

PARTICIPANT WORKBOOK

THE CLUSTER OF WACK

One relationship. Five moves. A defensible next question.

Participants will leave with memorable language for accumulated control complexity and a five-step method for turning an uncomfortable architecture conversation into a shared map, accountable decisions, and traceable evidence.

Primary format: 45 minutes / 24 slides / facilitated mapping exercise

Cluster of Wack and related terms are independent practitioner shorthand, not PCI SSC terminology. The session is educational and does not provide an assessment conclusion or imply affiliation with or endorsement by PCI SSC.

Choose the relationship

Choose one management path, provider dependency, long-lived exception, diagram mismatch, or reused evidence artifact. Use generic labels and do not record sensitive or identifying information.

THE SENTENCE WE CURRENTLY USE

WHY THIS RELATIONSHIP DESERVES ATTENTION

01 / Find

Observe one real workflow. What happened? Which existing label or explanation did it complicate?

02 / Map

Draw the systems, identities, paths, owners, approvals, and evidence handoffs. Use white for facts, orange for assumptions, and red for decisions or disputed edges.

03 / Explain

Why does the relationship exist today? Who owns the system, the path, the rationale, and the next decision? Which claim depends on it?

04 / Reduce

What is the smallest safe change that would remove a consumer, narrow reach, clarify ownership, or retire a duplicate claim?

05 / Prove

What decision, configuration, operating record, and review trigger must stay together so another person can reconstruct the story?

The next useful question

- What exactly did we observe?
- What touches what?
- Who owns the relationship?
- Necessary for what?
- What does this evidence actually prove?
- What would force us to review the decision?

MY MONDAY-MORNING ACTION

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