

## CONTENT OPS

# Learning Operations Playbook

A one-page operating model for intake, ownership, review, release, and maintenance.

## THE TEST

A workflow is healthy when the team can see what is waiting, who owns the decision, and what evidence moves it forward.

- Does each request have a named owner?
- Can reviewers see the acceptance criteria?
- Where does work wait the longest?
- Which repeat blockers should change the process?

## OPS SEQUENCE

- 1 Intake**  
Clarify audience, task, source, and owner.
- 2 Prioritize**  
Sort by business value, readiness, and risk.
- 3 Assign**  
Use RACI to name decisions and handoffs.
- 4 Review**  
Set review windows and evidence standards.
- 5 Improve**  
Use blockers and defects to update the playbook.

## CASE SIGNALS

**6 to 2**

Approval weeks reduced

**23%**

Admin burden reduction

**637**

Modules supported

**3**

Time zones supported

## REQUIRED FIELDS

- Audience
- Task
- Owner
- Source
- Release path

## RED FLAGS

- Requests arrive by side channel
- No review window
- No source owner
- No retirement rule

## WHY IT WORKS

It makes the work visible enough to manage before the team burns time chasing invisible decisions.