



CUSTOMER DOCUMENTATION SAMPLE

Project Closeout and Technical Handoff

Customer record of completed work configuration changes validation training ownership and open items

Prepared for Harborlight Design Studio | Fictional demonstration environment

This closeout demonstrates the record a customer can receive after a defined technology project. The fictional example covers an office wireless and access refresh. It distinguishes completed work from validation results and remaining decisions.

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.

Project Summary

PROJECT ID	SAMPLE-PRJ-2026-04	PROJECT	Office wireless and access refresh
START	August 17 2026	COMPLETION	September 3 2026
CUSTOMER OWNER	Operations manager fictional role	TTCO OWNER	Project lead fictional role

Objective and Scope

The project replaced the firewall and wireless access points, standardized employee and guest access, updated the logical environment record, and aligned Microsoft 365 access groups with approved business roles. The existing core switch remained in service with a planned lifecycle replacement. Work was limited to the single sample office and covered cloud tenant.

Included	Excluded or separately governed
Core firewall switching and access-point configuration under the approved design	Building cabling outside the identified patching changes
Employee and guest network separation	Personally owned devices and home networks
Named Microsoft 365 role groups and member review	Business application redesign or data migration
Configuration backup documentation and customer orientation	Penetration testing compliance certification or ongoing monitoring beyond the service order



Before State

The previous firewall and wireless access points needed replacement, guest access was not described in the customer documentation, and Microsoft 365 group ownership needed confirmation. The core switch remained operational but was approaching the preferred support horizon. The public sample does not describe exact weaknesses, identifiers, or prior configuration.

Work Completed

Work item	Completion record	State
Installed and adopted the approved firewall and access points	Management inventory and device health read back	Verified
Applied the approved employee and guest logical network design	Controller configuration reviewed	Verified
Updated protected administrative access and configuration backup	Named access and backup record checked	Verified
Reviewed Microsoft 365 role groups with the customer owner	Approved membership record retained	Customer confirmed
Updated environment map asset register and recovery dependencies	Document version 1.0 issued	Verified
Delivered customer orientation and escalation summary	Attendance and topics recorded	Customer confirmed

Configuration Change Summary

Area	Generalized change	Recovery or rollback preparation
Internet boundary	New managed firewall adopted under the approved design	Previous configuration and provider settings retained in restricted project record
Switching	Existing core switch retained and documented	Current uplinks and planned replacement path recorded
Wireless	Employee and guest access standardized	Approved access policy and support procedure documented
Identity	Microsoft 365 role groups reviewed and ownership recorded	Membership export retained in restricted record

Validation Results

Test	Result	Limit
Employee wired and wireless access	Passed for representative managed devices	Not every employee device was tested
Guest access isolation	Passed bounded connectivity check	Not a penetration test
Cloud application access	Passed Microsoft 365 and approved business application checks	Provider-wide availability not tested
Network power continuity	Battery self-test and connected-load review passed	Extended outage runtime not demonstrated



Test	Result	Limit
Configuration recovery	Current configuration record confirmed	Full hardware-loss recovery not performed

Customer Handoff

Item	Recipient	Status
Updated technology overview and logical systems map	Authorized customer contacts	Delivered
Asset lifecycle register	Operations manager	Delivered
Support and escalation summary	Managers and office lead	Delivered
Administrative records	Approved restricted repository	Stored in authorized system
Credential material	Approved credential vault	Not included in documents

Training and Orientation

- How employees select the approved network and report a connectivity issue.
- How managers request employee access changes and identify an authorized approver.
- How the office lead identifies a provider outage versus a local issue and starts the documented escalation path.
- Where authorized staff find the current customer documents and how to request an update.

Open Items

Item	Owner	Target	State
Approve core switch lifecycle replacement	Operations	Q4 2026	Proposed
Schedule extended battery runtime test	TTCo and operations	Q4 2026	Proposed
Complete vendor-access review	Operations	October 2026	Planned

Acceptance Record

This fictional sample records customer acceptance of the documented project scope on September 3 2026, subject to the open items above. In a real project, acceptance terms and signatories come from the executed order or statement of work. No signature or customer commitment is created by this sample.

Revision History

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