

TEMPLATE 11

Operating Model Blueprint

Fill this in before Go-Live. The platform runs; this decides what happens when something goes wrong.

STEWARDSHIP ROSTER

Domain: _____ Steward: _____ Capacity: ____hrs/wk

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STEWARDSHIP CALENDAR

Weekly: Issue triage -- steward reviews open flags, assigns owners

Monthly: Quality review -- duplicate %, completeness %, SLA status

Quarterly: Domain health report -- trend, incidents, change log, roadmap

ISSUE TRIAGE PROCESS

How issues are flagged: _____

Who triages (steward / automated alert / both): _____

Resolution SLA -- P1 (data breach / system outage): ____ hrs

Resolution SLA -- P2 (quality threshold breach): ____ days

Resolution SLA -- P3 (standard quality issue): ____ days

Where issues are tracked: _____

ESCALATION LADDER

Steward resolves: _____

Escalate to Domain Owner when: _____

Escalate to Executive Sponsor when: _____

Governance committee required when: _____

CHANGE CONTROL

New attribute request -- approver: _____

New source system -- approver: _____

Matching rule change -- approver: _____

Survivorship rule change -- approver: _____

Review cycle for standing rules: _____

QUALITY THRESHOLDS (BY DOMAIN)

Domain: _____ Duplicate rate: <____% Completeness: >____% Latency: <____min

Domain: _____ Duplicate rate: <____% Completeness: >____% Latency: <____min

If you cannot name a steward, a resolution SLA, and an escalation path for your first domain before Go-Live, the platform will run but trust will not.