts.

02 Agree ticket intake, severity and escalation arrangements.

03 Record work and provide status through the agreed channel.

04 Review results, unresolved risks and proposed improvements.

Agree with the client

- Systems and services included
- Human support hours and targets
- Approval limits and contact changes
- Review and complaint escalation route

Evidence to retain

- Service schedule and responsibility matrix
- Request records and approval history
- Service-review actions and risk register

Exceptions & review

Record the requirement, reason, affected scope, risk owner, compensating measures and expiry or review date. Seek approval before deviating, or use documented emergency authority and arrange prompt review. Exceptions cannot waive applicable legal duties.

Review trigger: At each agreed service review and after a material scope or ownership change.

Proposed owner: NovaSoft engagement lead with the client service/risk owner. Review at least annually, and earlier when the trigger above applies. Version changes require an approval and client-impact record.

References & related information

ASD/ACSC - Managed service provider guidance

NovaSoft public policy library and application notes