

IT Operational Coherence Diagnostic

7 Questions. 15 Minutes. High Signal.

How to Use It

Score each question **0–3** in the space provided. Be strict — no rounding up. Your total score reveals *where* the problem is, not just *if* there is one.

Scoring Scale Legend:

- **0 – Unknown:** Cannot answer without investigation.
- **1 – Assumed:** Believed but unverified or outdated.
- **2 – Documented:** Exists but not real-time or reliable under pressure.
- **3 – Operational:** Current, trusted, available on demand.

Diagnostic Questions

1. What do we have right now? (systems, identities, automations, integrations) (____)

Reality check: Would two different people give the same answer?

2. What changed recently, and who approved it? (last 24–72 hours, initiator, approval path) (____)

Reality check: Can you quickly trace a recent change from initiation to approval?

3. Who is responsible for each critical system? (named owner, accountability, decision authority) (____)

Reality check: Is there a clear, named owner for each critical system?

4. What stops working if this system goes down? (dependencies, impact, recovery priority) (____)

Reality check: Do you know the cascading impact of a critical system failure?

5. Which accounts or automations can make changes without human approval? (service accounts, write/delete access, cross-system permissions) (____)

Reality check: Are you confident you know all accounts with elevated privileges?

6. Where are we operating outside standard — and why? (deviations, reasons, temporary or permanent) (____)

Reality check: Are deviations from standard procedures formally tracked and justified?

7. What would slow us down in a serious incident or acquisition? (knowledge gaps, missing data, access delays, dependencies) (____)

Reality check: Can you quickly identify and address potential bottlenecks in a crisis?

Scoring Interpretation

- **18–21: Operationally Coherent** — Environment designed, manageable at scale.
- **12–17: Functioning but Fragile** — Works normally, breaks under pressure.
- **6–11: Reactive** — Heavy reliance on people, risk grows with scale.
- **0–5: Opaque** — Environment cannot be interrogated, decisions partial.

Next Steps

Don't start with tools. Decide which questions *must* be answered instantly. Design ownership, standards, and lifecycle around them. If these questions are difficult to answer, we should talk.

Decision Digital helps organizations design IT environments that can be understood, governed, and scaled — especially under pressure.

Contact us to start the conversation: info@decisiondigital.com // (404) 303-0330