

FICTIONAL COMPOSITE / REAL PRACTITIONER PATTERN

THE VENDOR AOC THAT ANSWERED THE WRONG QUESTION

The document was current, authentic, and relevant to the provider. It still could not explain the customer's half of the service.

01

The provider AOC arrived in eleven minutes. The responsibility answer never arrived.

02

The vendor operated the service. The customer still configured, reviewed, escalated, and retained evidence.

03

Every team owned a document. Nobody owned the complete relationship.

04

The deadline shortcut - mark it N/A - only hid the missing customer-side facts.

05

The team let each artifact answer its own question: assurance, contract, capability, configuration, operation, evidence.

06

They replaced one vendor cloud with a visible provider/customer seam.

07

Two pages named every activity, owner, handoff, evidence source, and review trigger.

08

An AOC is important evidence. It is not a responsibility matrix.

THE NEXT USEFUL QUESTION

Choose one relied-upon provider service and map the provider, customer, and shared activities to named owners and evidence.

FIND / MAP / EXPLAIN / REDUCE / PROVE