



Client Technology Overview

Leadership summary of the environment support boundaries ownership and priorities

Prepared for Harborlight Design Studio | Fictional demonstration environment

This overview gives Harborlight leadership a concise operating picture of the technology environment. It identifies the services the business depends on, who owns key responsibilities, what is currently in scope, and which decisions deserve attention.

Document Control

CLASSIFICATION	Public fictional sample	VERSION	1.0
DOCUMENT OWNER	Tyler's Tech Company	EVIDENCE DATE	September 5 2026
REVIEW CADENCE	Quarterly and after material change	SAMPLE STATUS	Public fictional example

How to read status labels Verified, Customer confirmed, Provider reported, Planned, Out of scope, and Not verified show how evidence would be classified in a live customer document. All facts and statuses in this public sample are fictional.

Business and Environment Profile

Measure	Sample current state	Status
People	25 employees with a hybrid work pattern	Customer confirmed
Locations	One Boston-area office plus approved remote work	Customer confirmed
Managed computers	18 Windows laptops and 7 Mac laptops	Verified
Core cloud platform	Microsoft 365 for identity email files and collaboration	Verified
Business applications	Project management finance and design services delivered as software as a service	Provider reported
Site infrastructure	Business firewall two managed switches three access points and one battery backup	Verified
Backup coverage	Separate Microsoft 365 and priority workstation backup services	Provider reported

Current Operating Picture

Harborlight's daily work depends on identity, collaboration, project files, business applications, internet access, and reliable employee devices. The environment has a named service owner and a repeatable support path. The next improvement cycle should focus on recovery testing, aging network equipment, and consistent role-change approvals.



Critical Services

Service	Business role	Operational owner	Recovery dependency	Status
Microsoft 365	Identity email collaboration and shared files	TTCo with customer approver	Administrative access and separate backup	Verified
Project Management Platform	Projects schedules and customer deliverables	Operations manager and vendor	Vendor availability and current export	Provider reported
Finance Platform	Billing purchasing and financial records	Finance manager and vendor	Vendor recovery and finance procedures	Customer confirmed
Office internet	Access to cloud services voice and remote support	Provider with TTCo coordination	Provider restoration or approved contingency	Verified
Managed endpoints	Employee access to business applications and files	TTCo and assigned employee	Replacement device and identity access	Verified

Support and Responsibility Boundaries

Area	Customer responsibility	TTCo responsibility	Outside provider
Employee access	Authorize hires changes departures and application need	Administer covered accounts devices and closure evidence	Application vendors support product-side defects
Microsoft 365	Approve policy exceptions and data ownership decisions	Routine administration security baseline and support	Microsoft operates the cloud service
Network and Wi-Fi	Provide physical access and approve material changes	Maintain documented configuration and coordinate support	Internet provider restores the circuit
Backups	Set business priorities and authorize recovery	Monitor covered jobs document results and coordinate tests	Backup provider operates the service platform
Business applications	Own licenses workflows and business data decisions	Coordinate access and vendors within agreed scope	Vendor owns application availability and product changes

Current Priorities

Priority	Why it matters	Owner	Target	State
Complete representative file restore	Confirms that protected data returns in usable form	TTCo and operations	October 2026	Planned
Replace aging core switch	Reduces dependence on equipment nearing support end	TTCo	Q4 2026	Proposed
Formalize role-change approvals	Reduces excess access when responsibilities change	Operations and TTCo	October 2026	Planned
Confirm finance recovery procedure	Clarifies vendor and customer actions during an outage	Finance manager	Q4 2026	Not verified



Documentation Set

Record	Owner	Review trigger	Current sample state
Environment as built	TTCo	Network cloud or site change	Current as of sample date
Asset and service register	TTCo	Purchase retirement renewal or assignment	Current as of sample date
Employee lifecycle runbook	Operations and TTCo	Process platform or approval change	Illustrative sample workflow
Backup and recovery plan	TTCo and customer continuity owner	Coverage change failed job or recovery test	Test evidence partly illustrative
Security roadmap	Leadership and TTCo	Quarterly review or material risk change	Five actions open
Quarterly technology review	Leadership and TTCo	Quarterly meeting	Q3 2026 sample

Known Limitations

- The finance application recovery procedure is customer and vendor owned and has not been independently tested in this sample.
- Personal devices and home networks are outside the managed inventory unless a written order adds them.
- The logical environment map omits credentials, exact network identifiers, serial numbers, and administrative endpoints.
- Response commitments and recovery objectives are governed by an executed service order or schedule, not by this overview.

Support and Escalation Path

Employees submit routine support through the approved TTCo support channel. Authorized Harborlight contacts approve access, scope, spending, and recovery decisions. Urgent service interruptions follow the escalation terms in the current service order. This sample intentionally omits real contact details.

Revision History

Version	Date	Change	Prepared by
1.0	September 2026	Public sample release	Tyler's Tech Company