Operating Readiness Checklist

Check the evidence needed to keep a workflow useful after launch.

For: Product owners, operations leads, and technology partners | Use when: Before routine use, after major changes, and at handoff | Suggested time: 30 minutes

Version 1.0 | October 5, 2026

Use synthetic or authorized information. Keep sensitive work in approved tools. A named person owns each decision. These tools support discussion and planning; they are not validated assessments.

1. Review readiness with evidence

Use ready, not ready, or unknown for each item. Unknown needs an owner and a next action. Do not average critical gaps into a launch score.

Accountability

Named business owner, technical owner, and decision authority?

Sources and access

Approved permissions, current sources, version owner, and retention position?

Human authority

Permitted actions, required reviews, and escalation tested?

Quality and monitoring

Representative tests, live checks, and review cadence defined?

Support and recovery

Support route, stop control, and manual fallback demonstrated?

Adoption and capacity

Users trained, review time protected, and support funded?

Value and costs

Baseline, cost owner, outcome measure, and review date agreed?

---

2. Make the operating decision

Record go, conditional go, hold, or stop with the authorized owner. Conditional use must name its scope, expiry, and unmet conditions.

Blocking gap

What unresolved condition prevents routine use?

Operating commitment

Who does what after handoff?

Decision and review

Who authorized the next stage, and when does it expire or get reviewed?

Completed companion example

All organizations, workflows, numbers, and results in these examples are fictional and provided for learning. Targets are proposed decision criteria, not validated standards or promised outcomes.

Accountability

Service-desk lead, platform partner, and policy specialist named in the handoff.

Sources and access

Approved corpus; policy owner maintains version register; no personnel records.

Human authority

Draft-only boundary and eligibility escalation verified on synthetic tests.

Quality and monitoring

Owner samples citations weekly; source changes trigger re-evaluation.

Support and recovery

Lead can pause drafting; analysts use the approved manual process.

Adoption and capacity

Analysts rehearse escalation; specialist has a confirmed review allocation.

Value and costs

Track active handling minutes including review; reconcile recurring tool and support costs.

Blocking gap

Policy versions conflict; hold until the policy owner resolves them.

Operating commitment

Named owners accept source upkeep, weekly sampling, support, and incident response.

Decision and review

Business owner approves a limited pilot after all blocking gaps are resolved; review after two weeks.

Original guide: https://builtinto.work/resources/operating-readiness