The storage job done once a year runs on whoever still remembers it

About 15 minutes, from records you already have

That person may be away the day the job comes around. This page lists your rare storage jobs and shows which have steps written down. The array is the shared disks behind your servers.

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 The list of rare jobs

Your answer, and where it is written down (with the date) Which storage jobs did your team do fewer than twice in the last year? Write them in the box, from your change tickets and calendar reminders.

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

How to raise it

Where to find it:
Your change tickets and calendar reminders for the last 12 months. Typical ones: renewing a certificate (the digital ID that lets tools trust the storage array), replacing a failed drive, installing the array's software update. No tickets to look through? Ask each person on the team which job they dread and write down what they say, with the date.

To get it to a 2:
A dated list in a place the whole team can open, built from tickets or reminders, covering the last 12 months. No interval written down for what counts as rare? Write your guess (fewer than twice a year) and score against it.

What this does not prove:
A list built from tickets misses a job done by hand and never ticketed.

2 The job you would least like to do tomorrow

Your answer, and where it is written down (with the date) Which one on the list would you least like to do tomorrow with the usual person away? Write it in the box, with the name of the person who did it last.

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

How to raise it

Where to find it:
The ticket or reminder for that job shows who did it last and when. Ask who else has done it or watched it done.

To get it to a 2:
The job is picked in writing, with the name and date of the last person who did it, and a second named person who has done it or watched it done.

What this does not prove:
Having done it once does not mean the second person remembers each step.

3 Written steps for it

Your answer, and where it is written down (with the date) Are there written steps for that job, and when were they written? Write the date from the page itself.

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

How to raise it

Where to find it:
The team's shared documents, the ticket for the last time it was done, or the person who did it last. Steps written while the job was being done count; steps remembered afterward are a 1.

To get it to a 2:
A dated page, written by the person doing the job as they did it, that names each screen, each setting and who approves it.

What this does not prove:
A written page is not a tested page. It shows the steps as the last person did them.

4 A copy that survives the array being down

Your answer, and where it is written down (with the date) Where is a copy of those steps kept, and does it still open if the array is down?

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

How to raise it

Where to find it:
Where the page is saved. A page stored on the array itself fails this row. Open the copy from a laptop that does not use the array, and write the date you did it.

To get it to a 2:
A copy kept somewhere that does not depend on the array being up, with the place and the date it was last opened written next to it.

5 The next time it comes around

Your answer, and where it is written down (with the date) Is the next time this job is done on the calendar, and who will write the steps as they go?

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

How to raise it

Where to find it:
Your team calendar, change schedule or renewal dates.

To get it to a 2:
A date on the calendar, inside the interval you wrote for row 1, with a named person who writes or updates the page during the job.

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 storage job did you last do so long ago that you had to look up the steps?

What this does not prove

A dated page and a calendar entry show the steps were written down once. They do not show that the next person can follow them under pressure, with the usual person away.

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