

From pilot to everyday service

PROJECT ROADMAP / NEXT 90 DAYS

01 / Prepare

Agree the scope
Name the owners
Prepare support

02 / Prove

Run the pilot
Exercise recovery
Collect feedback

03 / Expand

Invite more teams
Review the measures
Hand over ownership

Advance on evidence

DECISION CHECKPOINTS

Checkpoint	Evidence	Decision owner
Pilot ready	Support and recovery walkthrough	Operations
Pilot complete	Observed request outcomes	Product
Service accepted	Named owner and runbook	Service owner