

The work moves on. Close the loose ends.

Five decisions for access, project records, work phones and ongoing charges.

01 Access

Which permissions end, change or continue? Identify the system owner and approve any continuing access for defects, maintenance or another legitimate purpose.

02 Project information

Where is the agreed record? Confirm the relevant retention instruction before changing an account or licence. The same retention period does not apply to every record.

03 Devices and connectivity

Return, transfer or deliberately retain each asset and service. Record the handset, SIM and account separately.

04 Costs and commitments

Confirm cost allocation, commercial terms and the next effective billing change. Removing a user licence is different from reducing the subscription quantity paid for.

05 Actions outside your control

Record the request, outside administrator, internal follow-up owner and review date. Requested and confirmed complete are different statuses.

A short action register

Use one row per decision. Keep evidence in the agreed secure project record.

Project / work package / review date

Access and permissions

Decision or action

Owner / due date / status / evidence ref

Retained project records

Decision or action

Owner / due date / status / evidence ref

Devices / SIMs / connectivity

Decision or action

Owner / due date / status / evidence ref

Costs and commitments

Decision or action

Owner / due date / status / evidence ref

Outstanding client / provider actions

Decision or action

Owner / due date / status / evidence ref

Leave a closing note someone else can use

Make the completed actions and remaining dependencies clear.

Illustrative wording to adapt

The agreed project records remain in the named archive. IT has confirmed the specified folder-permission changes. The client-portal request is still open with the project owner for follow-up. The work phone has transferred to the receiving team; its service and cost allocation are recorded separately.

This is an example of clear wording, not a real customer record or proof of completion. Replace each statement with the actual position and its supporting reference.

Before marking the review complete

- The project owner has agreed what still needs to remain available.
- The relevant administrator has confirmed the changes they control.
- Retained records, work devices and recurring charges have named owners.
- Pending actions have a follow-up date rather than an unqualified completion statement.

Sources and the next step

[Microsoft access revocation and session limits](#)

[Microsoft user licence and paid licence quantity](#)

[Microsoft selective app-data removal](#)

Use the guide to identify a decision or evidence gap. For a specific question, [contact Assured Digital](#). For a broader self-review, [explore the mobile-access diagnostic](#).