

Where do we begin?

Complete together in one working session. Short answers are fine; leave unknowns blank and note who will find out. Grey italic text is a prompt, not a fact.

COMPANY	PRODUCT OR PLATFORM	DECISION OWNER	DATE

01 THE BUSINESS JOURNEY THAT MATTERS MOST

JOURNEY	WHAT GOES WRONG TODAY
<i>Which user or operational journey carries the most revenue, risk or support load?</i>	<i>Failures, slowness, manual work or workarounds people rely on</i>
WHO FEELS IT	WHY NOW
<i>Customers, staff, partners, finance?</i>	<i>Peak season, growth, renewal, audit, roadmap pressure</i>

02 SYSTEM CONSTRAINTS AND THE EVIDENCE WE HAVE

AREA	WHAT WE KNOW	EVIDENCE AVAILABLE	CONFIDENCE
Architecture and dependencies			H / M / L
Data and integrations			H / M / L
Releases and testing			H / M / L
Monitoring and incidents			H / M / L
Security and access			H / M / L
Cost and capacity			H / M / L

Evidence examples: architecture diagrams, incident history, release logs, monitoring dashboards, cost reports, test results.

03 CONSTRAINTS WE MUST RESPECT

DEADLINES, BUDGET RANGE, DATA RESIDENCY, TEAM AVAILABILITY, VENDOR CONTRACTS

What do we decide, and who owns it?

Use page 1 as the input. End the session with an agreed first milestone, its acceptance criteria and owners on both sides.

04 RISKS AND OPTIONS, RANKED BY SEVERITY

FINDING OR RISK	SEVERITY	OPTION	TRADE-OFF	REVERSIBLE?
e.g. checkout fails under peak load		refactor, rebuild, or improve in place		

Doing nothing is a real option. Include it when it is.

05 THE AGREED FIRST MILESTONE

WHAT WILL BE TRUE WHEN IT IS DONE

One sentence a non-engineer would understand

ACCEPTANCE CRITERIA AND EVIDENCE

Test, measure or threshold both sides accept

DEPENDENCIES

People, access, vendors, data, dates

06 CUSTOMER INPUTS

- ☐ Architecture diagrams or a walkthrough
- ☐ Incident and release history
- ☐ Constraints: security, residency, vendors
- ☐ Access to logs, dashboards and cost reports
- ☐ People who know the data and integrations

07 OUTPUT AND OWNERSHIP

OUTPUT	AMPITY	CUSTOMER
Severity-ranked findings and phased options	Prepares	Reviews and decides
Decision records	Writes	Approves
First milestone scope and acceptance criteria	Proposes	Agrees
Code, infrastructure and knowledge	Hands over	Owns throughout

NEXT DECISION

OWNER

DATE