

FIELD GUIDE

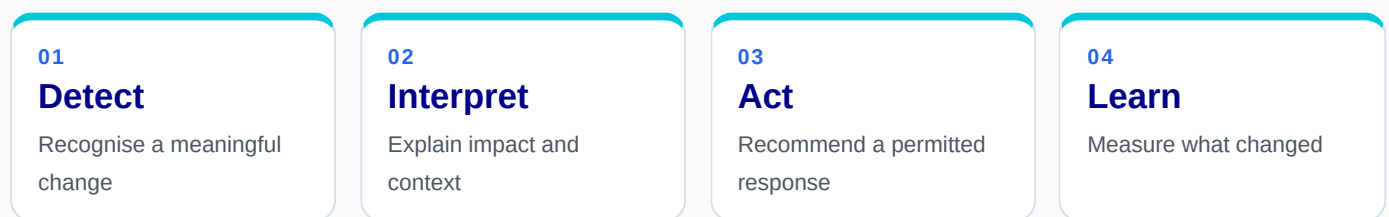
Decision-Ready Alert Canvas

Design fewer, smarter alerts that explain what matters, recommend a useful response and arrive in time to act.

THE PRINCIPLE

Start with the decision, then set the threshold

Choose one operational outcome. Define the decision window, the evidence, the available actions and the person accountable. Then design the alert around that decision.



WORKED EXAMPLE · HEALTHCARE PATIENT ACCESS

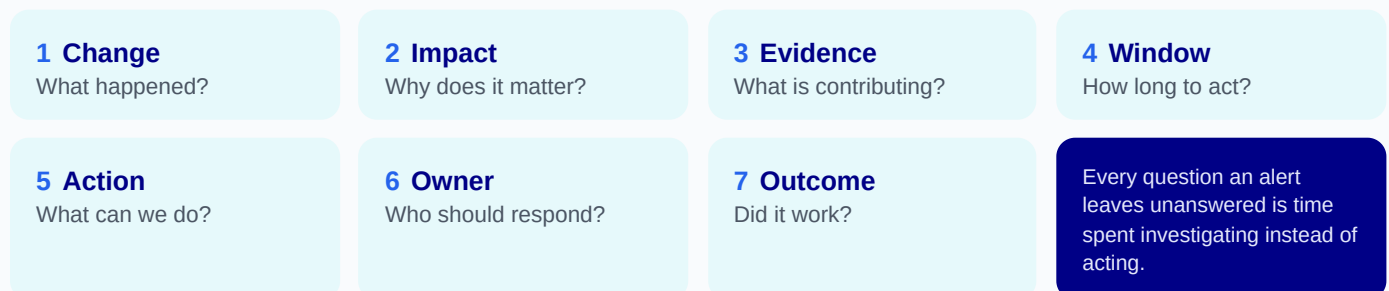
EMERGING OPERATIONAL RISK
Initial patient-contact target could be missed within 45 minutes.

18 referrals nearing target	+42% referral intake vs baseline	6 / 8 scheduling staff available
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RECOMMENDED OPTIONS
 Review cross-location capacity; consider trained temporary coverage; prioritise contacts under approved service and clinical policies.

OWNER Patient Access Manager	REVIEW 15 minutes	TARGET 90% within 4 hours
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SEVEN TESTS OF A DECISION-READY ALERT



DESIGN GUARDRAILS Separate observed facts from predictions. Recommend only permitted actions. Apply access controls, human approval and clear escalation where decisions are consequential.

Build your intelligent alert

One decision. Clear evidence. A recommendation someone can use.

DEFINE THE INTERVENTION

Complete the eight elements below, using one operational use case per canvas.

USE CASE

TEAM

DATE

01 BUSINESS OUTCOME

What result do you want to protect or improve?

02 DECISION + WINDOW

Which decision matters, and how long is there to act?

03 SIGNALS + EVIDENCE

What data and indicators establish the condition?

04 CONTEXT + DEPENDENCIES

Which other systems, baselines or constraints matter?

05 TRIGGER + PRIORITY

When should this become an alert, and how urgent is it?

06 ACTIONS + GUARDRAILS

What is permitted, feasible and subject to approval?

07 OWNER + ESCALATION

Who receives the alert, decides and escalates?

08 SUCCESS + FEEDBACK

What metric, follow-up and learning will verify value?

Draft the alert: make it decision-ready

What changed

Why it matters

Next step

Owner

When to reassess

Review with operations, data, security and governance owners before deployment.