Customer Operations
Resilience Readiness Check

Fillable assessment | ArenaCX | Open Resource

HOW TO USE THIS ASSESSMENT

- Score the current operating state using evidence available today - not planned improvements.
- Capture evidence behind each score, assign owners where work is needed, and retest material gaps.
- Four CRITICAL checks require extra attention: any critical-path score below 2 is a priority remediation item.

Scoring guide

0 **Not established**
No usable capability or evidence exists.

1 **Defined / partial**
Intent or documentation exists, but execution is incomplete, stale, or untested.

2 **Operational**
Implemented and validated, but meaningful gaps remain.

3 **Tested + maintained**
Current, tested, evidenced, owned, and maintained.

Assessment details

ASSESSMENT DATE	FACILITATOR / OWNER

SCOPE / PROGRAM	NEXT PLANNED RETEST

Demand and scenarios

Select a score, then record the evidence that supports it.

1. The organization has identified the customer-impacting disruption scenarios that matter most and the essential services/queues that must continue.

SCORE

EVIDENCE / NOTES

2. Scenario assumptions include plausible demand shifts, capacity loss, location/provider/system dependencies, and activation timing.

SCORE

EVIDENCE / NOTES

3. Recovery priorities and acceptable service degradation are documented enough to guide decisions under pressure.

SCORE

EVIDENCE / NOTES

Workforce and capacity

Select a score, then record the evidence that supports it.

CRITICAL

4. Required contingency capacity is defined by role, skill, language, channel, geography, or other material constraints.

SCORE

EVIDENCE / NOTES

5. Alternate capacity is tied to current named pools/teams/providers rather than an untested recruiting intention.

SCORE

EVIDENCE / NOTES

6. The organization can show when that capacity was last validated and how availability is refreshed.

SCORE

EVIDENCE / NOTES

Skills, training, and knowledge

Select a score, then record the evidence that supports it.

7. People expected to support a disruption have role-appropriate training and current knowledge content.

SCORE

EVIDENCE / NOTES

8. Training currency, certification/qualification, and refresh requirements have accountable owners.

SCORE

EVIDENCE / NOTES

9. Supervisors, escalation resources, and support functions are prepared alongside frontline capacity.

SCORE

EVIDENCE / NOTES

Technology and access

Select a score, then record the evidence that supports it.

CRITICAL

10. Contingency personnel can authenticate to the production or approved recovery environment using tested access paths.

SCORE

EVIDENCE / NOTES

11. Devices, telephony/CCaaS, CRM, knowledge, VPN/network, security controls, and required integrations have been validated for the contingency path.

SCORE

EVIDENCE / NOTES

12. Access failures have named support/escalation paths and a workable fallback where appropriate.

SCORE

EVIDENCE / NOTES

Network and provider resilience

Select a score, then record the evidence that supports it.

13. Important single points of failure across providers, sites, carriers, technology, workforce pools, and channels are explicitly understood.

SCORE

EVIDENCE / NOTES

14. At least one alternate operating path exists for material failure modes where the risk justifies it.

SCORE

EVIDENCE / NOTES

15. Alternate paths have defined commercial, privacy/security, workflow, quality, and governance conditions - not just theoretical availability.

SCORE

EVIDENCE / NOTES

Activation, command, and communications

Select a score, then record the evidence that supports it.

CRITICAL

16. Activation authority, decision rights, escalation paths, and event leadership are explicit and reachable.

SCORE

EVIDENCE / NOTES

17. Notification and mobilization procedures identify who contacts whom, through what channels, and within what timeframe.

SCORE

EVIDENCE / NOTES

18. Customer, internal, provider, workforce, and executive communications have clear owners and operating cadences.

SCORE

EVIDENCE / NOTES

Exercises and evidence

Select a score, then record the evidence that supports it.

CRITICAL **19. The organization runs exercises that require people, access, workflows, communications, and alternate capacity to demonstrate readiness.**

SCORE

EVIDENCE / NOTES

20. Exercise success criteria are defined before the exercise and results are documented as evidence rather than accepted by assertion.

SCORE

EVIDENCE / NOTES

21. Findings produce an after-action record, named owners, due dates, and verified corrective actions.

SCORE

EVIDENCE / NOTES

Correction and sustainment

Select a score, then record the evidence that supports it.

22. Readiness evidence has currency/expiry expectations so stale rosters, access, training, or assumptions can be detected.

SCORE

EVIDENCE / NOTES

23. Material operating changes trigger reassessment of affected readiness assumptions and artifacts.

SCORE

EVIDENCE / NOTES

24. Leaders review readiness on a recurring cadence and can see unresolved exceptions, risk acceptance, and remediation progress.

SCORE

EVIDENCE / NOTES

Score summary and priorities

Use the total as context. Evidence quality and critical-path gaps should drive the conversation.

Demand and scenarios	SCORE 0-9		PRIORITY GAP	
Workforce and capacity	SCORE 0-9		PRIORITY GAP	
Skills, training, and knowledge	SCORE 0-9		PRIORITY GAP	
Technology and access	SCORE 0-9		PRIORITY GAP	
Network and provider resilience	SCORE 0-9		PRIORITY GAP	
Activation, command, and communications	SCORE 0-9		PRIORITY GAP	
Exercises and evidence	SCORE 0-9		PRIORITY GAP	
Correction and sustainment	SCORE 0-9		PRIORITY GAP	

TOTAL SCORE / 72		**CRITICAL-PATH ITEMS BELOW 2**	

Directional maturity view

- 0-17 Foundation missing - multiple basic capabilities are absent or unsupported by current evidence.
- 18-35 Developing - plans and partial capabilities exist, but readiness is inconsistent or insufficiently tested.
- 36-53 Operational - most capabilities are implemented and some validated; important gaps still require correction.
- 54-72 Tested & maintained - capability is broadly current, exercised, evidenced, owned, and maintained.

These bands are ArenaCX management aids, not an external benchmark, certification, or assurance opinion. Do not rely on the total score alone.

90-day readiness backlog

Turn the most important evidence gaps into owned corrective actions and retest dates.

PRIORITY 1

GAP / ACTION	OWNER	TARGET / RETEST

PRIORITY 2

GAP / ACTION	OWNER	TARGET / RETEST

PRIORITY 3

GAP / ACTION	OWNER	TARGET / RETEST

PRIORITY 4

GAP / ACTION	OWNER	TARGET / RETEST

PRIORITY 5

GAP / ACTION	OWNER	TARGET / RETEST

Retest record

RETEST DATE	FACILITATOR / OWNER

SCOPE / PROGRAM	TOTAL SCORE / 72

CRITICAL GAPS BELOW 2	NEXT RETEST DATE