

THE GRAVITY SYSTEM

# Standards & Intelligence Center

How to keep every Gravity system current, controlled, evidence-backed, and ready for the next change.

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30 CONTROL TOOLS • 6 CONTROL AREAS • 1 RENEWAL LOOP

Published by Thomas Monroe Books | Author: Thomas Butler



OBSERVE

DECIDE

CONTROL

RENEW

# A finished system starts aging the day it is released

## RULES MOVE

Food-code adoption, employment rules, accessibility duties, consumer guidance, and payment requirements can change.

## TOOLS MOVE

POS, delivery, payment, CRM, automation, and AI platforms change capability, terms, integrations, and risk.

## EVIDENCE EXPIRES

Training, vendor evidence, reviews, certifications, screenshots, approvals, and tests lose currency.

## FILES DRIFT

Uncontrolled copies, renamed forms, missing owners, and unclear replacements create competing instructions.

**The Center is the update mechanism: authority, intelligence, risk, evidence, exception, change, and renewal**



# The Center governs every Gravity system without replacing its operating records

**GRV Leadership**  
**-L** Owns its operating work

**GRV Training**  
**-T** Owns its operating work

**GRV Cost & Labor**  
**-C** Owns its operating work

**GRV Service**  
**-S** Owns its operating work

**GRV Food & Inventory**  
**-F** Owns its operating work

**GRV CRM**  
**-R** Owns its operating work

**GRV Profitability**  
**-P** Owns its operating work

**GRV-I**

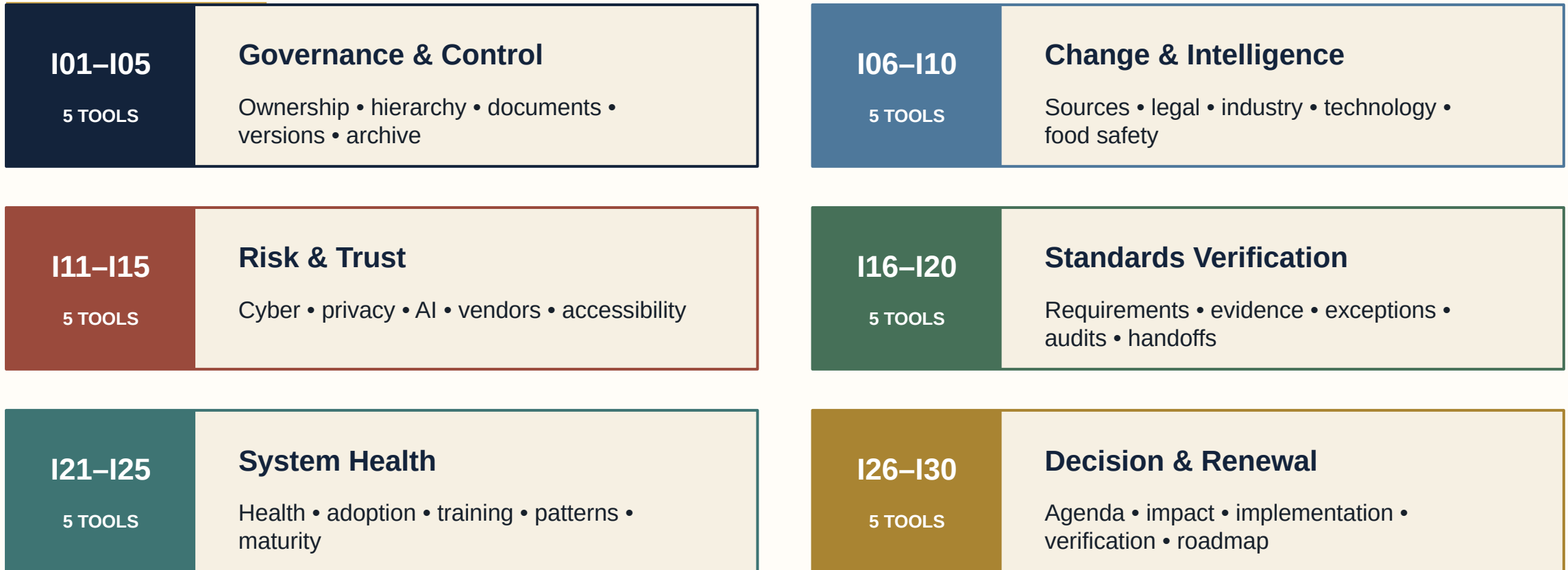
## STANDARDS & INTELLIGENCE CENTER

Controls currency • authority • evidence • risk • exceptions • change • maturity

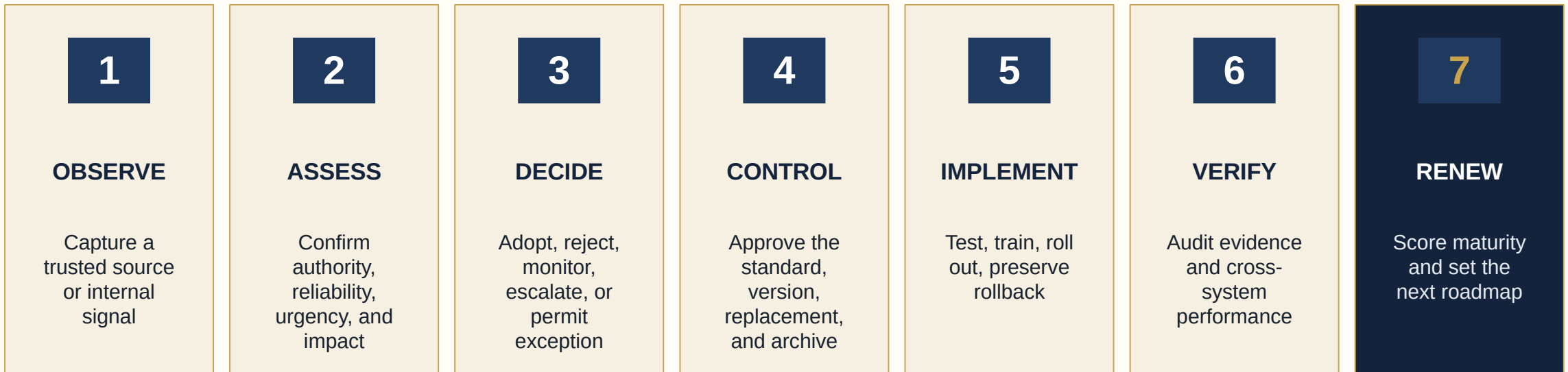
Operating records stay in their source system. GRV-I stores the control record and the decision trail.



## Thirty tools create one control layer across six areas



## One controlled loop turns a signal into a renewed standard



**No signal becomes a standard—and no standard is replaced—without an owner, decision, effective date, evidence path, and verification plan.**

# Use the strongest applicable authority—and make the decision owner visible

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

GOVERNANCE & CONTROL | OPERATING TOOL

### Standards Hierarchy & Authority Matrix

|          |                      |           |                      |
|----------|----------------------|-----------|----------------------|
| Tool ID  | GRV-102              | Owner     | Owner/GM             |
| Category | Governance & Control | Frequency | Annual and at change |

**Purpose:** Defines which law, regulation, contract, policy, Gravity standard, SOP, or local practice controls when requirements differ.

REQUIREMENT

|                       |  |                       |  |
|-----------------------|--|-----------------------|--|
| Subject               |  | Location/jurisdiction |  |
| Controlling authority |  | Authority level       |  |
| Effective date        |  | Citation/link         |  |

HIERARCHY

|                   |  |                 |  |
|-------------------|--|-----------------|--|
| Law/regulation    |  | License/permit  |  |
| Contract/platform |  | Company policy  |  |
| Gravity standard  |  | Local procedure |  |

DECISION

|                     |  |                  |  |
|---------------------|--|------------------|--|
| Conflict identified |  | Qualified review |  |
| Controlling rule    |  | Approved by      |  |
| Document affected   |  | Review date      |  |

MANAGEMENT REVIEW

|                 |  |             |  |
|-----------------|--|-------------|--|
| Reviewed by     |  | Review date |  |
| Decision/action |  | Next review |  |

Control note: Use the approved version of GRV-102. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment-card data, or unnecessary sensitive information.

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1

LAW / REGULATION

Applicable jurisdiction and enforcement authority

2

CODE / OFFICIAL GUIDANCE

Regulator-issued model, interpretation, or guidance

3

CONTRACT / PLATFORM RULE

Vendor, payment, delivery, franchise, lease, insurer

4

INDUSTRY STANDARD

Recognized external standard or framework

5

GRAVITY STANDARD

Controlled internal operating requirement

6

LOCAL PRACTICE

Approved site method that cannot conflict above

When applicability or interpretation is uncertain, route it for qualified review

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# A source becomes usable only when its currency and decision purpose are controlled

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

CHANGE & INTELLIGENCE | OPERATING TOOL

External Intelligence Source Register

|          |                       |           |                    |
|----------|-----------------------|-----------|--------------------|
| Tool ID  | GRV-106               | Owner     | Intelligence Owner |
| Category | Change & Intelligence | Frequency | Monthly            |

**Purpose:** Maintains trustworthy primary sources, monitoring owners, review frequency, jurisdiction, and last verification.

SOURCE

|                     |             |
|---------------------|-------------|
| Source organization | Page/report |
| Official URL        | Subject     |
| Jurisdiction        | Source type |

MONITORING

|                      |              |
|----------------------|--------------|
| Owner                | Frequency    |
| Subscription/alert   | Last checked |
| Current version/date | Next check   |

USE

|                          |                    |
|--------------------------|--------------------|
| Gravity systems affected | Reliability limits |
| Qualified review needed  | Retention          |
| Change record            | Status             |

MANAGEMENT REVIEW

|                 |             |
|-----------------|-------------|
| Reviewed by     | Review date |
| Decision/action | Next review |

Control note: Use the approved version of GRV-106. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment-card data, or unnecessary sensitive information.

THE GRAVITY SYSTEM

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WHO

Named review owner and qualified reviewer when required

WHAT

Exact source, publisher, title, version, and direct location

WHEN

Current-as-of date, review frequency, and next review

WHY

The decision the source may inform—and what it cannot prove

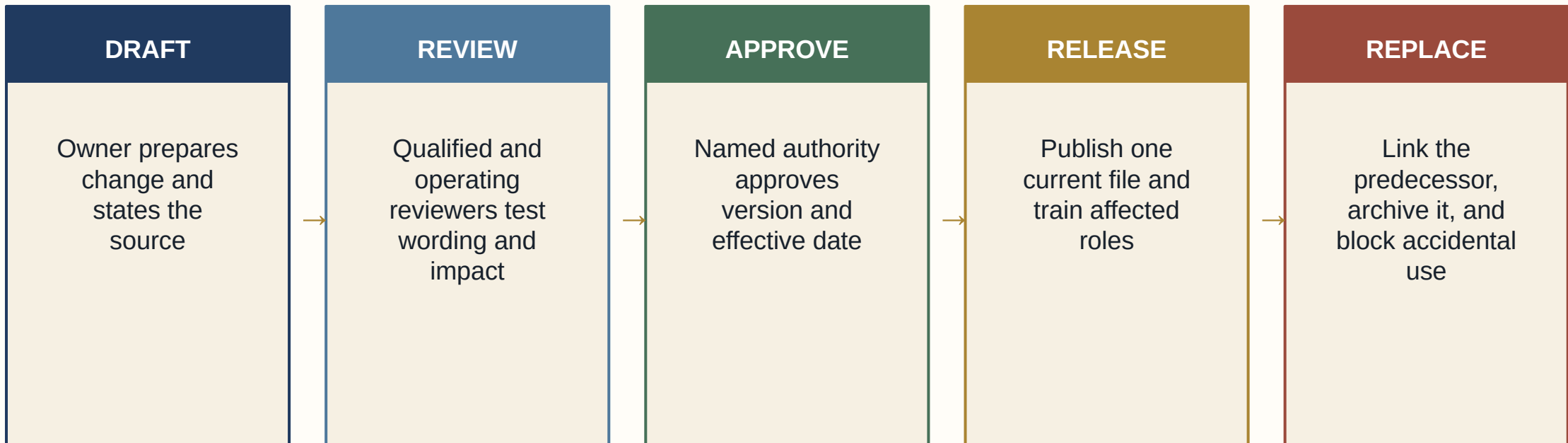
PROOF

Saved evidence, access path, or replacement record

Industry research is context. Official authority and applicability must still be confirmed.



## A current file must be easy to identify—and an obsolete file must be easy to reject



Document ID • owner • approver • version • effective date • next review • current link • predecessor • archive • training • release evidence

# Monitor the model, the adopted rule, and the local operating impact separately

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

CHANGE & INTELLIGENCE | OPERATING TOOL

Regulatory & Legal Change Monitor

Tool IDGRV-107

OwnerOwner/Compliance Lead

CategoryChange & Intelligence

FrequencyMonthly and at alert

Purpose: Captures possible legal or regulatory changes for qualified review without presenting the Center as legal advice.

CHANGE SIGNAL

Change ID

Subject

Published date

Authority/source

Jurisdiction

Possible effective date

ANALYSIS

Official/final/proposed

Affected people/process

Risk if missed

Qualified review owner

Documents/systems

Uncertainty

DECISION

No action/monitor/implementation

Due date

Approval

Owner

Evidence

Next review

MANAGEMENT REVIEW

Reviewed by

Decision/action

Review date

Next review

Control note: Use the approved version of GRV-107. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment-card data, or unnecessary sensitive information.

THE GRAVITY SYSTEM

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- 1

CAPTURE

Official source, date, version, jurisdiction, and exact signal
- 2

CONFIRM

Applicability, adoption, effective date, enforcement, and qualified interpretation
- 3

IMPACT

Affected menu, facility, process, supplier, training, record, and guest communication
- 4

CONTROL

Decision, approved standard, implementation plan, evidence, and review date

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

CHANGE & INTELLIGENCE | OPERATING TOOL

Food Safety & Public Health Intelligence Brief

Tool IDGRV-110

OwnerFood Safety Owner

CategoryChange & Intelligence

FrequencyMonthly and at alert

Purpose: Routes official food-safety and public-health changes to jurisdiction review, SOP impact, training, and verification.

ALERT

Source/agency

Jurisdiction

Effective/alert period

Topic/pathogen/risk

Published date

Official link

LOCAL REVIEW

Regulator guidance checked

Supplier/item

Cleaning/sanitizing

Affected food/process

Employee health

Communication

ACTION

SOP/tool affected

Training

Verification

Immediate control

Owner

Closure date

MANAGEMENT REVIEW

Reviewed by

Decision/action

Review date

Next review

Control note: Use the approved version of GRV-110. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment-card data, or unnecessary sensitive information.

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FDA's 2022 Food Code plus the 2024 Supplement is the current federal model; state and local adoption varies.

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# Evaluate a technology change as an operating control—not a feature announcement

## VALUE

What decision, labor, guest, quality, safety, or margin problem does it solve?

## DATA

What is collected, sent, retained, inferred, shared, or used to train?

## ACCESS

Who can change settings, export data, issue refunds, or view sensitive records?

## DEPENDENCY

What happens during outage, integration failure, vendor exit, or price change?

## CONTROL

Approval, configuration, test, training, monitoring, rollback, and evidence

**Approve the operating use—not merely the purchase—and preserve a manual or alternate path**



# Govern access and recovery before adding more connected systems

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

RISK & TRUST | OPERATING TOOL

Cybersecurity Baseline Assessment

Tool IDGRV-111

CategoryRisk & Trust

OwnerOwner/Technology Lead

FrequencyQuarterly

Purpose: Assesses governance, identity, access, devices, backups, vulnerabilities, response, recovery, and vendor dependencies.

SCOPE

|                 |  |            |  |
|-----------------|--|------------|--|
| Assessment date |  | Locations  |  |
| Systems         |  | Assessor   |  |
| Prior score     |  | Risk owner |  |

BASELINE

|         |  |          |  |
|---------|--|----------|--|
| Govern  |  | Identify |  |
| Protect |  | Detect   |  |
| Respond |  | Recover  |  |

PRIORITY GAPS

|                  |  |                         |  |
|------------------|--|-------------------------|--|
| Identity/access  |  | Updates/vulnerabilities |  |
| Backups/recovery |  | Vendor risk             |  |
| Incident plan    |  | Payment environment     |  |

PLAN

|             |  |               |  |
|-------------|--|---------------|--|
| Top action  |  | Owner         |  |
| Due date    |  | Evidence      |  |
| Retest date |  | Residual risk |  |

MANAGEMENT REVIEW

|                 |  |             |  |
|-----------------|--|-------------|--|
| Reviewed by     |  | Review date |  |
| Decision/action |  | Next review |  |

Control note: Use the approved version of GRV-111. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment-card data, or unnecessary sensitive information.

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GOVERN

Owners, policy, vendor accountability, risk decisions

IDENTIFY

Systems, data, accounts, devices, dependencies

PROTECT

MFA, least privilege, patching, backups, training

DETECT

Alerts, logs, reconciliation, suspicious-change review

RESPOND

Roles, isolation, communication, evidence, escalation

RECOVER

Restore, verify, alternate operations, lessons, renewal

Use qualified security support for material systems and incidents.



# Know what guest and employee data exists before deciding how to use it

- 1

COLLECT

Exact field, source, person, and purpose
- 2

PERMIT

Consent, contract, notice, legitimate business rule, or other qualified basis
- 3

USE

Approved audience, workflow, automation, decision, or communication
- 4

SHARE

Internal roles, processors, vendors, integrations, and transfers
- 5

RETAIN

Retention rule, deletion method, export, access request, and evidence
- CRM permission does not automatically authorize every later use.

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

RISK & TRUST | OPERATING TOOL

Data Privacy & Consent Review

|          |              |           |                         |
|----------|--------------|-----------|-------------------------|
| Tool ID  | GRV-112      | Owner     | Privacy Owner           |
| Category | Risk & Trust | Frequency | Quarterly and at change |

Purpose: Reviews what data is collected, why, where it goes, who can use it, retention, deletion, permission, and incident risk.

DATA USE

|                   |  |                       |  |
|-------------------|--|-----------------------|--|
| Process/system    |  | Data categories       |  |
| People affected   |  | Purpose               |  |
| Collection source |  | Legal/contract review |  |

LIFECYCLE

|                     |  |              |  |
|---------------------|--|--------------|--|
| Notice/permission   |  | Access roles |  |
| Sharing/vendors     |  | Retention    |  |
| Deletion/correction |  | Security     |  |

DECISION

|                         |  |              |  |
|-------------------------|--|--------------|--|
| Necessary/proportionate |  | Risk         |  |
| Change required         |  | Owner        |  |
| Due date                |  | Verification |  |

MANAGEMENT REVIEW

|                 |  |             |  |
|-----------------|--|-------------|--|
| Reviewed by     |  | Review date |  |
| Decision/action |  | Next review |  |

Control note: Use the approved version of GRV-112. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment-card data, or unnecessary sensitive information.

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# Approve a bounded AI use case—not a vague promise to use AI

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

RISK & TRUST | OPERATING TOOL

AI Use Case & Risk Review

Tool IDGRV-113

CategoryRisk & Trust

OwnerGRV-113

FrequencyPer use case

Owner/Al Lead

**Purpose:** Requires a defined purpose, approved data, human oversight, testing, disclosure, access control, and stop rule before AI use.

USE CASE

AI use ID

Business owner

Vendor/model

Purpose

Users

Decision supported

INPUTS/OUTPUTS

Allowed data

Output use

Retention

Prohibited data

Human reviewer

Disclosure

RISK TEST

Accuracy

Privacy/security

Automation reliance

Bias/fairness

Copyright/ownership

Failure consequence

APPROVAL

Approved/test/rejected

Stop rule

Review date

Guardrails

Owner

Incident route

MANAGEMENT REVIEW

Reviewed by

Decision/action

Review date

Next review

Control note: Use the approved version of GRV-113. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment-card data, or unnecessary sensitive information.

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## USE CASE

Named task, user, benefit, decision, and prohibited uses

## DATA

Inputs, sensitive data, retention, vendor use, and access

## HUMAN REVIEW

Who verifies accuracy, fairness, safety, tone, and authority

## FAILURE

Likely error, affected person, severity, stop condition, and fallback

## PROOF

Pilot evidence, approval, monitoring, incident path, and review date

Do not put protected, confidential, payment, health, or employee data into an unapproved tool.



# Trust controls extend beyond the restaurant's own walls

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

RISK & TRUST | OPERATING TOOL

Vendor & System Risk Review

Tool ID

GRV-114

Category

Risk & Trust

Owner

Owner/Technology Lead

Frequency

Annual and before contract

Purpose:

Evaluates operational dependency, security, privacy, accessibility, integration, support, exit, and evidence before approval.

VENDOR

Vendor/system

\_\_\_\_\_

Service

\_\_\_\_\_

Owner

\_\_\_\_\_

Contract term

\_\_\_\_\_

Renewal date

\_\_\_\_\_

Criticality

\_\_\_\_\_

RISK

Data handled

\_\_\_\_\_

Payment scope

\_\_\_\_\_

Security evidence

\_\_\_\_\_

Privacy terms

\_\_\_\_\_

Availability/support

\_\_\_\_\_

Subprocessors/integration

\_\_\_\_\_

OPERATIONAL CONTROL

Access owner

\_\_\_\_\_

Backup/manual process

\_\_\_\_\_

Incident notice

\_\_\_\_\_

Data return/deletion

\_\_\_\_\_

Exit plan

\_\_\_\_\_

Insurance/legal review

\_\_\_\_\_

DECISION

Approve/condition/reject

\_\_\_\_\_

Required action

\_\_\_\_\_

Owner

\_\_\_\_\_

Due date

\_\_\_\_\_

Evidence

\_\_\_\_\_

Next review

\_\_\_\_\_

MANAGEMENT REVIEW

Reviewed by

\_\_\_\_\_

Review date

\_\_\_\_\_

Decision/action

\_\_\_\_\_

Next review

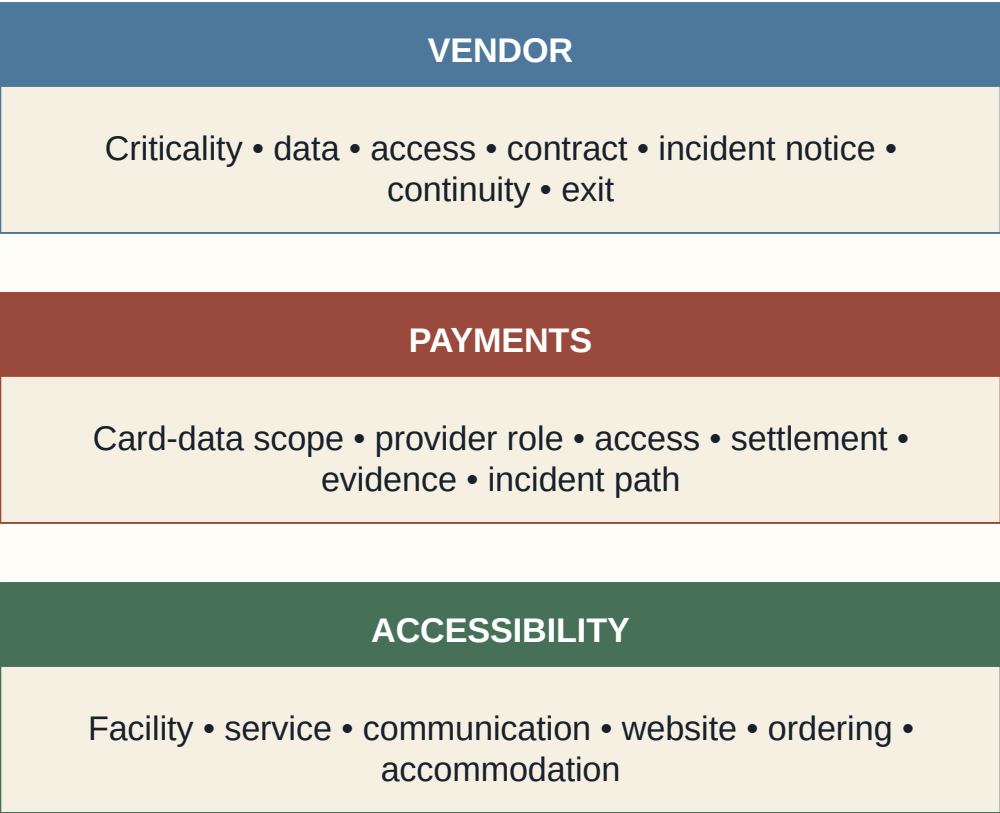
\_\_\_\_\_

Control note:

Use the approved version of GRV-114. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment-card data, or unnecessary sensitive information.

THE GRAVITY SYSTEM

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STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

RISK & TRUST | OPERATING TOOL

Accessibility & Inclusion Review

Tool ID

GRV-115

Category

Risk & Trust

Owner

Owner/GM

Frequency

Annual and at change

Purpose:

Reviews guest, applicant, employee, physical, communication, and digital access requirements and barriers.

SCOPE

Location/digital property

\_\_\_\_\_

Guests/applicants/employees

\_\_\_\_\_

Reviewer

\_\_\_\_\_

Date

\_\_\_\_\_

Prior issue

\_\_\_\_\_

Requirement source

\_\_\_\_\_

REVIEW

Physical access

\_\_\_\_\_

Communication access

\_\_\_\_\_

Website/app/menu

\_\_\_\_\_

Reservation/ordering

\_\_\_\_\_

Hiring/workplace

\_\_\_\_\_

Emergency access

\_\_\_\_\_

BARRIER

Barrier found

\_\_\_\_\_

Impact

\_\_\_\_\_

Immediate accommodation

\_\_\_\_\_

Permanent correction

\_\_\_\_\_

Owner

\_\_\_\_\_

Due date

\_\_\_\_\_

VERIFICATION

Person consulted

\_\_\_\_\_

Test completed

\_\_\_\_\_

Result

\_\_\_\_\_

Evidence

\_\_\_\_\_

Next review

\_\_\_\_\_

Open exception

\_\_\_\_\_

MANAGEMENT REVIEW

Reviewed by

\_\_\_\_\_

Review date

\_\_\_\_\_

Decision/action

\_\_\_\_\_

Next review

\_\_\_\_\_

Control note:

Use the approved version of GRV-115. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment-card data, or unnecessary sensitive information.

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One vendor review may require qualified security, privacy, legal, payment, insurance, and accessibility input.



# A standard is controlled only when evidence can prove it works

## EVIDENCE

- Requirement-linked
- Current and accessible
- Owned and verified
- Strong enough to support the claim

## EXCEPTIONS

- Scoped and time-limited
- Approved by authority
- Compensating controls
- Expiration and closure

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

STANDARDS VERIFICATION | OPERATING TOOL

Evidence & Traceability Log

Tool ID

GRV-117

Owner

System Owner

Category

Standards Verification

Frequency

At review

Purpose:

Links each important conclusion or control result to the exact source, period, version, reviewer, and retained evidence.

CONCLUSION

Evidence ID

Decision/control

System/tool

Period/as of date

Prepared by

Reviewer

SOURCE

Record/report

Exact location

Version

Extraction date

Adjustment

Retention path

TRACE

Requirement ID

Calculation/next

Result

Limitation

Action ID

Verified date

MANAGEMENT REVIEW

Reviewed by

Review date

Decision/action

Next review

Control note:

Use the approved version of GRV-117. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment card data, or unnecessary sensitive information.

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STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

STANDARDS VERIFICATION | OPERATING TOOL

Standard Conformance Audit

Tool ID

GRV-119

Owner

Independent Reviewer

Category

Standards Verification

Frequency

Quarterly

Purpose:

Tests whether the approved requirement is current, understood, executed, evidenced, effective, and corrected when it fails.

AUDIT

Audit ID

Standard requirement

Scope

Auditor

Date

Sample

TEST

Current document

Owner understands

Execution observed

Evidence complete

Outcome effective

Exception controlled

FINDING

Pass/fail/not/adjudg/ critical

Evidence

Root cause

Immediate control

Action owner

Due date

CLOSURE

Correction verified

Re-test result

Document/training change

Closed by

Date

Next audit

MANAGEMENT REVIEW

Reviewed by

Review date

Decision/action

Next review

Control note:

Use the approved version of GRV-119. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment card data, or unnecessary sensitive information.

THE GRAVITY SYSTEM

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STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

STANDARDS VERIFICATION | OPERATING TOOL

Cross-System Control Test

Tool ID

GRV-120

Owner

GM/Systems Lead

Category

Standards Verification

Frequency

Quarterly

Purpose:

Tests a requirement across connected Gravity systems so conflicting definitions, owners, timing, or evidence are found.

CONTROL

Test ID

Requirement

System/families

Owner

Period

Reviewer

CROSS-SYSTEM TEST

Definition consistent

Source consistent

Owner/timing aligned

Transfer complete

Exception linked

Evidence traceable

RESULT

Pass/fail

Conflict found

Risk

Priority

Action ID

Re-test date

MANAGEMENT REVIEW

Reviewed by

Review date

Decision/action

Next review

Control note:

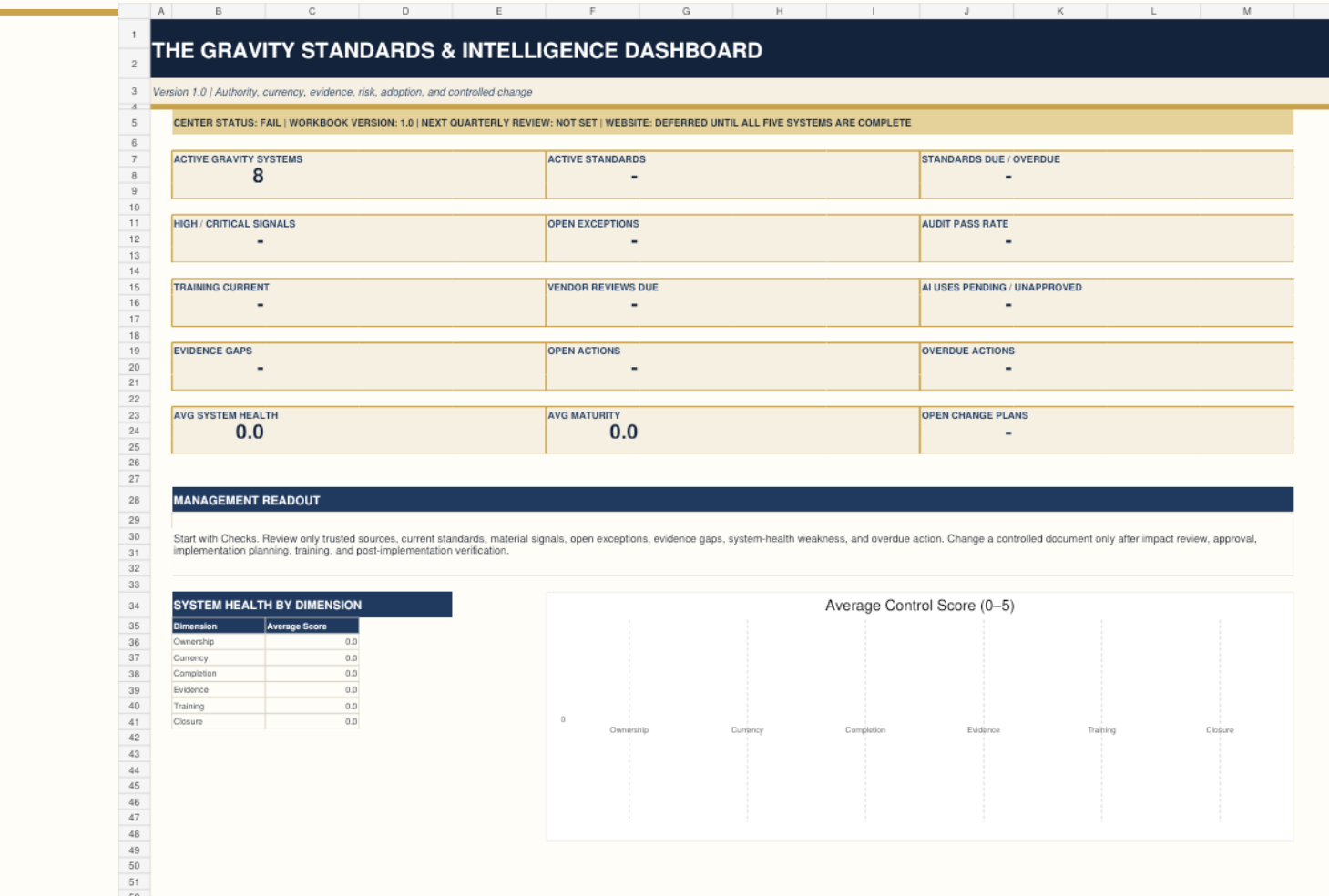
Use the approved version of GRV-120. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment card data, or unnecessary sensitive information.

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# The dashboard shows where control is weakening before the annual review



## CONTROL FEATURES

- 25 coordinated tabs
- 1,139 formulas
- 16 current official source records
- System and document ownership checks
- Standards, signals, risks, vendors, evidence, exceptions, audits, training, actions
- Health and maturity scores
- Review calendar and change plans

**FAIL in the blank state is intentional:  
it identifies missing ownership**



# Score the control evidence—then choose a small 90-day priority set

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

SYSTEM HEALTH | OPERATING TOOL

System Health Scorecard

Tool IDGRV-I21

OwnerOwner/GM

CategorySystem Health

FrequencyMonthly

Purpose: Combines current ownership, document control, completion, evidence, exceptions, actions, training, and outcomes into one health view.

PERIOD

Month

Prepared by

Prior score

Location/group

Review date

Current score

HEALTH DIMENSIONS

Ownership

Tool completion

Training currency

Standards current

Evidence quality

Action closure

RISK

Open critical changes

Open exceptions

Critical vendors due

Overdue standards

Failed audits

AI uses unapproved

DECISION

Strongest system

Priority

Due date

Weakest system

Owner

Expected proof

MANAGEMENT REVIEW

Reviewed by

Decision/action

Review date

Next review

Control note: Use the approved version of GRV-I21. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment-card data, or unnecessary sensitive information.

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Ownership



Currency



Completion



Evidence



Training



Closure



Score only with current evidence. No evidence = no strong score.

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

SYSTEM HEALTH | OPERATING TOOL

Gravity 90-Day Maturity Assessment

Tool IDGRV-I25

OwnerOwner/GM

CategorySystem Health

FrequencyEvery 90 days

Purpose: Rates the installed system on ownership, standardization, execution, evidence, learning, and independence from rescue.

ASSESSMENT

Assessment date

Owner

Current score

Locations

Prior score

Reviewer

MATURITY

Ownership

Execution

Learning

Standardization

Evidence

Independence

PRIORITY

Highest risk gap

60-day action

Owner

30-day action

90-day proof

Resources

DECISION

Maintain/advance/retest

Approval

Evidence

Systems affected

Next assessment

Notes

MANAGEMENT REVIEW

Reviewed by

Decision/action

Review date

Next review

Control note: Use the approved version of GRV-I25. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment-card data, or unnecessary sensitive information.

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# Implement the change with a test, a fallback, and post-change proof

1

## IMPACT

Systems • documents • data • vendors • people • guests

2

## PLAN

Approval • pilot • training • rollout • rollback • evidence

3

## VERIFY

Expected result • guardrails • incident • adoption • closure

Do not close the plan until proof shows the change worked.

STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

DECISION & RENEWAL | OPERATING TOOL

Change Impact Assessment

Tool ID

GRV-127

Owner

Change Owner

Category

Decision & Renewal

Frequency

Per change

Purpose:

Determines which people, systems, documents, data, contracts, training, guests, and controls a proposed change affects.

PROPOSED CHANGE

Change ID

Source

Description

Sponsor

Target date

Urgency

IMPACT

People/roles

Guests/access

Systems/data

Documents/SOPs

Contracts/vendors

Training/communication

RISK/READINESS

Safety/legal review

Security/privacy/PI

Contingency

Dependencies

Fallback

Evidence needed

DECISION

Approve/defer/reject

Owner

Conditions

Due date

Approval

Next gate

MANAGEMENT REVIEW

Reviewed by

Review date

Decision/action

Next review

Control note:

Use the approved version of GRV-127. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment card data, or unnecessary sensitive information.

THE GRAVITY SYSTEM

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STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

DECISION & RENEWAL | OPERATING TOOL

Controlled Change Implementation Plan

Tool ID

GRV-128

Owner

Change Owner

Category

Decision & Renewal

Frequency

Per approved change

Purpose:

Sequences approval, configuration, document release, communication, training, testing, fallback, and launch.

PLAN

Change ID

Owner

Scope

Start

Launch

Approval

SEQUENCE

Configure/build

Document release

Communication

Training

Test/pilot

Cutover

CONTROL

Dependencies

Fallback

Support coverage

Incident route

Evidence

Stop rule

VERIFICATION

Reviewer

Review date

Success measures

Guardrails

Open issue

Close gate

MANAGEMENT REVIEW

Reviewed by

Review date

Decision/action

Next review

Control note:

Use the approved version of GRV-128. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment card data, or unnecessary sensitive information.

THE GRAVITY SYSTEM

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STANDARDS & INTELLIGENCE CENTER | EDITABLE FORMS

DECISION & RENEWAL | OPERATING TOOL

Post-Implementation Verification

Tool ID

GRV-129

Owner

Independent Reviewer

Category

Decision & Renewal

Frequency

After implementation

Purpose:

Confirms that an implemented change works, did not create unacceptable effects, and has complete evidence and ownership.

IMPLEMENTATION

Change ID

Launch date

Locations/users

Owner

Reviewer

Verification date

VERIFICATION

Requirement met

Users trained

Data/integration correct

Control works

Outcome achieved

No critical side effect

DECISION

Accept/adjust/reverse

Issue

Correction owner

Due date

Evidence

Next review

MANAGEMENT REVIEW

Reviewed by

Review date

Decision/action

Next review

Control note:

Use the approved version of GRV-129. State the source, jurisdiction, version, owner, status, and uncertainty. Do not record passwords, payment card data, or unnecessary sensitive information.

THE GRAVITY SYSTEM

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# Install the control discipline before trying to monitor everything

## DAYS 1–30

### CONTROL THE BASE

- Assign Center, system, source, and document owners
- Complete the System Registry and Source Register
- Identify current files and obvious duplicates
- Schedule quarterly and annual review

## DAYS 31–60

### BUILD EVIDENCE

- Register active standards and evidence rules
- Launch change, risk, vendor, exception, and action logs
- Test three critical cross-system handoffs
- Review training currency and critical vendors

## DAYS 61–90

### VERIFY & RENEW

- Complete health and maturity assessments
- Choose no more than three 90-day priorities
- Implement one controlled change end to end
- Approve the 180-day roadmap and review calendar

**Advance only when owners are named, current files are identifiable, decisions are traceable, and managers can show the evidence behind each score.**



**Keep the standard current.  
Keep the evidence visible.  
Keep the change controlled.**

**BEGIN WITH SIX ACTIONS**

- Assign the Center owner
- Confirm every Gravity system owner
- Identify the current controlled files
- Load the trusted source register
- Schedule the first standards review
- Choose one cross-system control to test

