Know why each feature on your array that is off is off

About 15 minutes, read only

Your array may hold a feature you paid for and nobody switched on. Licensed means your purchase lets it run; the screen lists every one.

Yes **2** Written down, with a date (a log, a screen, a document), and it meets your own plan.

Partly **1** Remembered, but not written down, or the record shows you missed your plan.

No **0** Nobody knows, or it was never done. A blank is a finding.

"None, checked on a date" counts as a record. No plan or target written down? Write your guess first, then measure: the guess is your plan.

Five questions about your own setup

1 When did you last read the licensed features screen, and is every feature written down as on, off or not licensed?

Your answer, and where it is written down (with the date) The date you last read the array's licensed features screen, with every feature written as on, off or not licensed.

No 0 | Partly 1 | Yes 2 Score 0, 1 or 2 This quarter Next quarter

How to raise it

Where to find it:
The licensed features screen in the array's management page, or ask the maker's support for the list tied to your serial number.

To get it to a 2:
A dated list, read from the screen or the maker's list, not from memory, inside the interval your team sets. No interval written down? Write your guess and score against it.

What this does not prove:
The list shows what you hold. It does not prove a feature marked on is set up the way you think, or that it works. Row 2 is how you check.

2 Does each feature's own settings screen agree with that list?

Your answer, and where it is written down (with the date) For each feature, the status its own settings screen shows, and the date you looked.

No 0 | Partly 1 | Yes 2 Score 0, 1 or 2 This quarter Next quarter

How to raise it

Where to find it:
Each feature's settings screen in the array's management page. Reading it changes nothing.

To get it to a 2:
A dated note for every feature, and it matches the list from row 1.

What this does not prove:
A settings screen shows how the feature is set today. It does not prove the feature works when it is needed.

3 For each feature that is off, is the reason written down, and who gave it?

Your answer, and where it is written down (with the date) For every feature that is off, the reason, and who gave it. "Nobody knows" is an answer, and it is the useful one.

No 0 | Partly 1 | Yes 2 Score 0, 1 or 2 This quarter Next quarter

How to raise it

Where to find it:
Ask the person who set the array up. Write down what they say and who said it.

To get it to a 2:
A reason and a name written next to every feature that is off, with the date. "Nobody knows", written down, counts as a record but scores 1 until someone finds the reason.

4 Do the change records back up each reason?

Your answer, and where it is written down (with the date) For each feature that is off, whether the change records show when it was switched off, or that it was never switched on.

No 0 | Partly 1 | Yes 2 Score 0, 1 or 2 This quarter Next quarter

How to raise it

Where to find it:
The array's change log, your change tickets, or the notes from the person who set the array up.

To get it to a 2:
A dated change record that backs up the reason for every feature that is off. No record for one? That feature scores 1.

What this does not prove:
A change record shows who changed a setting and when. It does not show the reason was a good one.

5 Which feature has been off the longest, and since when?

Your answer, and where it is written down (with the date) Which feature has been off the longest, since what date, and whether anyone knows why.

No 0 | Partly 1 | Yes 2 Score 0, 1 or 2 This quarter Next quarter

How to raise it

Where to find it:
The oldest change record for an off feature, or the date the array was installed if it was never switched on.

To get it to a 2:
One named feature with a date and a reason from a record. If you decide to switch it on, do it in a change window (a planned maintenance slot) with the maker's notes, not on the day you find it.

Your total, out of 10

9-10 **Known** Score the same page again next quarter.

5-8 **Partly known** Fix your lowest row this week.

0-4 **Assumed** Do row 1 this week.

Two rules beat the total: if row 1 scores below 2, the result is Assumed. Any row that missed your plan or guess is your next step.

Which feature on your array has been off the longest, and does anyone know why?

What this does not prove

The list shows what you hold. It does not prove a feature marked on is set up the way you think, or that it works, and it does not show a reason for a feature that is off was a good one.

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