TAVORA SYSTEMS / READINESS FIELD NOTES

Better flow starts with better evidence.

A practical companion to the automation-readiness diagnostic.

04

Dimensions of readiness

12

Evidence questions

01

Next step to investigate

A conversation starter, not a deployment decision.

Use the diagnostic to identify the weakest supported area in a recurring order or service-request process. It does not assess security, legal obligations, technical feasibility or return on investment.

Missing evidence stays missing

“Not sure” is an honest answer. It does not become zero, and enough missing evidence prevents an overall score.

Fictional, authored assessment. Scores are transparent rubric positions, not validated benchmarks or comparisons with other organisations.

01 / THE EVIDENCE MODEL

Four questions behind the twelve questions.

DIMENSION	WHAT THE THREE QUESTIONS INSPECT	USEFUL EVIDENCE
Process	Defined steps, recurring variants, stable intake	Recent examples, process sketch, exception log
Data	Required fields, quality checks, approved access	Representative redacted records, field definition, access owner
Ownership	Named owner, exception route, change decisions	Role confirmation, escalation path, decision record
Measurement	Baseline, tracking, review cadence	Comparable observations, metric definition, review note

Answer each item using the current process, not an intended future state. Each item offers four maturity descriptions scored 0–3 and a “Not sure” option. Context changes examples, not the scoring scale.

Before answering

Choose one bounded process. Do not average several departments into a single impression. Bring evidence where possible and mark uncertainty explicitly.

02 / READ THE RESULT

Understand the score before using the label.

Each known answer contributes 0–3 points. A dimension needs at least two of its three answers to be known. The overall score appears only when every dimension meets that floor; this also guarantees at least eight known answers.

Score = known points ÷ (3 × known answers) × 100, rounded to the nearest whole number. The overall score weights each known answer equally; dimension bars use only their known answers.

SCORE	RUBRIC LABEL	INTERPRETATION
0–24	Foundations	Clarify the work before selecting technology.
25–49	Emerging	Some practices exist; resolve the weak point.
50–74	Repeatable	Build evidence around a bounded trial.
75–100	Structured	Explore feasibility; readiness is not approval.

Example, not your result

Process 3/3/2; data 1/1/1; ownership 2/2/2; measurement 2/1/1. Total 21/36 = 58%. Data is the first supported priority. A strong process does not erase weak data.

Missing approved data access always raises an explicit prerequisite. The rubric never overrides access controls or specialist review.

03 / TURN A RESULT INTO EVIDENCE

Choose a next action you can actually complete.

PRIORITY	FIRST USEFUL ACTION	OUTPUT
Process	Walk five recent cases and record where the path changes.	A process sketch with named exceptions
Data	Inspect a small approved, redacted sample against required fields.	Missing-field list and access question
Ownership	Name who handles normal work, exceptions and changes.	A role map with unresolved decisions
Measurement	Define one metric and observe a comparable starting period.	A baseline with unit, period and source

Before a review conversation

Process _____ · priority _____ · evidence we have _____ · evidence missing _____ · next owner _____.

The diagnostic gives its result before requesting contact details. A review request is optional. No software purchase, implementation approval or promised saving follows from a high score.

Assessment design by Gauge Studio for Tavora Systems. This PDF documents the authored rubric and sample result; it is not a personalised export.