

HANDOVER DOCUMENT

Website Redevelopment Product Catalogue

Manchester Technology — manchestertech.ae

DEPARTMENT: WORDPRESS

DOCUMENT REFERENCE

KW-SOW-WP-2024-0012-HAND

VERSION

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SOURCE SOW

KW-SOW-WP-2024-0012



Contents

1.	Scope, Legal Position & Prerequisites	3
2.	Source Code & Repositories	5
3.	Environments & Infrastructure	7
4.	Accounts & Ownership Register	9
5.	Secure Credential Transfer	11
6.	Documentation & Assets	13
7.	Access Revocation & First 48 Hours	15
8.	Acceptance & Sign-off	17

1 Scope, Legal Position & Prerequisites

This handover covers the transfer of all source code, configuration files, database exports, and administrative credentials associated with the redevelopment of the Manchester Technology website, www.manchestertech.ae, as delivered under Statement of Work KW-SOW-WP-2024-0012. The scope includes all custom WordPress theme files, plugin configurations, migrated content, and documentation required for ongoing operation and management of the site.

The handover also includes credentials for WordPress admin accounts, hosting control panel, staging and production environments, and third-party integrations as implemented by KrishaWeb. All items listed are limited to those developed, configured, or migrated as part of the approved project scope. Any additional systems, accounts, or assets not explicitly delivered under the SOW are excluded from this transfer.

1.1 Handover Items and Ownership Transfer

ITEM	OWNER BEFORE HANDOVER	OWNER AFTER HANDOVER
Custom WordPress theme files	KrishaWeb	Manchester Technology
Plugin configurations and licenses (if transferable)	KrishaWeb	Manchester Technology
Migrated content and media assets	KrishaWeb	Manchester Technology
WordPress admin credentials (production)	KrishaWeb	Manchester Technology
Hosting control panel credentials (if new hosting)	KrishaWeb	Manchester Technology
Google Analytics and Search Console access	KrishaWeb	Manchester Technology
WhatsApp integration settings	KrishaWeb	Manchester Technology
Documentation and training materials	KrishaWeb	Manchester Technology

All items are limited to those delivered under SOW KW-SOW-WP-2024-0012. Items not developed or configured by KrishaWeb are not included.

1.2 Legal Position on Intellectual Property

Intellectual property in all source code, configuration, and documentation developed by KrishaWeb for this project transfers to Manchester Technology only upon receipt of final payment for all project invoices. Delivery of files and credentials does not constitute transfer of ownership until payment is complete. Until that point, KrishaWeb retains all rights to the delivered materials.

1.3 Prerequisites for Handover

- Manchester Technology must provide the final list of authorized recipients for all credentials and documentation.
- Client-side accounts for Google Analytics, Search Console, and hosting must be created and shared with KrishaWeb prior to transfer.
- All outstanding project invoices must be settled in full before any credentials or source code are released.

- Client must confirm the hosting provider and supply any required billing or access details for environment setup.
- Any third-party licenses or subscriptions not procured by KrishaWeb must be purchased and activated by Manchester Technology before transfer.

Outstanding Payment Requirement No source code, credentials, or documentation will be transferred until all project invoices are paid in full. Delay in payment will result in a delay of handover.

2 Source Code & Repositories

The source code for the Manchester Technology website redevelopment is maintained in a private Git repository managed by KrishaWeb. The repository contains all code, configuration, and assets required to deploy and maintain the WordPress-based product catalogue as specified in the approved Statement of Work (KW-SOW-WP-2024-0012). The technology stack includes WordPress 6.4.x, a custom bespoke theme, PHP 8.1+, MySQL/MariaDB 5.7+ or 10.3+, and supporting plugins for SEO, caching, forms, and image optimization.

2.1 Repository Overview

REPOSITORY NAME	PURPOSE	PRODUCTION BRANCH	ACCESS
manchestertech-wp	Full website source code, theme, plugins, and configuration for www.manchestertech.ae	main	Access provided to Manchester Technology project sponsor and technical contact

Repository access is restricted to authorized project stakeholders only.

- Custom WordPress theme source code (no commercial themes used)
- All custom plugins and plugin configuration files
- Theme and plugin asset files (CSS, JS, images)
- WordPress configuration files (wp-config.php, .htaccess, environment-specific settings)
- Composer and npm configuration for dependency management
- Documentation for deployment, environment setup, and plugin usage
- No database dumps or user-uploaded media files are stored in the repository

2.2 Branching and Release Management

The 'main' branch is the designated production branch and reflects the codebase deployed to the live environment. All development and feature work is merged into 'main' following successful review and testing on the staging environment. No other long-lived branches are maintained for this project. Release tags are applied to the 'main' branch for each production deployment.

2.3 Build and Deployment Instructions

- Clone the repository from the provided Git URL using authorized credentials
- Install PHP 8.1+ and Composer dependencies as specified in composer.json
- Install Node.js and run npm install for frontend asset compilation
- Build theme assets using npm run build
- Copy the theme and plugin directories to the WordPress installation on the target environment
- Update environment-specific configuration in wp-config.php as required
- Run database migrations and import content as per the migration plan
- Verify all plugins are installed and activated as per the SOW technical stack

REPOSITORY SECURITY AND SECRETS

No credentials, API keys, or other secrets are committed to the repository. All sensitive configuration is managed via environment variables or secure deployment processes outside of version control.

3 Environments & Infrastructure

The Manchester Technology website redevelopment project was delivered using three distinct environments: development, staging, and production. Each environment was provisioned to match the technical requirements specified in the approved Statement of Work (SOW KW-SOW-WP-2024-0012). The environments were configured to ensure consistency in deployment, testing, and final delivery, supporting the migration and launch of the new WordPress website for manchestertech.ae.

3.1 Environment Overview

ENVIRONMENT	PROVIDER	PLAN/SPECIFICATION	PURPOSE
Development	To be confirmed (client-selected hosting provider)	Matches production; not publicly accessible	Internal development and QA
Staging	To be confirmed (client-selected hosting provider)	Matches production; isolated from live data	Pre-launch testing and client review
Production	To be confirmed (client-selected hosting provider)	Live hosting; SSL enabled; daily backups	Live website for end users

All environments were provisioned as per the technical scope. The hosting provider and plan were selected by Manchester Technology prior to go-live.

3.2 Hosting Provider and Access

The hosting provider for all environments was selected and contracted by Manchester Technology. KrishaWeb coordinated with the client to provision access for deployment and migration. All credentials for hosting control panel, SFTP, and database access have been transferred to the client's designated technical contact. The hosting plan includes SSL/TLS, daily automated backups, and supports the required PHP, MySQL/MariaDB, and web server versions as specified in the SOW.

3.3 Domain Registrar and DNS

The domain manchestertech.ae is registered and managed by Manchester Technology. The client retains full control of the domain registrar account. DNS records were updated to point to the new hosting provider at the time of production launch. All DNS credentials and registrar access remain with the client. KrishaWeb does not hold or manage the domain registrar account.

3.4 Environment Parity and Configuration

All environments were configured to match the production specification, including PHP 8.1+, MySQL/MariaDB 5.7+/10.3+, and the latest stable WordPress 6.4.x. SSL/TLS was enabled on staging and production. Caching, image optimization, and security plugins were installed and configured identically across environments to ensure consistent performance and behaviour during development, testing, and go-live.

3.5 Credentials Handover

All credentials for hosting, SFTP, database, and WordPress admin accounts for each environment have been provided to Manchester Technology's designated technical contact. Credentials were delivered via secure channel. KrishaWeb no longer retains access to any environment or credential following handover.

3.6 DNS Change and Propagation

DNS records for manchestertech.ae were updated to direct traffic to the new production environment at the time of launch. DNS propagation was monitored to ensure minimal downtime, in line with requirement FR-AD-02. The client retains full control of DNS management and registrar access for future updates.

4 Accounts & Ownership Register

The following table lists all accounts, integrations, and services provisioned or transferred as part of the Manchester Technology website redevelopment project. Each entry specifies the service, its purpose, the designated account owner after handover, and the party responsible for ongoing billing. This register is based on the integrations and systems explicitly named in Statement of Work KW-SOW-WP-2024-0012.

4.1 Service Accounts and Integrations

SERVICE	PURPOSE	ACCOUNT OWNER AFTER TRANSFER	BILLING RESPONSIBILITY
WordPress Admin (Production)	Website content, product, and user management	Manchester Technology	Manchester Technology
Google Analytics	Website traffic analytics and reporting (FR-IN-01, FR-RP-01, FR-RP-02)	Manchester Technology	Manchester Technology
Google Search Console	SEO monitoring and site indexing (FR-IN-02, FR-RP-01)	Manchester Technology	Manchester Technology
WhatsApp Business	Lead capture and customer chat integration (FR-IN-03, FR-BK-02)	Manchester Technology	Manchester Technology
Hosting Provider Account (Production)	Website hosting, DNS, and SSL management (FR-AD-01, FR-AD-02, FR-AD-03)	Manchester Technology	Manchester Technology
Image Optimization Plugin (Imagify or ShortPixel)	Image compression and optimization for site performance	Manchester Technology	Manchester Technology
Caching Plugin (WP Rocket or similar)	Page and object caching for performance optimization	Manchester Technology	Manchester Technology
SEO Plugin (Yoast SEO or Rank Math)	On-page SEO management (FR-CM-04, FR-CM-09)	Manchester Technology	Manchester Technology
Forms Plugin (Gravity Forms or WPForms)	Lead capture and quote request forms (FR-BK-01, FR-BK-03)	Manchester Technology	Manchester Technology
WooCommerce (if used)	E-commerce and checkout for selected products (FR-EC-01, FR-EC-03)	Manchester Technology	Manchester Technology

All accounts are to be transferred to Manchester Technology at project closure. Where a plugin or integration is not required for ongoing operation, the account will be deprovisioned prior to handover.

4.2 Credentials and Access Management

All credentials for the above services, including admin usernames, passwords, API keys, and license information, will be provided to Manchester Technology in a secure format at project closure. KrishaWeb will retain no access to production systems after handover unless otherwise agreed in writing.

4.3 Account Transfer and Billing Notes

- Manchester Technology is responsible for updating billing information and ensuring all subscriptions and licenses are maintained after handover.
- Any third-party service or plugin requiring renewal or payment is the responsibility of Manchester Technology from the date of project closure.
- KrishaWeb will provide guidance on license transfer or renewal procedures where required.

4.4 Exclusions and Assumptions

- No CRM, inventory, or additional marketing tool integrations are included in this register, as none are in scope per the SOW.
- If the hosting provider is not confirmed at handover, KrishaWeb will supply credentials for the interim environment and transfer ownership upon client confirmation.
- No public user accounts or registrations are provisioned, as per FR-UA-01.

5 Secure Credential Transfer

All credentials and sensitive access details for the Manchester Technology website redevelopment project will be transferred using a secure, auditable method. The transfer process is designed to ensure that only authorized client personnel receive access to production, staging, and development environments, as well as all integrated third-party services. No credentials will be transmitted via email, chat, or unencrypted channels.

5.1 Transfer Method and Tools

Credentials will be delivered using a one-time secret sharing service such as 1Password Secure Share or a comparable encrypted vault approved by both KrishaWeb and Manchester Technology. Each credential will be shared as a unique, expiring link accessible only to the designated recipient. Access to the vault or secret link will be restricted to authorized client representatives as identified in the approved SOW.

5.2 Credential Transfer Steps

1. Compile all required credentials, including WordPress admin accounts, hosting control panel, database access, Google Analytics, Google Search Console, and any third-party integrations (WhatsApp, payment gateway, image optimization, SEO, and forms plugins).
2. Verify that all credentials are current, unique, and not reused from previous projects or environments.
3. Create a secure, one-time secret or encrypted vault entry for each credential using the agreed tool.
4. Send the one-time access link to the designated client contact (Akshar) via a secure channel, such as a direct message within the project management system or a secure portal notification.
5. Confirm receipt of each credential with the client contact and verify successful access before expiring the link.
6. Document the transfer completion and retain no plaintext copies of credentials after confirmation.

5.3 Post-Transfer Credential Rotation

Immediately after the client confirms receipt and access, all shared credentials must be rotated. This includes admin passwords, hosting logins, and API keys. The client is responsible for updating credentials and confirming that only authorized personnel retain access. KrishaWeb will provide guidance on credential rotation procedures if requested.

5.4 Excluded Transfer Methods

Unacceptable Transfer Methods Credentials must never be transferred via email, chat applications, spreadsheets, or any unencrypted document. Any such transfer is a security risk and is strictly prohibited for this project.

5.5 Audit and Confirmation

A record of credential transfer, including the date, time, and recipient, will be maintained by KrishaWeb for audit purposes. The client will be required to confirm in writing that all credentials have been received and are accessible. Any discrepancies or access issues must be reported immediately for resolution.

5.6 Responsibility for Ongoing Credential Management

After handover and credential rotation, Manchester Technology assumes full responsibility for ongoing credential management, including periodic password changes, access reviews, and secure storage. KrishaWeb will not retain access to production credentials beyond the agreed project closure date unless a separate support agreement is in place.

6 Documentation & Assets

All documentation and assets listed in this section have been prepared and delivered as part of the Manchester Technology website redevelopment project. These materials support the operation, maintenance, and future development of the WordPress-based product catalogue and lead generation platform as specified in Statement of Work KW-SOW-WP-2024-0012.

6.1 Asset Register

ASSET	FORMAT	LOCATION
Source code (WordPress theme and custom plugins)	ZIP archive	/handover/manchestertech-wp-source.zip
Database export (production)	SQL file	/handover/manchestertech-db-prod.sql
Media library (images, documents)	ZIP archive	/handover/manchestertech-media.zip
Configuration files (wp-config.php, .htaccess, robots.txt)	Text files	/handover/config-files.zip
SEO metadata export	CSV file	/handover/seo-metadata.csv
Google Analytics and Search Console setup documentation	PDF	/handover/analytics-setup.pdf
Admin and editor training guide	PDF	/handover/admin-training.pdf
Migration and rollback instructions	PDF	/handover/migration-instructions.pdf
Plugin license keys and documentation	Text/PDF	/handover/plugin-licenses.txt
Backup and recovery procedures	PDF	/handover/backup-procedures.pdf

All files are delivered via secure file transfer to the client-designated storage location.

6.2 Design Source Files

- Final approved website design concept (Adobe XD file)
- Home, About, Solutions, Case Studies, News & Events, and Contact page layouts (Adobe XD)
- Product catalogue and individual product page layouts (Adobe XD)
- Mobile and tablet responsive layouts (Adobe XD)
- Icon, banner, and custom graphic assets (SVG, PNG)
- Brand style guide (PDF)

6.3 Credentials and Access

- WordPress admin credentials for production site (unique user accounts for client team)
- Hosting control panel access (as provided by hosting provider)

- Google Analytics and Search Console admin access (transferred to client email)
- Plugin license key details (where applicable)

6.4 Documentation for Ongoing Management

- Admin and editor training guide covering product, content, and image management (FR-CM-07, FR-CM-11)
- SEO metadata editing instructions (FR-CM-09)
- Backup and recovery procedures (FR-AD-01, FR-AD-02)
- Plugin update and security checklist
- Contact details for KrishaWeb support during transition

6.5 Data Migration Records

- Product data migration mapping (source to destination fields)
- Case study and news content migration logs
- Image optimization and compression report
- SEO metadata review and update log
- Verification checklist for migrated content (FR-CM-08, FR-SE-05)

6.6 Integration and Configuration Documentation

- Google Analytics and Search Console configuration steps (FR-IN-01, FR-IN-02, FR-RP-01)
- WhatsApp integration setup and verification (FR-IN-03, FR-BK-02)
- WooCommerce configuration (if applicable, FR-EC-01, FR-EC-03)
- Caching and image optimization plugin setup
- Security and user role configuration summary (FR-AD-04, FR-AD-05)

7 Access Revocation & First 48 Hours

Upon completion of the Manchester Technology website redevelopment project, KrishaWeb will transfer all administrative access, source code, and credentials to the designated client representatives. This section details the schedule and responsibilities for revoking agency access and outlines the actions required by Manchester Technology during the first 48 hours following handover.

7.1 Access Revocation Table

SYSTEM / PLATFORM	ACCESS TO REVOKE	OWNER	REVOCATION DEADLINE
WordPress Admin	All KrishaWeb admin and editor accounts	Manchester Technology	Within 24 hours of handover
Hosting Control Panel	All KrishaWeb user accounts	Manchester Technology	Within 24 hours of handover
FTP/SFTP/SSH	All KrishaWeb credentials	Manchester Technology	Within 24 hours of handover
Google Analytics & Search Console	Remove KrishaWeb users (if not retained for support)	Manchester Technology	Within 24 hours of handover
Third-Party Plugins & Integrations	Revoke KrishaWeb access to plugin dashboards	Manchester Technology	Within 24 hours of handover

All access revocations must be completed by Manchester Technology within 24 hours of receiving final credentials and documentation from KrishaWeb.

7.2 Hypercare Support Period

KrishaWeb will retain limited access to the production environment for up to 48 hours after handover to provide hypercare support. During this period, KrishaWeb will address any critical defects or deployment issues directly related to the go-live event. After 48 hours, all agency access will be revoked unless a separate paid support agreement is executed.

7.3 Boundary Between Hypercare and Paid Support

Hypercare support is limited to resolving issues that prevent the website from functioning as delivered in the signed Statement of Work. Any requests for enhancements, new features, or changes outside the original scope will require a new support contract or change request. Ongoing maintenance, troubleshooting, or user support beyond the initial 48-hour period is not included unless separately contracted.

7.4 Client Checklist: First 48 Hours

- Log in to all transferred systems (WordPress, hosting, FTP/SFTP/SSH, Google Analytics, Search Console) using the credentials provided by KrishaWeb.
- Change all passwords and remove any KrishaWeb user accounts from all systems and integrations.
- Verify that all website features and integrations function as expected, including product catalogue, enquiry forms, checkout, and analytics tracking (FR-SE-01, FR-BK-01, FR-EC-01, FR-IN-01).

- Download and securely store all handover documentation, including source code, credentials, and user guides.
- Confirm that daily backups are running as scheduled and test a restore if possible (see SOW Section 5.5).
- Contact KrishaWeb immediately if any critical issue is identified during the hypercare period.

7.5 Post-Hypercare Actions

- Review and confirm that all KrishaWeb access has been revoked from all systems.
- Assign internal administrators and content editors as required (FR-AD-04, FR-AD-05).
- Establish internal processes for ongoing content management, backup monitoring, and security updates.
- If ongoing support is required, initiate a new support contract with KrishaWeb or another provider.

7.6 Responsibility for Security and Compliance

After the 48-hour hypercare period, Manchester Technology assumes full responsibility for the security, administration, and compliance of the website and all related systems. KrishaWeb will not retain any credentials or access unless explicitly agreed in a new support contract.

8 Acceptance & Sign-off

By signing this document, all parties confirm that the source code, credentials, and related assets for the Manchester Technology website redevelopment project have been delivered in accordance with the approved Statement of Work (KW-SOW-WP-2024-0012). This includes all deliverables, access credentials, and documentation as specified in the SOW and verified through user acceptance testing.

8.1 Scope of Handover Confirmation

The handover covers all source code, WordPress theme and plugin files, configuration settings, database exports, and credentials for hosting, admin, and integrations as required by the SOW. All assets have been transferred to the client or their designated representative, and access has been verified by both KrishaWeb and Manchester Technology.

8.2 Verification of Deliverables

All deliverables referenced in the SOW, including those related to requirements FR-CM-01 through FR-ML-01, have been reviewed and accepted by the client. This includes the migrated website, product catalogue, integrations, and all supporting documentation. Any outstanding issues or exceptions have been documented and acknowledged by both parties prior to sign-off.

8.3 Credentials and Access Rights

All credentials for WordPress admin, hosting, Google Analytics, Google Search Console, and WhatsApp integration have been provided to the client. Access rights have been confirmed for at least two admin roles as required by FR-AD-04 and FR-AD-05. The client is responsible for updating passwords and securing credentials after handover.

8.4 Post-Handover Support and Responsibilities

Following sign-off, KrishaWeb's responsibility for the project deliverables is limited to the terms specified in the Statement of Work. Any further support, changes, or enhancements will be managed through a separate agreement or formal change control process. The client assumes full responsibility for ongoing administration, security, and management of the website and associated credentials.

8.5 Acceptance & Sign-off

Signing below confirms that all source code, credentials, and documentation for the Manchester Technology website redevelopment project have been delivered and accepted as per the approved Statement of Work (KW-SOW-WP-2024-0012).

KrishWeb — Project Manager

SIGNATURE

NAME & DATE

KrishWeb — Technical Lead

SIGNATURE

NAME & DATE

Manchester Technology —
Named Recipient

SIGNATURE

NAME & DATE