



Five per cent manual, so somebody knows

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **On the first day, nothing; by the third, nobody knows how to do it by hand.**

Case seen elsewhere	Value
Time automated before the breakdown	18 months
People able to do it by hand, at the start	3
Still on the task at the breakdown	0
Time to work out how to handle a case	4 days

The written procedure was not enough, since it omitted the real steps.

What is put in place

Measure	Applied?
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Manual route kept open	Yes
Share of cases handled manually, continuously	5%, drawn at random
Procedure updated from the real process	Yes, informal steps included

It is not a test: it is so that somebody keeps knowing how. A real cost, and insurance.

What is flagged at every incident

What could not be handled **and what is waiting** — never "the system is back up" alone: **recovery says nothing about the queue.**

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