

OPERATIONAL READINESS CHECKLIST

Original Design Iceberg companion. Define the situation and keep evidence separate from assumptions. Add a sheet when the scope needs more space.

01 / SERVICE PROMISE AND SCOPE

Release, first audience, operating window and outcome people can rely on.

02 / PEOPLE AND OWNERSHIP

Who operates, covers absence, supports users and can pause rollout?

03 / DEPENDENCIES AND CAPACITY

Which systems, suppliers or staff assumptions need verification?

04 / SUPPORT AND INCLUSION

Help routes, staff guidance, accessibility evidence and assisted alternatives.

05 / MONITORING

What signals show a failed or incomplete experience? Who responds?

06 / RECOVERY REHEARSAL

Failure case, recovery steps, responsible people and evidence from rehearsal.

REVIEW & DECISION

Original Design Iceberg companion. Interpret the work, record its limits and agree a next action with an owner and a review point.

01 / EVIDENCE REGISTER

For each concern, record test or rehearsal, date, result and evidence owner.

02 / BLOCKERS

Which unresolved failures would break the service promise?

03 / MANAGED LIMITS

Mitigation, accountable owner, affected audience and accepted boundary.

04 / LAUNCH DECISION

Proceed, restrict or hold, with reasons and decision authority.

05 / REVIEW TRIGGERS

Which changes in demand, audience, staffing or dependency invalidate approval?

06 / FIRST USE REVIEW

What happened in operation, what changes next and who owns follow up?