

Client Onboarding Checklist

AI Services Client Onboarding Checklist

Version: 1.0 | **Date:** 2026-05-01 | **Owner:** CEO + John + Lexicon

Overview

This checklist covers the complete client onboarding journey from initial contact through first invoice and project kickoff.

Total Estimated Duration: 7-14 business days (contract-to-kickoff) | 2-6 weeks (contract-to-first-delivery)

Phase 1: Pre-Contract Documentation

Step 1.1: Mutual NDA Execution

Owner: CEO | **Duration:** 1-3 days

1. CEO fills [NDA template](#) with client details
2. Upload to Documenso (sign.basicconsulting.no)
3. Both parties sign
4. Archive signed PDF to Paperless-ngx with tags: `legal-contract`, `nda`, `ai-services`, `[CLIENT_NAME]`
5. Record in `~/system/state/archive-first-ledger.jsonl`

✓ **Done when:** Signed NDA archived + ledger entry created

Step 1.2: Retainer Agreement + SoW Negotiation

Owner: CEO (commercial), Lexicon (legal if amended) | **Duration:** 3-5 days

1. CEO defines:
 - Monthly retainer: [BELØP] NOK (range 40-80K per approved pricing)
 - Hourly overage rate: [TIMEPRIS] NOK
 - Included hours per month: [TIMER]
 - First Statement of Work (SoW): Deliverables, milestones, timeline
2. CEO fills [Retainer template](#)
3. CEO drafts first SoW (Appendix A)
4. Upload to Documenso → client reviews
5. If client requests material legal changes → Lexicon reviews
6. Both parties sign
7. Archive signed Retainer + SoW to Paperless-ngx with tags: `legal-contract`, `retainer`, `ai-services`

✓ **Done when:** Signed Retainer + SoW archived, pricing confirmed, 3-month binding period start date recorded

Phase 2: Data Protection Compliance

Step 2.1: DPA Execution (if processing personal data)

Owner: CEO (execution), Lexicon (GDPR review) | **Duration:** 2-5 days

Decision Point: Does engagement involve processing personal data?

- **YES** → Execute DPA (required by GDPR Article 28)
- **NO** → Skip to Phase 3

Actions (if DPA required):

1. CEO confirms data types with client (identification, business, technical logs, AI training data)
2. CEO fills [DPA template](#):
 - Section 2.3: Data types
 - Section 2.4: Data subject categories

3. Attach [TOMs](#) as Annex B
4. Upload DPA + TOMs to Documenso (two-document bundle)
5. Client reviews → may request security changes (ISO 27001, on-premise deployment)
6. CEO escalates material changes to Lexicon
7. Both parties sign
8. Archive signed DPA + TOMs to Paperless-ngx with tags: `legal-contract`, `dpa`, `gdpr`, `ai-services`

✓ **Done when:** Signed DPA archived with TOMs annex, sub-processor disclosure delivered

Blocking Issues:

- Client requires ISO 27001 → CEO decision (cost ~150K NOK, 6-month timeline)
- Client prohibits non-EEA sub-processors → CEO assesses if Anthropic can be replaced with EU-hosted LLM
- Healthcare/finance client → Escalate to Lexicon (HIPAA, PCI-DSS compliance)

Phase 3: Financial Setup

Step 3.1: First Invoice Issuance

Owner: CEO | **Duration:** 1 day

1. CEO creates client in Fiken (fiken.no):
 - Client name, org.nr, billing address, email
 - Payment terms: Net 14 days (standard ALAI)
 - Monthly recurring invoice flag
2. CEO issues Invoice #1:
 - Line item: "AI Services Retainer — [MONTH] [YEAR]"
 - Amount: [BELØP] NOK eks. mva.
 - Due date: 14 days from invoice date
3. Invoice auto-sent via Fiken to client email
4. CEO confirms client received invoice

✓ **Done when:** Invoice sent, client acknowledges receipt

Step 3.2: Payment Confirmation

Owner: CEO | **Duration:** 0-14 days

1. CEO monitors Fiken for incoming payment
2. Once payment received:

- Confirm amount matches invoice
 - Confirm payment reference includes invoice number
3. If payment overdue (14+ days) → CEO sends reminder
 4. If 30+ days overdue → CEO pauses work per Retainer clause (IP transfer = on payment)

✓ **Done when:** First retainer payment received + recorded in Fiken

Phase 4: Project Kickoff

Step 4.1: Technical Onboarding Call

Owner: CEO (kickoff), John (orchestration), Specialist Agents (delivery) | **Duration:** 1-2 hours

1. CEO schedules kickoff call with:
 - Client PM/Tech Lead
 - ALAI: CEO + John (if technical deep-dive)
2. **Agenda:**
 - Review signed SoW deliverables and timeline
 - Confirm data access requirements (API keys, database credentials, codebase access)
 - Establish communication channels (Slack, email, video calls)
 - Agree on meeting cadence (weekly status, bi-weekly demo)
 - Set first milestone delivery date
3. CEO documents meeting notes → share with client
4. John creates Mission Control tasks for first SoW deliverables:
 - Task owner: Specialist agent (Codecraft, Vizu, Architect)
 - Priority: H (client deliverable)
 - Deadline: Per SoW milestone

✓ **Done when:** Kickoff call completed, client access received, MC tasks created, first milestone scheduled

Step 4.2: First Deliverable Milestone

Owner: Specialist Agents (execution), Proveo (validation), CEO (client acceptance) | **Duration:** Per SoW (typically 1-4 weeks)

1. Specialist agents execute first SoW deliverable
2. Proveo validates per acceptance criteria in SoW
3. John marks MC task as ready_for_review
4. CEO reviews internally
5. CEO submits deliverable to client
6. Client reviews and provides feedback

7. If revisions needed → agents execute, Proveo re-validates, CEO re-submits
8. Client formally accepts deliverable
9. CEO archives deliverable to Paperless-ngx with tags: `client-deliverable`, `ai-services`, `[CLIENT_NAME]`

✓ **Done when:** Client accepts deliverable, deliverable archived, next milestone scheduled

Phase 5: Ongoing Engagement

Monthly Retainer Rhythm

Monthly Cycle:

1. **Day 1:** CEO issues retainer invoice for current month via Fiken
2. **Day 14:** Payment due
3. **Week 1-4:** Agents execute SoW tasks within retainer hours
4. **End of month:** CEO reviews time tracking:
 - Hours < retainer allocation → carry-forward or lose (per Retainer clause 3.3)
 - Hours > retainer allocation → invoice overage at [TIMEPRIS] NOK/hour
5. **Monthly status report:** CEO sends client:
 - Hours used vs. allocated
 - Deliverables completed
 - Next month's planned work

Contract Renewal or Termination

At 3-Month Binding Period End:

- CEO checks client satisfaction
- If renewing → Continue monthly retainer (auto-renews unless 30-day notice)
- If terminating → CEO sends 30-day written notice per Retainer clause 6.2

Upon termination:

1. Complete all in-flight SoW tasks
 2. Execute DPA data deletion/return (30-day deadline per DPA section 3.7)
 3. Final invoice for any unpaid overages
 4. Archive all signed contracts and deliverables per ZAKON ARCHIVE FIRST
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Timeline Summary

Phase	Step	Duration	Owner
Pre-Contract	NDA signing	1-3 days	CEO
Pre-Contract	Retainer + SoW negotiation	3-5 days	CEO
Data Protection	DPA execution	2-5 days	CEO + Lexicon
Financial	First invoice issuance	1 day	CEO
Financial	Payment confirmation	0-14 days	CEO
Kickoff	Technical onboarding	1-2 hours	CEO + John
Kickoff	First deliverable	1-4 weeks	Agents + Proveo
TOTAL	Contract-to-kickoff	7-14 days	—
TOTAL	Contract-to-first-delivery	2-6 weeks	—

Decision Trees

Does this engagement require a DPA?

YES if:

- AI system processes customer names, emails, or IDs
- AI training uses client employee data
- System logs contain IP addresses or user activity
- Client explicitly requests GDPR compliance documentation

NO if:

- Pure technical audit (code review, architecture) with no personal data access
- AI training on fully anonymized datasets
- Consulting engagement with no data processing

What if client requests custom contract terms?

1. **Minor changes** (formatting, address corrections) → CEO approves directly
2. **Commercial changes** (pricing, payment terms) → CEO approves if within standard bounds
3. **Legal changes** (liability cap removal, IP assignment reversal) → CEO escalates to Lexicon
4. **Security changes** (ISO 27001, on-premise) → CEO escalates to John for technical impact analysis

Timeline Impact:

- Minor: +0 days
 - Commercial: +1-2 days
 - Legal: +3-5 days (Lexicon review)
 - Security: +1-2 weeks (technical assessment)
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Tools and References

Required Systems

- **Documenso:** sign.basicconsulting.no (contract signing)
- **Paperless-ngx:** archive.alai.no (archiving per ZAKON ARCHIVE FIRST)
- **Fiken:** fiken.no (invoicing and payment tracking)
- **Mission Control:** `node ~/system/tools/mc.js` (task tracking)
- **Bitwarden:** Client credential storage (if access keys provided)

Document Templates

- [Mutual NDA Template v1](#)
- [Retainer Contract Template v1](#)
- [DPA Template v1](#)
- [TOMs ALAI AI Services v1](#)

Legal Review

Proveo review (2026-05-01): **19/20 PASS**

Known gap: SnowIT relationship undocumented (separate workstream — does not block client onboarding)

Open Questions for CEO

1. Should we engage a Norwegian law firm for final template review before first client use? (Est. cost: 10-15K NOK, timeline: 1-2 weeks)
2. Do we have professional indemnity insurance covering AI services?

3. If SnowIT developers access client data, should SnowIT be added to DPA sub-processor list?
 4. If a client requires ISO 27001 certification, what is the go/no-go decision point? (Cost: ~150K NOK, timeline: 6 months)
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Document Owner: Skillforge

Last Updated: 2026-05-01

Review Cycle: Quarterly (or upon first client feedback)

Revision #2

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