

Forgive & Forget — Mapping Service Failures

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October Systems

Forgettable Failures

What are some ways that our service might fail that are unlikely to impact the trust and confidence of our service users, unless we ignore them over time?

Forgivable Failures

What are some ways that our service might fail that could erode the trust and confidence of our service users and change how they relate to our service?

Unforgettable, Unforgivable Failures

What are some ways that our service might fail that are could destroy the trust and confidence of our service users and cause us to lose them as users, advocates, and customers?

Mitigations

To mitigate forgettable failures, look at how systems and frontline training can reduce these rough edges.

Mitigations

To mitigate forgivable failures, look at how policy frameworks and human fallbacks can give you ways to 'save' the failure quickly.

Mitigations

To mitigate unforgettable, unforgivable failures, look at how systems, training, and policy come together to prevent these from ever happening.