

Prepare useful support evidence

Capture reproducible, privacy-conscious evidence that helps support diagnose a fault without receiving unnecessary project data.

Task: Use the prepare useful support evidence process consistently and retain the right evidence.

Audience: Customers and authorised testers

Owner: Obedience Governance

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Purpose and scope

Capture reproducible, privacy-conscious evidence that helps support diagnose a fault without receiving unnecessary project data.

Use this guide as orientation, then rely on the signed agreement, current policy or named support response where those sources set a more specific obligation.

Prepare the right information

- Expected and observed behaviour.
- Time, browser, product route and safe steps.
- Redacted screenshot or diagnostic consent where appropriate.

Follow the controlled process

1. Frame the need

State the desired outcome, affected product and accountable contact. For prepare useful support evidence, avoid assumptions that have not been confirmed in writing.

2. Review and decide

Use the current governed source, record material questions and obtain approval from the person who owns the decision.

3. Retain evidence

Keep the final reference, date, decision and any follow-up action together so a later reviewer can reconstruct what happened.

Expected record

- A reproducible support case.
- A bounded evidence set.
- A record of any diagnostic consent.

Keep in mind

Attachments are accepted only through approved protected routes and must not contain credentials.

Security and disclosure boundary

- Never send passwords, authentication codes, private keys or recovery codes to Obedience staff.
- Share the minimum customer, project and commercial information needed for the stated purpose.

- Public documentation explains controls and responsibilities without publishing exploitable topology, credentials or confidential implementation detail.