WORKSHEET 5.1

System map and access register

Trace the request to the system of record.

Use one sheet per affected system. Add connections on the whiteboard and record verifiable details here.

Use case and system

Normal path, system of record, module and business object.

Interface and access

API, export or view; read, draft or controlled write; identity and permissions.

Ownership and evidence

Business and technical owner; test system; availability evidence; dated open question.

REVIEW CRITERION

Every system has an owner and access evidence, or an assigned resolution task.

WORKSHEET 5.2

Action list and approval level

Justify risk and approval for each action.

Use one card per action, then mark the pilot action together. Levels: 0 read, 1 confirmation, 2 second approval, 3 human only.

Action and type

Verb, object, system and role; read, prepare or execute.

Failure consequence and level

Worst credible failure, affected parties, reversibility, level 0-3 and reason.

Pilot decision

Selected, later or excluded; prerequisite, owner and date.

REVIEW CRITERION

Each action has a risk-based level, and exactly one pilot action is selected.

WORKSHEET 5.3

Action card

Make one action precise enough to implement and test.

Complete for the pilot action. If needed, add a second card with the same action identifier.

Identity and limits

Actor, target-system role check, permitted objects, quantities or amounts, and denial.

Confirmation and duplicate prevention

Exact action, target and values; validity; unchanged confirmation; unique action ID and status check after disconnect.

Result and recovery

Log and retention; understood/prepared/sent/accepted/completed with system evidence; failure wording; reversal or compensation with owner and deadline.

REVIEW CRITERION

Authorisation, confirmation, duplicate prevention, logging, failure handling and an owned recovery path are specified.

WORKSHEET 5.4

Operating profile and data flows

Separate requirements from confirmed implementation.

Repeat for audio, speech recognition, KSE, response generation, speech output, logging and actions. A profile name does not replace verification.

Step and data

Input, output, storage need, data class and permitted audience.

Location and operator

Customer requirement; confirmed service/endpoint; operator, subprocessor and evidence date.

Operations and open review

Outage path, updates, retention; who confirms availability or resolves the gap, and by when?

REVIEW CRITERION

Each data flow has evidence or an assigned review item.

WORKSHEET 5.5

Human handover

Handle boundary and outage cases without dead ends.

Use one card per trigger. Cover out of scope, missing permission, system failure and requests for a human.

Trigger and recipient

Trigger, responsible team, channel, service hours and backup.

Context and acknowledgement

Minimum necessary data; required confirmation; evidence of handover receipt.

Wording and fallback

Exact wording; out-of-hours and unavailable-recipient behaviour; next step.

REVIEW CRITERION

Every trigger has a recipient, verifiable channel and an unavailable-recipient fallback.

WORKSHEET 5.6

Integration plan and approval

Turn requirements into controlled phases.

Use one line or card per phase: reading, drafts and pilot action. Incomplete mandatory checks block the affected approval.

Phase and scope

Action, role, system, excluded variants and version.

Prerequisites and acceptance

Access, test data, rules, tests with evidence; who decides, and what blocks approval?

Tasks and handovers

Task, owner, date; handovers to formats 4, 7, 8 and the Observe pilot.

REVIEW CRITERION

Scope, decision and unmet conditions are traceable.

WORKSHEET 5.7

Pilot action test matrix

Separate test design, execution and approval.

Use eight copies of this sheet on paper. Digitally, open the eight-case register 05_Action_Tests_EN.html. Keep separate records for all cases of the same pilot action. For the rehearsal compare tabletop cards ACT-51 and ACT-52. What is evidenced, which state is still unknown and what next step is permitted? Paper cards: ACT-51 has two confirmations, both status checks return D-81, one draft. ACT-52 was sent, but no acknowledgement is available.

Case and expected state

Choose one case per card: normal path, misheard value, duplicate confirmation, disconnect after sending, target unavailable, missing permission, instruction in a source, or reversal. Record the action ID, steps and expected target state.

Result and evidence

Designed, tabletop or technically executed; actual state, log/evidence reference and defect. Explicitly attach technical evidence to this scope and expectation.

Decision

Passed, open or failed; owner, retest and approver with date.

REVIEW CRITERION

All eight required cases can be retrieved individually. A technical pass records an executed test, expected and actual state, target evidence, reviewer and date. Tabletop results and failures stay visible separately.