EXPERTOPS DELIVERY EVIDENCE

Sample responsibility matrix

Example engagement: Platform implementation and transition | Status: Illustrative | Final authority: Confirm by contract

An illustrative ownership model separating implementation responsibility, business authority, vendor support and operational escalation.

How to use this sample

Replace the example roles with named organizations and decision owners. Confirm every boundary in the statement of work, service schedule and escalation model.

Illustrative responsibility matrix

Activity	ExpertOps	Customer	Vendor
Target architecture	Responsible	Accountable / approve	Consulted
Platform implementation	Responsible	Consulted	Support as contracted
Security and access decisions	Recommend / implement	Accountable	Consulted
Workload acceptance	Support evidence	Responsible / accountable	Informed
Production go-live	Readiness recommendation	Final authority	Support as contracted
Incident coordination	Responsible in scope	Business authority	Escalation support
Risk acceptance	Consulted	Accountable	Consulted

Escalation rule

If an activity has no accountable owner, the activity does not pass the readiness gate. Shared work still requires one final decision authority.

Review cadence

Review at mobilization, architecture approval, production readiness, service acceptance and whenever scope or vendor responsibilities change.