

ALTERNATE MACHINES / DELIVERY SAFEGUARDS

# How work stays controlled

A fictional sample showing how responsibility, access, testing, changes and handover are agreed before work touches a live business system.

FICTIONAL SAMPLE / WORKING METHOD / NOT CERTIFICATION

|                                                            |                                                                        |
|------------------------------------------------------------|------------------------------------------------------------------------|
| <b>VERSION</b><br>1.0 / plain-English review 5 August 2026 | <b>ORIGINAL DATE</b><br>27 July 2026                                   |
| <b>WHEN USED</b><br>Before a proposal is accepted          | <b>EXAMPLE SCOPE</b><br>One clearly defined business process           |
| <b>COMPANY ACCOUNTABLE</b><br>Alternate Machines Ltd       | <b>STATUS</b><br>Blank fictional sample; not a completed client record |

|                                                               |                                                            |                                                         |                                                             |
|---------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------|
| <b>01 / PEOPLE</b><br>Name who decides and who does the work. | <b>02 / ACCESS</b><br>Give only the access that is needed. | <b>03 / TEST</b><br>Let the client test before go-live. | <b>04 / HANDOVER</b><br>Return control, records and access. |
|---------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------|

## READ THIS FIRST

This is a fictional sample showing format and level of detail. It is not a client result, certification, independent audit or promise of an outcome. This PDF is untagged; use the accessible website reading version where available.

# 04

FIELD NOTE

## Safeguards before live access.

People / access / testing / handover.

01 / WHY THESE SAFEGUARDS EXIST

# Clear work starts before anyone receives access.

The aim is simple: prevent confusion, restrict access and make the client's go-live decision explicit.

01

## Prevent confusion

Write down the result, responsibilities and what is outside the work before delivery starts.

02

## Restrict access

Record who can use each system, why they need it and when access ends.

03

## Make go-live explicit

The client's named decision-maker approves the tests and any live change.

01

## What this sample shows

Places for named responsibilities, access purpose and end date, client testing, handover, access removal and approval of outside specialists.

SAMPLE FORMAT

02

## What this sample does not show

No real project has completed it. It is not certification, an independent audit, an independent security test, guaranteed support or an availability promise.

LIMITATION

### BEFORE WORK STARTS

We confirm the first agreed payment, written work plan, required information, authorised access and assigned delivery team. The signed proposal takes priority if it differs from this sample.

### FREE FIT CHECK

The call confirms the problem, intended result and people responsible. No live-system access is requested on that call.

02 / WHO IS RESPONSIBLE

# One accountable company. Clear roles around it.

The proposal names who makes each decision, who performs the work, who may access each system and who handles a problem.

| ROLE                               | COMPANY            | RESPONSIBLE FOR                                | APPROVES                                                                 |
|------------------------------------|--------------------|------------------------------------------------|--------------------------------------------------------------------------|
| Senior client decision-maker       | Client             | Business result and authority.                 | Scope, person responsible and go-live.                                   |
| Person responsible for the process | Client             | Process rules and unusual cases.               | Map and process changes.                                                 |
| AM project lead                    | Alternate Machines | Delivery plan, records and response to issues. | Coordinates the agreed work; does not replace client approval.           |
| AM technical lead                  | Alternate Machines | Solution design and agreed tests.              | Cannot put a change live without client approval.                        |
| Client system administrator        | Client             | System permissions and change authority.       | Accounts and go-live access.                                             |
| Approved specialist                | AM or partner      | Only the assigned task.                        | Client supplier approval and confidentiality are required before access. |

## BACK-UP ARRANGEMENTS

We accept work only when the required people and suitable back-up are confirmed. Round-the-clock service or a guaranteed response time applies only when a signed agreement says so.

01

### Question

AM lead records the agreed answer.

02

### Access issue

Client administrator and AM lead make the work safe.

03

### Change or risk

Client decision-maker decides whether work continues.

03 / ACCESS LIFECYCLE

# Request. Approve. Use. Remove.

Access is tied to one purpose and one period. The real record uses the client's system names, authorised accounts and approval process.

## REQUEST

State the account, permission and business purpose.

## APPROVE

The client's authorised system owner agrees it.

## USE

Use only the approved account for the assigned work.

## REMOVE

Remove or transfer access and record the outcome.

01

### CRM test account

Read test records and create the agreed test item.

EXPIRES / BUILD END + 2 DAYS

02

### Microsoft 365 test area

Add only to the named site or list for the agreed tests.

EXPIRES / BUILD END + 2 DAYS

03

### Go-live role

No permanent access; short access only when the client approves it.

EXPIRES / SAME DAY

04

### Partner access

None until the supplier and named specialist are approved.

EXPIRES / TASK COMPLETE

01

### Named accounts

Never place a shared password in chat or code.

02

### Secure storage

Keep passwords, API keys and secrets in approved storage for that client and project.

03

### Review changes

Recheck access if the work, information, system or delivery role changes.

#### WHAT THIS RECORD PROVES

It shows that access decisions were written down. It does not prove that every setting in the client's software worked exactly as intended.

## 04 / TEST BEFORE GO-LIVE

# Your team checks the important situations.

A fault is a repeatable failure of an agreed test. A new request, different information, supplier outage or extra feature is recorded separately.

01

**Expected information**

Create the agreed record once.

**PROOF / SYSTEM RECORD + SCREENSHOT**

02

**Required information missing**

Stop and name the reason, person responsible and next action.

**PROOF / MISSING-ITEM RECORD**

03

**Same request received twice**

Do not repeat the action; make the problem visible.

**PROOF / TEST + SYSTEM RECORD**

04

**Supplier unavailable**

Pause, show manual steps and never claim success.

**PROOF / FAILURE TEST**

05

**Human approval**

Do not continue an important action without a named person's approval.

**PROOF / DECISION RECORD**

06

**Project ends**

Remove or transfer temporary accounts.

**PROOF / SIGNED END RECORD****BEFORE ANYTHING GOES  
LIVE**

The client accepts the tests, names who approves go-live, accepts the written list of limits, confirms the manual back-up and checks the current access list. A finished build does not automatically go live.

05 / CHANGE OR GO-LIVE

# Classify the change before work continues.

The client always decides whether an important change is put live. Extra work is not quietly absorbed or called a fault.

01

## Fault correction

The system repeatedly fails an agreed test. Correct it within the agreed correction period; the client tests again.

CONTINUE / AGREED FAULT

02

## Small change

The starting event, result, software, type of information, approval and main features stay the same.

CHECK WRITTEN SUPPORT  
SCOPE

03

## Larger, supplier or risk change

A new system, result, user group, information type, sensitive information or supplier limit changes the work.

STOP / ASSESS / QUOTE

## Four written checks before go-live

01

### Tests accepted

List exact test numbers and where the proof is kept.

02

### Limits and back-up

State open risks, work not included, manual steps and who uses them.

03

### Go-live decision

Name the client decision-maker and record the time.

04

### Switch off or reverse

State who may act and which information must be preserved.

NO SILENT CHANGE

Anything outside the signed work needs a written decision before delivery continues.

# Return control, records and access.

At the end, the client receives current instructions, the test record, open issues and a record of what happened to access and information.

01

## Operating guide

How work starts, each step, who is responsible, what can go wrong and the manual back-up.

02

## List of systems

Client-owned systems, accounts, licences and supplier connections.

03

## Limits and open questions

Anything untested, assumptions, constraints and work not included.

04

## Tests and approval

Tests, proof, status and the client's go-live decision.

05

## Access outcome

What was removed, transferred or kept, why it remains and when it expires.

06

## Information handling

What was returned, deleted or kept for an agreed period.

07

## Back-up arrangements

Named back-up person, current documents and who to contact about a problem.

08

## Support boundary

What support is included, the correction period and any open supplier dependency.

### CLOSEOUT CONDITION

Temporary access is removed or the reason and expiry for any remaining access are written down. Passwords, API keys and other secrets stay in approved secure storage.

# Public now. Private before work.

Public facts can be checked now. A suitable buyer can request the private documents needed for the size and risk of the project. Security-sensitive detail stays off the public website.

| TOPIC                | PUBLIC NOW                                                                   | CONFIRMED PRIVATELY BEFORE WORK                                                                     |
|----------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| Company identity     | <a href="#">Open the Companies House record</a> and check the legal details. | Current filings and ownership information if required.                                              |
| What is being bought | Published scope and fictional samples.                                       | Accepted proposal, detailed work description and signed approval.                                   |
| Privacy              | Review-site privacy notice; no website form or tracking.                     | Purpose, retention, data-processing terms, suppliers handling data and any international transfers. |
| Security             | Written safeguards; no certification claim.                                  | Security measures, incident response, continuity, back-up, project exit and supporting records.     |
| Cyber Essentials     | Not claimed.                                                                 | Whether it is required, what it covers and when it expires.                                         |
| Insurance            | Not claimed.                                                                 | Suitable current professional, cyber and public-liability policies.                                 |
| Use of AI            | Human decisions stay visible; demos are fictional.                           | AI model and supplier, training, testing, issues and change records.                                |
| Client results       | No independent public client result yet.                                     | A paid Workflow Decision or build, measured result and permission to publish it.                    |

**CONTACT**

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