

120-Day Managed AI Operations Renewal Timeline

An evidence-based renewal or transition process.

INTELLIGENT SYSTEMS. PRACTICAL RESULTS.

How this asset operates

Funnel stage	Renewal and retention
Audience	Client sponsors, technology, operations, finance and procurement
Trigger	Managed service term ends in approximately 120 days
Objective	Avoid last-minute automatic decisions and create an orderly renewal, revision or transition
Primary CTA	Assign decision owners and evidence dates
Delivery method	PDF timeline and executive review
CRM action	Create renewal opportunity, dates, evidence pack and outcome
Follow-up	120 / 90 / 60 / 30 / 10-day process
Compliance	Contract terms and applicable law control renewal and termination. Obtain legal review where required.
KPI	On-time decision, gross retention, expansion quality and orderly transition

The decision should follow operating evidence, not inertia or deadline pressure.

120 days | Open the decision

- ☐ Confirm contract dates and notice requirements Owner: _____ Date: _____
- ☐ Name renewal and procurement owners Owner: _____ Date: _____
- ☐ Create evidence-pack checklist Owner: _____ Date: _____
- ☐ Review service scope, systems and stakeholders Owner: _____ Date: _____
- ☐ Set decision and transition dates Owner: _____ Date: _____

90 days | Review evidence

- ☐ Review quality, incidents, adoption, cost and vendor changes Owner: _____ Date: _____
- ☐ Assess service levels and operating workload Owner: _____ Date: _____
- ☐ Identify open risks, backlog and technical debt Owner: _____ Date: _____
- ☐ Collect stakeholder feedback Owner: _____ Date: _____
- ☐ Define renewal options Owner: _____ Date: _____

60 days | Compare options

- ☐ Renew current scope Owner: _____ Date: _____
- ☐ Revise scope or service levels Owner: _____ Date: _____
- ☐ Expand where evidence supports it Owner: _____ Date: _____
- ☐ Transition selected responsibilities Owner: _____ Date: _____
- ☐ Conclude with an orderly handoff Owner: _____ Date: _____

30 days | Complete decision

- ☐ Approve commercial and service terms Owner: _____ Date: _____
- ☐ Complete legal, security, privacy and procurement review Owner: _____ Date: _____
- ☐ Confirm staffing and operating responsibilities Owner: _____ Date: _____
- ☐ Approve renewal or transition plan Owner: _____ Date: _____
- ☐ Schedule access and communication actions Owner: _____ Date: _____

10 days | Confirm continuity or exit

- ☐ Verify signed terms or transition authorization Owner: _____ Date: _____
- ☐ Confirm billing and support dates Owner: _____ Date: _____
- ☐ Confirm access changes Owner: _____ Date: _____
- ☐ Confirm data / document handoff and retention Owner: _____ Date: _____
- ☐ Send final stakeholder notice Owner: _____ Date: _____

Decision record

Selected option

Evidence supporting decision

Material limitations

Owners

Approval date

Decision record and limitations

Decision or conclusion

Evidence supporting the decision

Material limitations and assumptions

Accountable owner

Review date

Important

Contract terms and applicable law control renewal and termination. Obtain legal review where required.

PlanckCyber resources are general planning tools. They do not create a client relationship or substitute for qualified legal, privacy, security, financial, accounting, engineering, regulatory or procurement review.