

What I need from you

Systems Support

This list explains what I need for this service, why I need it and where you can usually find it. Send the information together where practical. Tell me straight away about anything unavailable or urgent. I will confirm when the essential information is complete and the delivery date is fixed.

Essential items are needed before the relevant work can proceed. Important items affect what I can conclude; optional items add useful context. If an item is missing, incomplete, unreadable or a different version from one already sent, identify it by its number and explain what you hold. I will tell you what replacement is needed, why it matters and any effect on the agreed work or date.

1. Continued access, and who grants it ESSENTIAL

Why I need it. No access, no support.

Where you'll find it. Already in place at handover; it just stays on.

Without it. There is nothing to open when access lapses, and support stops rather than continuing

2. The system itself, in the version now in use ESSENTIAL

Why I need it. No system, no support.

Where you'll find it. The live file with edit access, from whoever edited it last, not the copy issued at handover.

Without it. There is nothing to support: the service cannot open a log, run a function check or fix anything

3. Its handover pack IMPORTANT

Why I need it. The pack makes support possible, not archaeology.

Where you'll find it. Whoever holds it from the set-up that built the system; if it has gone missing or was never written, say so rather than sending something out of date.

Without it. Every fix is made against a picture of the system nobody has verified, and the first period goes on writing a pack instead of supporting one

4. One route for reporting issues IMPORTANT

Why I need it. Issues reported informally are never fixed.

Where you'll find it. Agree it in the same message as the other five: a shared log if you already run one, or a single mailbox if you do not.

Without it. Issues raised informally get lost, and the period report understates what actually happened

5. Who uses it and who owns it IMPORTANT

Why I need it. You need one named person.

Where you'll find it. A line from whoever instructed the service naming the system's users and its owner; if nobody is named, the instructing contact is treated as owner until told otherwise.

Without it. There is nobody named to take a decision to, so questions sit unanswered until somebody happens to reply

6. Their payment and reporting cycle dates IMPORTANT

Why I need it. A fix after the cycle it was needed for is not a fix.

Where you'll find it. Whoever runs your payment applications or month end can read the dates straight off the diary or the contract.

Without it. A fix lands after the cycle it was needed for, which is not a fix at all

How to send it

Everything to contact@jackbutlerkettle.com. Original files rather than scans of printouts wherever you have them, and forwarded emails rather than text copied out of them, because the dates and the addressees travel with the original and they often turn out to matter.