

# Offboarding policy

Ideas + Outcomes Limited

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## Summary

This document provides guidance to Ideas + Outcomes clients and staff for the offboarding process in the event a website or other web application is transferred to a different service provider.

The cost of offboarding is from £1,500+VAT. Full costs will be provided on request

## What is included?

### Code

Ideas + Outcomes will provide an archive file (e.g. Zip) by a secure method of transfer containing the Production version of the live website/application under the licencing terms set out in the Master Services Agreement (MSA).

The archive will include the website's Frontend source code (CSS, HTML, JavaScript, and associated images) and Backend source code which could include JavaScript, PHP or Ruby files depending on the technologies used.

Configuration files will be included where appropriate such as .ENV files to communicate connection information.

Where 3rd Party Dependencies are used, they won't appear in the archive but will be detailed in the package manager configuration for installation on the new platform.

### Data

Where data is stored in a SQL based persistent storage system such as MySQL, PostgreSQL or MariaDB, Ideas + Outcomes will provide a compressed export of the table schema and contents. Should data be held on files within the website/application these will be provided as part of the code archive.

The data may include Personal Identifiable Information (PII) and will be processed in line with Ideas + Outcomes Data Protection policies.

### User generated content

Where digital assets have been uploaded through the CMS by content editors or end users these will be provided as a separate archive file and transferred securely.

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## Specification

To aid a new provider in onboarding of the existing application an application design diagram will be provided giving a summary overview of how the website or application has been

architected.

A hosting requirements document will also be compiled giving information to the software, versions and modules required to run the application/website on a new platform.

Where one was part of the original scope of work, the Functional Specification document will be included in its current state, though Ideas + Outcomes are under no obligation to keep this up to date over the life span of the project.

## Tooling

At the end of the hosting agreement, the server or virtual host containing your website/application will be terminated and all systems such as deployment pipelines, external monitoring, security scanning and backups will be stopped.

## What isn't included?

### Proprietary code

As part Ideas + Outcomes' responsibility to maintaining a stable platform we install monitoring software which gives us visibility of up time statistics and performance issues. This will be removed from the website/application prior to handover from the codebase, dependency manager