

The ownership *checklist*

Record an owner and available capacity for each responsibility, whether you build or buy. A name without access, time or an escalation route is not coverage.

COMPANY

PREPARED BY

DATE

ROUTE

☐ Build

☐ Buy

RESPONSIBILITY	OWNER	CAPACITY	INTERNAL	CONTRACTED	SHARED	WHAT TRIGGERS ACTION	HOW COMPLETION IS CHECKED	ESCALATION ROUTE
Model evaluation and updates			☐	☐	☐			
Content accuracy and approval			☐	☐	☐			
Integration maintenance			☐	☐	☐			
User-issue escalation			☐	☐	☐			
Documentation and new-owner onboarding			☐	☐	☐			
Engineering capacity allocation			☐	☐	☐			
Communicating changes to reps			☐	☐	☐			

Capabilities, integrations, and support depend on the agreed package.