

AFTER-HOURS PROVOCATION

DID THE FIX STAY FIXED?

A ticket can close while the condition quietly learns how to return.

SCOTT NORTON / PCI DSS QSA | JOHANSON GROUP, LLP

THE WHISPER

**CLOSURE IS AN EVENT. CONFIDENCE IS
A RELATIONSHIP WITH TIME.**

AFTER DARK

WHAT THE ENVIRONMENT WHISPERS

Remediation often proves that one observed instance changed. It may not prove the source changed, the template changed, the population changed, or the monitoring can detect recurrence. The team celebrates closure while the same condition waits in the next deployment, image, account, or inherited configuration.

IN THE MORNING LIGHT

WHAT THE PROVOCATION REVEALS

A durable fix has three stories: correction of the observed instance, removal or control of the cause, and a mechanism that notices recurrence. Connect all three to the closure record. Otherwise the ticket may document a successful moment rather than a changed system.

MORNING-AFTER QUESTION 01

**WAS THE INSTANCE CORRECTED OR
THE SOURCE CHANGED?**

MORNING-AFTER QUESTIONS

02

Where else could the same condition exist?

03

What signal would reveal recurrence?

ONE MOVE BEFORE BREAKFAST

**REOPEN ONE RECENTLY CLOSED ISSUE
ON PAPER AND TRACE INSTANCE, ROOT
SOURCE, PROPAGATION PATH, AND
RECURRENCE SIGNAL.**

MORNING BOUNDARY

PROVOCATION, THEN PRECISION.

PRACTITIONER POSITION / AI ASSISTED

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CONTINUE THE CONVERSATION

theclusterofwack.com/pillow-talk/did-the-fix-stay-fixed

The uncomfortable things your control environment whispers after the meeting.