



Operational readiness

Custodia Registry · A02

Your task and authority

Berland Hope

- Confirm your assigned duties
- Use the fictional training case
- Verify the result and its history

Learning outcome

Operator distinguishes configuration dependencies from user error.

Version and health

Bertland Hope

- Inspect the installed version and health status.

What to check

Read the installed version and health information before attributing a problem to a user. A source checkout does not prove what is deployed. Record the version associated with the actual observation.

Dependencies for the lesson

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- Explain which warnings affect the planned lesson such as QR camera, mail or OCR.

What to check

Connect warnings to the planned activity: camera needs a secure context and permission, mail needs working delivery, and OCR needs its configured engine. A missing dependency can explain an unavailable result.

Review settings

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- Review approved settings without disclosing credentials.

What to check

Review approved configuration without exposing credentials. Settings authority is separate from ordinary operational duties. Do not change live settings merely to make a demonstration succeed.

Jobs and release checks

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- Identify the owner of reminder jobs and release integrity checks.

What to check

Identify the owner of reminder execution and release integrity checks. Some authenticated reads have documented expiry or reminder effects. Rehearse with the responsible operator in an approved environment.

Useful escalation

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- Record a support escalation with version, time and sanitized error context.

What to check

Provide the version, time, affected task and sanitized error context. Separate what you observed from what you suspect. Offline licensing does not mean the application supports offline editing.

Exceptions and recovery

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- Identify the blocked condition
- Preserve the relevant evidence
- Use the authorized next step

Important boundary

Offline licensing does not mean offline editing. Test mail sends externally and requires authorization.

Health/expiry/reminder reads can have documented operational effects; use a rehearsal environment.

Guided practice

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- Work within the assigned role
- Show the resulting state
- Explain one exception

Your exercise

Prepare a support report for a fictional QR-camera failure, including version, origin, device permission and observed error. Identify the responsible configuration owner.

Practice debrief

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- Correct identity and authority
- Traceable result and history
- A justified next step

Expected answer

The report contains reproducible context without secrets, checks the relevant dependency and avoids claiming that licensing permits offline workflow editing.