

Technology · Engineering · Delivery

Build Sequence

Harbour and Pine fictional customer support example

Harbour and Pine (fictional demonstration) · compiled 2026-09-12

The proposed build order and definitions of done. Hard prerequisites and decisions requiring build evidence are listed separately. Other relationships described in the rationale may inform a decision without preventing it from being made earlier. Schedule validation checks this model, not the truth of its assumptions.

Read alongside the decision envelope, which records the decisions referenced below.

1. Build the evidence and handover record

Logging and queue ownership are prerequisites for a meaningful trial.

Settles, or makes settleable:

- **D-004** Set the missing-record handover deadline
- **D-006** Make decisions reconstructable

Done when. A reviewer can trace every synthetic request from source to final human outcome.

Ref	Criterion	How it is checked	Against what
B-001-C1	Create ten synthetic requests including a missing record and an unavailable support lead. Each has a source reference, named owner, timestamp and final outcome.	manual	—
B-001-C2	Document and approve access, retention and the response clock before any real customer data is collected.	manual	—

Owner: Alex Chen (fictional) — Engineering lead

2. Create and agree the evaluation set

The team must agree what correct means before comparing assistant replies.

Settles, or makes settleable:

- **D-005** Approve evidence for a shadow trial

Done when. Support and operations approve expected results for routine and exception cases.

Ref	Criterion	How it is checked	Against what
B-002-C1	Define twenty synthetic cases including conflicting sources, missing orders, refund requests and address changes.	manual	—
B-002-C2	Record an expected answer or handover for every case and the reason. Reviewers resolve disagreements or record an open decision.	manual	—

Owner: Maya Reed (fictional) — Support lead

3. Run a shadow comparison and decide the next stage

Use the evidence and evaluation set from the first two items before requesting more autonomy.

Settles, or makes settleable:

- **D-002** Permit a bounded delivery status reply

Done when. A review packet supports an explicit decision to remain held or progress; passing does not automatically authorise unattended replies.

Ref	Criterion	How it is checked	Against what
B-003-C1	With customer sending disabled, replay the approved cases and pair every proposed reply with the human judgement.	manual	—

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Ref	Criterion	How it is checked	Against what
B-003-C2	Report unsupported claims, prohibited actions, routing errors and corrections separately. A critical failure keeps the relevant decision held.	manual	—
B-003-C3	The support lead records whether to permit a limited checked trial and its conditions. No automatic promotion to running.	manual	—

Owner: Alex Chen (fictional) — Engineering lead

Acceptance

This sequence is accepted when the people named below confirm the order and the definitions of done.

	Name	Signature	Date
Support lead	Maya Reed (fictional)		
Operations owner	Jon Bell (fictional)		
Engineering lead	Alex Chen (fictional)		