



ZALYTIC / SAMPLE BCI DECISION REPORT

Customer orders cannot be processed for one working day

A practical view of the customer impact, connected operations, available workarounds and actions that need leadership agreement.

REPORT STATE	Ready for leadership review
SCENARIO	Illustrative business service disruption
VERSION	1.1 / 15 August 2026
DECISION OWNER	To be named in a real engagement

This fictional scenario uses representative information to demonstrate the structure and level of analysis in a Zalytic BCI Decision Report.

ILLUSTRATIVE SCENARIO - REPRESENTATIVE INFORMATION - REVIEW BEFORE USE

SECTION 01

Executive decision view

The first page gives a decision-maker the business question, current constraints, practical direction and open gaps.

BUSINESS RESILIENCE QUESTION

Which customer orders must still be processed if the order platform is unavailable for one working day?

BUSINESS NEED	WORKAROUND	SCENARIO	OPEN GAPS
Today	Limited	1 day	03
Priority commitments	Manual capacity	Disruption horizon	Need leadership review

DECISION READINESS

Priority agreement required

The available workaround cannot support normal order volume.

RECOMMENDED DIRECTION

Protect the most important orders first

Use a controlled manual route while the platform is restored.

Management implication

Normal order volume cannot continue through the manual route. Leadership should agree which customer commitments take priority, who activates the workaround and how affected customers will be updated.

SECTION 02

Information reviewed

The report separates business requirements, observed conditions, documented procedures and unresolved assumptions.

ID	Source or record	Evidence class	Signal	Authority	Review state
E-01	Orders and commitments due today	Business requirement	Priority fulfilment needed	Commercial owner	Reviewed
E-02	Manual order procedure	Workaround	Limited processing volume	Process owner	Not recently tested
E-03	Staff-access recovery record	Observed condition	Order platform unavailable	Technology owner	Partly observed
E-04	Order-to-dispatch service map	Operating connections	Sales, warehouse and delivery	Business and IT owners	Reviewed
E-05	Priority-order rules	Decision rule	Draft criteria only	Commercial owner	Not approved
E-06	Customer communication procedure	Documented process	Owner not assigned	Service owner	Incomplete

Important tensions

TENSION	WHY IT MATTERS	TREATMENT
All orders are expected today, but manual capacity is limited	The workaround cannot protect every commitment.	Agree which orders take priority before activation.
A manual procedure exists, but it has not been tested recently	Documented steps may not work at the required speed or volume.	Run a controlled check and record the actual capacity.
The order platform shares one staff-access service	A technical access problem creates a broad business impact.	Restore access while protecting urgent orders through an alternative route.

Information boundary

This illustrative register supports order prioritization, workaround review, operating-link analysis and recovery sequencing. It does not support a precise revenue-loss estimate or outage probability.

SECTION 03

Connected operating view

The view includes only the teams, systems and processes capable of changing the customer outcome or the recommended action.

SHARED OPERATIONAL SERVICE		AFFECTED BUSINESS ACTIVITIES
Order platform	->	Sales order entry
Staff sign-in + order data	->	Customer service updates
Workflow + transaction log	->	Warehouse dispatch
Delivery status exchange	->	Delivery coordination

Material links

LINK	VALIDATION STATE	DECISION EFFECT
Staff access -> Order platform	Validated	The access failure prevents normal order entry and changes.
Order platform -> Warehouse dispatch	Validated	Dispatch cannot see a complete and approved order queue.
Manual worksheet -> Priority orders	Unresolved	Available capacity and transaction control need confirmation.
Order status -> Customer communication	Partly validated	Updates require a named owner and a trusted priority list.

Smallest useful view

Unrelated applications and organizational detail are excluded unless they can change order fulfilment, customer communication or the recommended action. The purpose is clarity, not a map of the entire organization.

SECTION 04

Analysis and decision findings

The analysis stays within the information available and focuses on the choices leadership can make now.

SUPPORTED BY THE INFORMATION	NEEDS MORE INFORMATION
- Order-priority comparison - Connected-operation tracing - Manual-workaround review - Restoration sequence - Clear statement of uncertainty	- Precise revenue-loss estimate - Outage probability - Full supplier and logistics impact - Automatic authorization - Certification of resilience

FINDING	EVIDENCE BASIS	CONFIDENCE	DECISION EFFECT
F-01: Manual capacity cannot support normal demand	E-01 vs E-02	High	Only selected orders can continue through the workaround.
F-02: Priority orders are not yet agreed	E-05	High	Leadership must set clear selection rules and authority.
F-03: One staff-access service blocks the order platform	E-03 and E-04	High	Technical recovery and business workaround must run together.
F-04: Customer updates lack a named owner	E-06	Moderate	Delays may create avoidable missed commitments and confusion.

Decision conclusion

Protect urgent and contract-critical orders first, activate the manual process under clear controls, restore the order platform and assign one owner for customer updates.

SECTION 05

Recommendation and action plan

The recommendation becomes practical when priorities, owners, controls and review triggers are explicit.

Recommended direction

Protect urgent and contract-critical orders, activate a controlled manual process, restore the order platform and coordinate customer updates until the backlog is reconciled.

PRIORITY	ACTION	ACCOUNTABLE OWNER	COMPLETION EVIDENCE	TRIGGER
1	Agree the priority-order criteria and list	Commercial and operations leads	Approved priority queue	Immediately
2	Activate the manual process with a transaction log	Order process owner	Controlled manual queue	When platform is unavailable
3	Restore staff access and the order platform	Technology owner	Verified user access and order entry	Recovery in progress
4	Update affected customers and reconcile the backlog	Customer service lead	Communication and reconciliation record	During and after recovery

OPERATIONAL BENEFIT

Important customer commitments continue

Limited capacity is directed to the orders that matter most.

TRADE-OFF

Some orders will wait

The priority rules and customer communication must be explicit.

Residual gaps

- Manual processing capacity has not been confirmed under realistic demand.
- Priority-order rules still require leadership agreement.
- The customer communication owner must be named.
- Backlog reconciliation has not been tested end to end.

SECTION 06

Leadership decision record

This page is intentionally incomplete. A real decision becomes authorized only when the named decision-maker records the outcome and conditions.

DECISION AUTHORITY	To be named
RECOMMENDATION STATE	Prepared for leadership review
AVAILABLE OUTCOMES	Approve / Reject / Approve with conditions / Request further evidence
CONDITIONS	
DECISION RATIONALE	
OWNER / DATE	

DECISION CHECKPOINT	The named decision owner must approve the priority rules, workaround activation and customer communication responsibilities before action.
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SECTION 07

Review and improvement

New observations should show which assumptions and actions remain valid and which need to be reopened.

TRIGGER	CHECK	AFFECTED OBJECTS	POSSIBLE ACTION
Order platform restored	Can users enter, change and release orders?	E-03, F-03 and Actions 2-3	Close technical gap or continue workaround
Manual-process test	Are volume, controls and staff realistic?	E-02, F-01 and Action 2	Confirm capacity or revise priority rules
Backlog reconciled	Are all manual transactions recorded correctly?	F-01, F-04 and Action 4	Close incident or correct outstanding orders
Order process changes	Did teams, systems or responsibilities change?	E-04 and connected operating view	Update only the affected links

Illustrative review example

After the platform returns, the business team reconciles every manually processed order against the restored system. The results confirm the actual workaround capacity, expose any missed commitments and improve the next version of the priority rules.

DECISION THREAD

Problem -> information -> connections -> options -> action -> outcome

Each review keeps the reasoning and the agreed action visible.

FINAL SAMPLE STATE

Leadership review required

The named owner records the decision and its conditions.

About this sample

This report is a designed illustration of a Zalytic BC Intelligence deliverable. A real report would use the organization's approved information, named owners, agreed controls and reviewed analysis. Visit zalytic.com/trust for responsible AI and data-handling information.