

SCOPE

Production build: resident issues

Prepared for Example Shire Council · 13 October 2026

PREPARED BY
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VERSION
v1 · draft

FOLLOWS
The 30-day proof, readout of [date]

STATUS
For agreement

01 What this build includes

IN SCOPE	NOT IN SCOPE
The decision logic for resident issues, from the proof, hardened and versioned	Changes to the customer request system beyond the queues it needs
The data record: loading, checks and definitions	Records not named in this scope
The workflow into the operations meeting agenda	Ongoing support, which has its own agreement
Handover: runbook, training, two supported weeks	New decisions. Each is scoped on its own

02 What the Council owns at handover

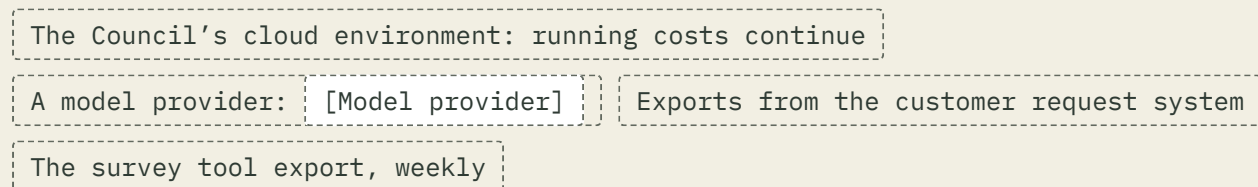
Some platforms can now leave your data in your warehouse, which is good. The question is where your identity rules, segments and agents live.

■ Decision logic	issue-ranking v1.4: six rules for type, ward and repeat reports, versioned, in the Council's repository
■ Data record	One table of resident issues, with each source and definition written down in Appendix A
■ Workflow	A Friday list into the operations meeting agenda, plus a held list for officers
■ Documentation	The handover runbook, the rule change guide and officer training notes

03 Who operates it

TASK	WHO	WHEN
Review the Friday list	Coordinator, Customer Service	Weekly, Friday 10:00
Approve a rule change	Manager, Community Services	As needed
Check the source records loaded	Customer service officer	Daily, 09:00
Annual rule review	Manager, Community Services	Each July, with the budget cycle

04 What it depends on



Running costs for cloud and models continue after handover. This scope lists each one for the Council's budget.

05 Milestones and acceptance

MILESTONE	ACCEPTED WHEN	WEEK
Records loading daily	Two weeks of loads pass the checks	3
Logic live alongside the current process	The owner signs off a week of comparisons	6
Workflow live	The Friday list runs without NTWRK for one week	9
Handover	Runbook signed off; two supported weeks done	11

06 **Support after handover**

Support sits under a separate agreement with a defined purpose. The system stays documented so the Council could appoint another provider.

07 **Changing this scope**

Either side can propose a change in writing. Each change states what it adds, what it removes and what it does to the milestones.

08 **Fee**

Set in the accompanying proposal, as a fixed fee for this scope. [Proposal reference]

09 **Agreement**

For Example Shire Council

Name, role and date

For NTWRK PTY LTD

Wes Fischer, Founder and CEO · date