

AFTER-HOURS PROVOCATION

TELL ME THE VERSION YOU DON'T PUT IN THE POLICY

A control can be beautifully documented and operationally fictional.

SCOTT NORTON / PCI DSS QSA | JOHANSON GROUP, LLP

THE WHISPER

**THE POLICY IS POLISHED. I WANT THE
STORY PEOPLE TELL WHEN THE
DOCUMENT IS CLOSED.**

AFTER DARK

WHAT THE ENVIRONMENT WHISPERS

Policies describe intended behavior. Operators reveal actual behavior. The interesting distance is not always a failure; sometimes it is a practical adaptation the formal process never absorbed. Sometimes it is a hidden dependency, an approval everyone bypasses, or an exception so familiar that nobody calls it an exception anymore.

IN THE MORNING LIGHT

WHAT THE PROVOCATION REVEALS

The useful conversation begins when people can describe that distance without being punished for naming it. Compare the documented path with the last ordinary instance. Mark what matched, what diverged, who knew, and what happened next. A policy becomes credible when it can survive contact with the operating record - not when the room agrees to read it aloud.

MORNING-AFTER QUESTION 01

**WHICH STEP WORKS DIFFERENTLY
THAN THE POLICY DESCRIBES?**

MORNING-AFTER QUESTIONS

02

What would the operator warn a new teammate about?

03

Where is that difference approved, monitored, or corrected?

ONE MOVE BEFORE BREAKFAST

**CHOOSE ONE CONTROL AND PLACE ITS
POLICY BESIDE ITS MOST RECENT
ORDINARY OPERATING RECORD.
CIRCLE EVERY UNEXPLAINED
DIFFERENCE.**

MORNING BOUNDARY

PROVOCATION, THEN PRECISION.

PRACTITIONER POSITION / AI ASSISTED

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CONTINUE THE CONVERSATION

theclusterofwack.com/pillow-talk/tell-me-the-version-you-dont-put-in-the-policy

The uncomfortable things your control environment whispers after the meeting.