

OPERATING MODEL AND NORMAL RUN

Operating guide preview

Show the team how to run, review, and recover.

Role	Responsibility in this fictional workflow
Process owner	Collect approved updates and resolve missing fields.
Named reviewer	Check accuracy and authorize release.
Operator	Follow the guide, record completion and escalate exceptions.

Normal weekly run

1 Collect
Gather the approved project updates by the agreed cutoff.

2 Validate
Check project, owner, date, status, update and blocker fields.

3 Prepare
Create the report and inspect every warning.

4 Review
The named reviewer checks accuracy and approves release.

5 Publish
Use the agreed destination and record completion.

DECISION PATHS AND HANDOVER CHECKS

Exception and recovery guide

Make the failure path as clear as the normal path.

When the input or destination is not ready



Do not replace missing evidence with a reassuring status

Missing information must not become an invented "on track" update. An unsuccessful publish must not become a completed run.

Handover rehearsal checklist

- ☐ Name the process owner and reviewer.
- ☐ Identify the approved inputs and destination.
- ☐ Explain the release approval step.
- ☐ Rehearse a missing-input and failed-publish case.

Actual owners, access and recovery procedures must be tailored to the customer workflow. These unchecked items are a sample rehearsal, not a completed acceptance record.