ACSA Website Revamp

Scope of Work

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Glossary and Acronyms

Acronym	Description
ACI – AEP	Airports Council International - Airport Emergency Plan
ACSA	Airports Company South Africa
API	Application Programming Interface
CMS	Content Management System
CSS	Cascading Style Sheets
HTML	HyperText Markup Language
ICAO – ASTC	International Civil Aviation Organisation - Aviation Security Training Centre's
IICC	International Indaba Conference Center
PCI DSS	Payment Card Industry Data Security Standard
POPIA	Protection of Personal Information Act
SEO	Search Engine Optimisation
SERPs	Search Engine Results Pages
TLS	Transport Layer Security
UI	User Interface
UX	User Experience
WCAG	Web Content Accessibility Guidelines

Table 1 : Glossary

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1. Introduction

1.1. Purpose

The purpose of this document is to outline the scope of work for Airports Company South Africa (ACSA) Website Revamp Project. The project aims to enhance functionality, modernise the design, improve user experience, and ensure search engine optimisation (SEO). The upgraded website must increase security by securing communication between the website and server using the Transport Layer Security (TLS) standard. Additionally, the website must comply with relevant cybersecurity industry best practices, including the Protection of Personal Information Act (POPIA) and the Payment Card Industry Data Security Standard (PCI DSS).

1.2. Background

ACSA operates three major international and six local airports within South Africa, facilitating both domestic and international air travel. The existing ACSA website serves as a primary digital interface for passengers, airlines, partners, and stakeholders. Recent feedback in the form of user engagement suggests an opportunity to improve the functionality, design, security and user experience to enhance overall engagement and user satisfaction.

2. Project Objectives

To support ACSA's goal of delivering a modern, user-friendly digital experience, the website revamp will be guided by clear SMART objectives. These objectives ensure the project is focused, measurable, and aligned with user needs and business priorities.

2.1. **Improve User Experience:** Redesign the website's navigation structure to reduce the average user journey time to key services (e.g., flight info, parking, contact) by 30% within 3 months of launch.

2.2. **Enhance Mobile Responsiveness:** Achieve a mobile usability score of 95% or higher on Google Lighthouse for all major pages within one month of go live.

2.3. **Increase Website Traffic:** Increase organic traffic to the ACSA website by 20% within 6 months post-launch through improved SEO and content strategy.

2.4. **Improve Accessibility:** Ensure the revamped website meets WCAG 2.1 AA compliance standards by the official launch date.

2.5. **Boost Online Service Usage:** Increase the use of online parking reservations and lounge bookings by 25% within 4 months of the new site going live.

2.6. **Reduce Bounce Rate:** Reduce the homepage bounce rate by 15% within 3 months of the website revamp through improved content layout and faster load times.

3. **Scope of project**

3.1. **Discovery and Analysis**: Assess the current website, identify strengths, weaknesses, opportunities, and threats. Understand and document user needs, business goals, and technical requirements. Conduct a comparative analysis across global leading airports to observe design trends and functionalities, in order to benchmark the ACSA website revamp. The final design will be presented for sign-off by all relevant stakeholders, including branding and communication, parking, digital infrastructure and others.

3.2. **User Experience (UX) Design:** Design the user interface (UI) to improve navigation, layout, and accessibility. Create wireframes, prototypes and three different mockup designs to visualise the new design.

3.3. **Visual Design:** Update the visual elements of the website, including color schemes, typography, imagery, and branding elements, to ensure a modern and cohesive look**.**

3.4. **Content Strategy:** Review existing content, create a content inventory, and develop a strategy for organising, updating, and creating new content to align with user needs and business objectives. Include amenities, services, and upcoming events to engage customers to enhance the overall experience.

3.5. **Development:** Implement the new design and functionality using appropriate technologies and coding standards. This may involve front-end and back-end development. The development should be able to cater for later phase requirements without major re-coding (such as provisioning for eCommerce).

3.6. **Search Engine Optimisation:** Incorporate search engine optimisation (SEO) best practices to improve visibility and ranking on search engine results pages (SERPs). This must include keyword research, metadata optimisation, URL structure optimisation, and mobile optimisation.

3.7. **Testing and Quality Assurance:** Conduct thorough testing to ensure the website functions correctly across all different type of devices. Testing should cover functionality, usability, performance, and security.

3.8. **Deployment:** Deploy the revamped website to a staging environment for final testing and validation before launching to the live environment. This may involve migrating content, setting up redirects, and configuring server settings.

3.9. **Training and Documentation:** Provide training for internal technical support team, content editors, administrators, and other stakeholders on how to use the revamped website effectively. Document **processes, procedures, and guidelines for ongoing maintenance and updates.**

3.10. **Post-launch Support:** Provide go-live support to address any issues, implement feedback, and make continuous improvements based on user feedback and analytics.

ACSA Website Revamp Scope of Work

4. Out of Scope

4.1. Changing the overall Brand strategy of ACSA's visual identity.

4.2. Development of new backend systems not directly related to the website.

4.3. Physical infrastructure changes.

5. Business Requirements

BR#	Requirement Description	Complied?	
		YES	NO
5.1	**Landing Page:**		
5.1.1	The landing page should show the Corporate, Aviation Academy, Indaba International Conference Center (IICC), Passengers tabs, Live Flight Info, Airport Tariffs, Book & Calculate Parking, Social Media feeds (such as Twitter/X), Supply Chain Management Tab and News.		
5.1.1.1	**Corporate:**		
5.1.1.1.1	The Corporate Tab will be broken down according to the following list of tabs; Our Airports, Company Profile, Business Development (Commercial), Security, Investor Relations, Supply Chain Management, Careers, Statistics and Tariffs. All the content under these tabs on the current website remains unchanged and must be available on the revamped website otherwise it will be communicated to the service provider.		
5.1.1.2	**Aviation Academy:**		
5.1.1.2.1	Develop a subsite for ACSA Aviation Academy using the same programming languages used to revamp the ACSA Website.		
5.1.1.2.2	The Service Provider should ensure that the Aviation Academy subsite is developed to seamlessly flow into the revamped ACSA Website.		
5.1.1.2.3	Display all upcoming courses at the Aviation Academy for users to browse.		
5.1.1.2.4	Display all available courses along with their start and end dates.		
5.1.1.2.5	Enable users to explore various courses offered by the Aviation Academy, request additional information, and book their desired courses.		
5.1.1.2.6	Integrate the booking system with the payment gateway to facilitate seamless online payments for Aviation course bookings.		

5.1.1.3	**Indaba International Conference Centre (IICC):**		
5.1.1.3.1	The Service Provider should develop a subsite for the ACSA International Indaba Conference Center (IICC), incorporating all the conference center booking functionalities.		
5.1.1.3.2	Develop Content and Pages in reference to 6.4.3: o **Landing Page:** Eye-catching banner, mission statement, upcoming events. o **About IICC:** History, purpose, and role within ACSA. o **Venue Overview**: Interactive floor plans, 360° virtual tours, capacity charts. o **Event Calendar**: Dynamic calendar with filtering for event types, dates. o **Booking & Enquiries**: Online form for venue hire or event hosting enquiries. o **Media Hub**: Image gallery, videos, press releases. o **News & Updates**: Content Management System-driven blog for thought leadership, updates.		
5.1.1.3.3	User experience: o Intuitive navigation for diverse user groups (passengers, partners, investors). o Fully responsive design (mobile-first, tablet, desktop). o Fast load times with optimised media (compressed images, lazy loading). o Clear user journeys for delegates, organisers, and media.		
5.1.1.3.4	Develop a comprehensive booking system to manage and schedule all services offered by the conference center.		
5.1.1.3.5	Integrate the booking system with the payment gateway to facilitate seamless online payments for conference bookings.		
5.1.1.4	**Passenger Tab:**		
5.1.1.4.1	The Passengers tab will have information on o Planning your trip o Information you need to know to take a flight		

	o Way finding at the airport		
	o Where to rest – hotel and lounges		
	o How to book parking		
	o Transport options		
	o Platinum/VIP services		
	o Security and		
	o Traveler information.		
5.1.1.5	**Live Flight info:**		
5.1.1.5.1	Develop functionality to display flight info through an API integration.		
5.1.1.6	**Airport Tariff:**		
5.1.1.6.1	Display tariffs content in a writeup page.		
5.1.1.7	**Book and Calculate Parking:**		
5.1.1.7.1	Display the existing "Booking and Calculate Parking" tab to enable users to access the Parking Management Application Programming Interface (API).		
5.1.1.8	**Social Media feeds (such as Twitter/X)**		
5.1.1.8.1	Develop a functionality to display X feeds		
5.1.1.9	**Supply Chain Management**		
5.1.1.9.1	Display content related to Supply Chain Management inclusive of tender bulletin, policies etc.		
5.1.1.10	**News**		
5.1.1.10.1	Display the latest news on the footer of the landing page.		
5.2	**Airport Guides:**		
5.2.1	Develop functionality to provide comprehensive guides for each airport, including virtual tours, terminal maps, amenities, and services offered at each airport.		
5.2.1.1	**Virtual tours:** Utilise services such as Matterport, Google Street View API, or custom 360° camera footage etc. Embed content using WebGL or iframe-based viewers to display 360° panoramic images or videos for each airport's key areas such terminals, check-in counters, security checkpoints etc.		
5.2.1.2	**Terminal Maps:** Display interactive, zoomable maps with clickable zones and show gates, security, and clear maps around the terminals in each airport.		

5.2.1.3	**Amenities:** Display visual cards for restaurants, shops, and lounges with icons and ratings for each airport.		
5.2.1.4	**Services Offered:** Display all essential services such as lost and found, medical, currency exchange, prayer rooms for each airport.		
5.3	**Contact Forms:**		
5.3.1	Implement contact forms for queries, feedback, and support requests, and integrate them into the query management system via an API.		
5.3.2	On the contact form, users can either provide their reference number or their personal details and email address to receive feedback.		
5.4	**Multimedia Integration:**		
5.4.1	The site should support the integration of images, videos, tickers, uploading of multimedia and interactive content.		
5.5	**Accessibility Features:**		
5.5.1	Ensure website accessibility for users with disabilities, complying with Web Content Accessibility Guidelines (WCAG).		
5.6	**Extranet User Registration and Login:**		
5.6.1	Develop an extranet site and link it to the main website, allowing ACSA stakeholders accounts registration and obtain approval to log in and access content tailored for the extranet.		
5.6.2	Implement user authentication mechanisms during the account registration process to ensure secure identity verification using authentication methods such as Azure AD B2C, Azure AD B2B etc.		
5.7	**VIP Features:**		
5.7.1	Highlight VIP services such as fast-track security, private lounges, showcase exclusivity, comfort, and time-saving benefits tailored for high-profile travelers.		
5.7.2	Expose the VIP services booking link API on the website, allowing users to make bookings and reservations.		
5.8	**Promotions and Special Offers:**		
5.8.1	Highlight special promotions, packages, and discounts for VIP services to encourage engagement. These should be included in the interactive features of all the different airports' sites in section 6.4 of this document.		
5.9	**Accessibility and Customer Service Support:**		
5.9.1	Ensure that information about VIP services and amenities is easily accessible and supported by comprehensive FAQs, customer support channels, and responsive assistance for inquiries or assistance. The FAQs should be aligned to each tab		

5.10	**Feedback and Reviews:**		
	on the website.		
5.10.1	Provide opportunities for customers to leave feedback and reviews about their experiences with services, fostering transparency and trust. The website should integrate customer feedback into the query management system/ CRM tool.		
5.10.2	Offer multiple channels for customer support, including live chat, email, and telephone assistance, enhanced by AI/ML technologies for intelligent routing, automated responses, and predictive support insights.		
5.10.3	Implement a feedback mechanism to gather user suggestions, complaints, and compliments.		
5.10.4	Feedback should be categorised (e.g., Security, Cleanliness, Customer Service, Parking, Retail, Wi-Fi, Signage).		
5.11	**Hotel Offerings:**		
5.11.1	Provide a comprehensive list of hotels located within or near each airport, categorised by proximity. Include website links to the listed hotels.		
5.12	**Airport Transportation:**		
5.12.1	Specify transportation options between the airport and the accommodations, including shuttle services, public transportation, or taxi/ride-sharing services.		
5.13	**Nearby Attractions:**		
5.13.1	Highlight nearby attractions or points of interest for travelers who may have extra time to explore the area during their stay.		
5.14	**Clear Menu Structure:**		
5.14.1	Simplify the navigation menu by organising it logically and ensuring that categories and subcategories are clearly labelled.		
5.15	**Consistent Navigation:**		
5.15.1	Keep the navigation menu consistent across all pages of the website to avoid confusion and make it easy for users to find their way around.		
5.16	**Breadcrumb Navigation:**		
5.16.1	Breadcrumbs should display users' current location within the website's hierarchy, making it easy to navigate back to previous pages.		
5.17	**Search Functionality:**		
5.17.1	Implement a search bar that allows users to quickly find specific content or products.		
5.18	**Visual Cues:**		

5.18.1	Use visual cues such as hover effects or animations to highlight interactive elements and guide users through the navigation process.		
5.18.2	The website is to be dynamic and engaging, it must incorporate interactive elements, multimedia content and regular updated features to create immersive user experiences.		
5.18.3	There should not be any flat static pages.		
5.19	**Analytics Monitoring:**		
5.19.1	Use website analytics to track user behavior and navigation patterns, allowing users to identify areas for improvement and optimise the navigation accordingly.		
5.20	**Cross platform Capabilities:**		
5.20.1	The users should be able to access the website on all browsers such as Chrome, Firefox, Safari, Edge, Opera, Safari, Google Chrome and Firefox.		
5.21	**Backup and Disaster Recovery:**		
5.21.1	Develop a comprehensive disaster recovery plan outlining procedures for restoring services and recovering data in case of emergencies.		
5.21.2	Align to ACSA standard uptime requirements.		

6. **Technical Design Requirements:**

TDR#	Technical Design Requirements	Complied	
		Yes	No
6.1	**Design/ Development:**		
6.1.1	Utilise the latest web standards and a comprehensive UI kit to redesign the website graphics for ACSA.		
6.1.2.	Define Sitemap and Site Structure		
6.2	**Responsive Design:**		
6.2.1	Ensure the design is fully responsive, catering to both mobile and desktop views across all platforms.		
6.2.2	Ensure that the navigation is optimised for mobile devices, such as using a hamburger menu or collapsible navigation menu, to accommodate smaller screens.		
6.3	**Landing Page Layout Templates:**		
6.3.1	Develop four distinct landing page layout templates:		

	• Main Landing Template: Includes 10+ different page layouts.		
	• Extranet Template: Includes 5+ different page layouts.		
6.4.	**Subsites:**		
6.4.1	Airports subsites for all 9 airports with the following • Main Landing Templates: Includes 5+ different page layouts.		
6.4.2	ACSA Aviation Academy with the following • Main Landing Templates: Includes 5+ different page layouts.		
6.4.3	ACSA International Indaba Conference Centre with the following • Main Landing Templates: Includes 8+ different page layouts.		
6.5	**SEO Support:**		
6.5.1	Implement SEO best practices to enhance search engine visibility and improve organic search rankings		
6.6	**Analytics Integration:**		
6.6.1	Integrate analytics tools to track and report on website performance, user behavior, and other key metrics.		
6.7	**Cloud Readiness:**		
6.7.1	Ensure the site is optimised for hosting on the Azure tenant, leveraging cloud capabilities to enhance scalability, performance, and security.		
6.7.2	Migrate all existing documents, content, and structured data from the current ACSA website to the revamped platform, ensuring data integrity, accessibility, and alignment with the new site architecture. Relevancy of each can be discussed during development.		
6.8	**Site Latency:**		
6.8.1	Optimize the site to ensure minimal latency and fast load times, providing a seamless user experience.		
6.9	**Data Backup and Disaster Recovery Strategy:**		
6.9.1	Implement regular backup procedures to safeguard critical data and ensure business continuity in the event of data loss or system failures. Recovering Time Objective's (RTO's) & Recovering Point Objective's (RPO's) to be defined.		

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7. Nonfunctional requirements

NFR#	Nonfunctional Requirements	Complied	
		Yes	No
7.1	**Performance:**		
7.1.1	Ensure fast loading times and smooth navigation throughout the website.		
7.1.2	It should be easy for users to move from one tab to another within three seconds.		
7.1.3	Ensure the revamped ACSA website supports a minimum of 1,000 concurrent users without performance degradation, with scalable architecture to accommodate peak loads of up to 5,000 users.		
7.1.4	Ensure that communication between the website and backend services is secured using Transport Layer Security (TLS), even when using serverless components such as Azure Static Web Apps, Azure Functions, or Azure API Management.		
7.2	**Security:**		
7.2.1	Implement robust security measures to protect user data and prevent cyber threats (The website should enforce strong passwords, encrypted data through SSL certificates, constant monitoring, automated backups and frequent vulnerability assessments).		
7.2.2	The site should comply with the POPI Act and ensure that the data is protected.		
7.2.3	The site should comply with ISO/IEC 27001 (Information Security Management Systems), ISO/IEC 27017 (Information Security Controls), NIST800-53 (Cybersecurity Standards and GDPR (General Data Protection Regulatory – Data Laws).		
7.2.4	Ensure that communication between the website and backend services is secured using Transport Layer Security (TLS), even when using serverless components such as Azure Static Web Apps, Azure Functions, or Azure API Management.		
7.3	**Scalability:**		
7.3.1	Design the website architecture to accommodate future growth and expansion.		
7.4	**Compatibility:**		
7.4.1	Ensure cross-browser compatibility and support for various devices and screen sizes.		
7.5	**Reliability:**		
7.5.1	Minimise downtime and ensure high availability of the website. The website should be available at 99.9% or higher i.e. four 9's (99.00% or five 9's (99.999)		

7.6	**Content Management:**		
7.6.1	Ensure business users are able to update website content through a user-friendly interface, without requiring technical skills or assistance from the technical team.		

ACSA Website Revamp Scope of Work

8. **Project Management Requirements:**

The following are project management requirements are in scope:

	Project Management Requirement Description	**Complied?**	
PR #		**Yes**	**No**
8.1	**Project Management Approach:**		
8.1.1	Utilize project management methodologies, knowledge, skills, tools, and techniques consistent with leading internationally recognized and accepted project management practices such as those contained in the Guide to the Project Management Body of Knowledge (PMBOK) or Prince 2.		
8.1.2	Perform project management review and oversight, attend scheduled project meetings, ensure key milestones are achieved by Service provider, ensure all ACSA project governance processes are in place and are being achieved throughout the project		
8.2	**Define Project Team:**		
8.2.1	The project manager must be able to define a group of people responsible for executing the tasks and producing deliverables outlined in the project plan and schedule		
8.3	**Resource Planning:**		
8.3.1	The project manager must be able to determine what resources are required to deliver projects and then allocate and scheduling the work based on team capacity.		
8.4	**Define Project Plan:**		
8.4.1	Provide project definition and plan, identify major critical milestones, ensure delivery within budget and project deliverables aligned and approved by the ACSA Project Manager.		
8.4.2	Provide, maintain, and update detailed project planning, identify critical path dependencies.		
8.4.3	Approve project plan, critical milestones, budget forecast, and project deliverables		
8.4.4	Schedule and facilitate weekly project meetings to review detailed project plan and critical path dependencies		
8.4.5	Manage an integrated baselined project schedule, which will include all ACSA and third-party tasks, and all known dependencies.		
8.4.6	Project schedule to include all project milestones, including billing milestones		
8.4.7	Project schedule to be baselined within the first four weeks of project kick off. Any changes to the baseline to be presented to project board for review and approval		
8.5	**Manage project progress and execution:**		

8.5.1	The project manager must be able to track project activities and tasks in MSP to ensure that the project does not go off course or hit any delays or setbacks along the way.		
8.5.2	The project manager must ensure project plan management activities are carried out and ensure updated communication with project stakeholders is done.		
8.5.3	The project manager must report on project progress, budget, risk, and issues.		
8.5.4	The project manager reviews and escalates any issues risk etc. for action to higher governance authorities as required.		
8.6	**Budget Management:**		
8.6.1	The project manager must be able to manage the total projected costs needed to complete a project over a defined period of time.		
8.7	**Stakeholder Management:**		
8.7.1	The project manager must be able to do stakeholder identification, analysis, and management to ensure alignment, secures support, identifies risks, enhances decision-making, fosters communication, facilitates adaptation, and contributes to the organization's reputation.		
8.8	**Project Governance:**		
8.8.1	The project manager must be able to enforce project governance to ensure adherence to the procedures and policies that determine how projects are managed and overseen.		
8.8.2	Draft project charter with input from ACSA for sign off by all stakeholders.		
8.8.3	Complete all required project artifacts and ensure approved through required forums and stakeholders – which may include, but is not limited to solution design, test plans, integration plans, migration plans, change controls, communication plans, decommission plan, asset management forms.		
8.8.4	All project documentation to be saved in ACSA central document repository.		
8.8.5	Minute all meetings within 48 hours of the meeting, list all actions from the minutes in the RAID log.		
8.8.6	Include end to end asset management requirements aligned to ACSA policy and procedure in scope of deliverables – this includes asset tagging of ALL assets, completing asset capitalization form and submitting such forms with invoices to enable payment.		
8.9	**Project reporting:**		
8.9.1	The project manager must provide weekly project reports, and monthly Steerco reports to the project board in ACSA format.		
8.10	**Project Close Out:**		
8.10.1	The project manager must ensure that all activities required to close out the project are carried out to ensure that the project is properly closed out and seamlessly handed over to operation without incomplete activities.		

9.   Support and Maintenance

The appointed service provider will be responsible for delivering comprehensive support and maintenance services during the handover phase of the ACSA Website Revamp project. This phase is critical to ensure a smooth transition of responsibilities and knowledge to the internal operational support team.

Key responsibilities during this period include:

- **Support Plan:** Define a post-handover support plan, provide a point of contact for escalations and share a list of known issues and backlog items.
- **Technical Support**: Addressing any issues, bugs, or performance concerns that arise post-deployment to ensure the website remains stable and fully functional.
- **Collaboration and Communication**: Engaging in regular coordination meetings with ACSA operational support team to facilitate a seamless transition.
- **System Monitoring and Maintenance**: Actively monitoring the website's performance and implementing necessary updates or patches to maintain optimal functionality during the transition.

The service provider is expected to work closely with ACSA operational support team to ensure all technical and operational knowledge is effectively transferred.

Estimated Handover Duration: The handover period is expected to span **4 to 6 weeks**, depending on the complexity of the final deliverables. This duration may be adjusted based on mutual agreement and project needs.

10.   Training

As part of the project close-out and handover process, the appointed service provider is required to deliver structured training and knowledge transfer sessions to ensure that the internal operational support team and relevant ACSA personnel are fully equipped to manage, maintain, and enhance the revamped website.

The training must be comprehensive, practical, and tailored to the technical and operational needs of the receiving teams. Demonstrate and hand over all technical elements to the internal operational support team and ensure completion of the following:

10.1. Training Scope and Responsibilities:

- **Training Sessions**: Conduct instructor-led sessions (virtual or in-person) covering key aspects of the website's architecture, content management workflows, security protocols, and maintenance procedures.

- **Knowledge Transfer**: Providing detailed documentation to ensure the operational support team is fully equipped to manage and maintain the website.
- **Hands-On Demonstrations**: Provide live demonstrations and walkthroughs of the website's backend, including Content Management System (CMS) usage, deployment processes, and troubleshooting common issues.
- **Q&A and Support**: Facilitate interactive Q&A sessions to address specific queries and ensure clarity on all technical and functional aspects.

10.2. **Documentation Handover:** Provide comprehensive documentation that includes

- **Project Overview**: Purpose, goals, and key features.
- **Architecture Diagram**: High-level system architecture.
- **Tech Stack**: Languages, frameworks, libraries, and tools used.
- **Deployment Process**: Step-by-step guide to deploy the site.
- **Environment Details**: URLs, credentials (securely shared), and configurations for dev, staging, and production.
- **Database Schema**: ER diagrams, table relationships, and data flow.
- **Third-party Integrations**: APIs, payment gateways, analytics, etc.

10.3. **Codebase Handover**

- **Version Control Access**: Ensure the team has access to the Git repository.
- **Branching Strategy**: Explain the branching model (e.g., GitFlow).
- **Code Standards**: Share any style guides or linting rules.
- **Build Instructions**: How to build and run the project locally.

10.4. **Knowledge Transfer Sessions**

- **Conduct walkthroughs of**: Codebase structure, Key modules and components, Deployment pipeline and troubleshooting common issues.
- Record sessions for future reference.

10.5. **Access & Credentials**

- Transfer access to Hosting platform (Azure), Domain registrar, CMS or admin panels, Monitoring tools (e.g., Google Analytics, Sentry) and CI/CD tools (e.g., GitHub Actions, Jenkins)

10.6. **Maintenance Guidelines**

- How to handle updates (e.g., security patches, content updates)
- Backup and recovery procedures
- Performance monitoring and optimization tips

10.7. **Final Checklist**

- All documentation is complete and accessible
- Code is pushed to the main repository
- All credentials are securely shared
- Internal team has confirmed access to all tools
- Handover sessions are completed and recorded

11. **Information Security Standards**

ACSA IT Information Security has prescribed Web Application Security Standards to which ACSA web-based applications need to adhere. For detailed standards, please refer to Annexure Information Security: Web application Security Standards, which will accompany this document.

12. **IT Standards:**

ACSA has a prescribed IT Standards to which all IT infrastructure-based solutions must adhere. For detailed standards, please refer to Annexure **A: IT Standards**, which will accompany this document.