TECHNOLOGY & CONTINUITY

Technology assets & software lifecycle

Maintain a useful inventory and plan licences, support status and replacement before they become operational surprises.

DOCUMENT	PREPARED	STATUS
MSP-13	1 October 2026	Draft for adoption

Scope & application

Managed hardware, applications, subscriptions, certificates, domains and technology dependencies. Procurement and renewal authority are specified in the engagement.

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 Maintain the inventory

Record owner, purpose, location, support status and important dependencies. Distinguish managed assets from discovered but out-of-scope systems and record uncertainty for resolution.

02 Track licence rights

Keep entitlement, subscription owner, renewal date and permitted use. Verify licence conditions before deployment, redistribution or transfer; an inventory entry is not proof of entitlement.

03 Plan support expiry

Review vendor support dates and critical renewals for operating systems, equipment, certificates and domains. Agree replacement or migration plans and record accepted exceptions for unsupported technology.

04 Approve procurement

Use the client's purchasing authority and documented requirements. Confirm compatibility, data handling, recurring costs and support implications before introducing a new dependency.

05 Reconcile changes

Update records after onboarding, purchase, reassignment and disposal. Investigate unrecognised assets or software through an authorised process rather than automatically removing production dependencies.

06 Retire safely

Plan replacement, record transfer, remove access and sanitise storage using the disposal policy. Confirm licence and domain ownership handover where a provider relationship changes.

FROM POLICY TO DELIVERY

Operate. Record. Review.

01 Discover and verify asset ownership and scope.

02 Record lifecycle, support and licence information.

03 Agree renewals, replacement and exception decisions.

04 Update the inventory after each material change.

Agree with the client

- Managed inventory and discovery authority
- Procurement and renewal approvals
- Supported technology and replacement budget
- Ownership and licence transfer requirements

Evidence to retain

- Asset, licence and dependency registers
- Renewal/replacement decisions
- Reconciliation and retirement records

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 agreed inventory reviews and before major renewals, onboarding or retirement.

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