

# Two names

A one-page quick check for the team

If only one person can do a task without help, the task is a person, not a process. Write two names beside each job below. A row with one name, or none, is where the next bad day starts.

## Five jobs on the storage team

**1** Swap a failed drive

Replace a failed drive without opening a ticket first and without asking anyone.

| Name one | Name two | Where the steps are written |
|---|---|---|
| | | |

**2** Read the storage alert and decide

Read tonight's alert, say what it means, and decide whether it waits for morning.

| Name one | Name two | Where the steps are written |
|---|---|---|
| | | |

**3** Run a restore

Restore a file or a server from the backup, start to finish, on their own.

| Name one | Name two | Where the steps are written |
|---|---|---|
| | | |

**4** Get into the array and the backup system

Log in to both when your usual admin is out. Their own access, not a shared password.

| Name one | Name two | Where the steps are written |
|---|---|---|
| | | |

**5** Open a support case

Call or open a case with the maker: the contract, the serial number and the severity to ask for.

| Name one | Name two | Where the steps are written |
|---|---|---|
| | | |

Rows with fewer than two names ☐

Count them. There is no pass mark. The count shows where one person is carrying the job.

> How many rows have only one name?

## How to check a name is real

A name on a page is a promise. To turn it into a fact, ask the person to do the task while you watch, once. For a one-name row, pick a second person, write the steps on one page, and have them do it once with the first person beside them.

**Swap a failed drive**
Watch them do it, or watch them walk through it. Check the spare parts are somewhere they can reach.

**Read the storage alert and decide**
Ask each name to read last week's alert aloud and say what they would have done.

**Run a restore**
The log of the last restore test, and who ran it.

**Get into the array and the backup system**
The access list in each system. Check it today, not from memory.

**Open a support case**
Your support contract and the maker's support portal. Check they can log in.

## What this does not prove

Two names on a row show who is meant to be able to do the job. They do not show either person can do it on a bad day until you have watched each one do it once.

Made by StepKnock, a small team in San Diego, paid through our partners when a customer buys. This page sells nothing.

---

Nothing to sign up for. No cookies, no analytics, and nothing you type here leaves this page.

stepknock.com/toolkit/checks/two-names-scorecard/