



What Plain Ops helps with

I find out what is actually happening, identify what is blocking the result, show which decisions are needed, and finish the agreed work.

IT OPERATIONS X-RAY	Something is wrong, but the cause is unclear. Map how the work runs, identify the few constraints creating most of the noise, and leave a sequenced roadmap.
DEFINED OUTCOME	You know the result, but the work is not getting done. Agree on what done means, make decisions explicit, finish the work, and hand it back cleanly.
EXECUTION LEADERSHIP	You know what has to change, but nobody has room to run it. Provide temporary leadership for an agreed period and move the priority changes into stable execution.
FRACTIONAL IT OPERATIONS LEADERSHIP	You are without an operating owner for a while. Hold a defined IT operations remit through a transition, stabilization period, or leadership gap.

How the work protects the team

I critique the system, not the people. Interviews focus on patterns, handoffs, decisions, and evidence. Findings are not attributed to individuals, and the work is not a performance review.

What the buyer receives

- A clear view of how the work and decisions actually move.
- Evidence tied to the finding.
- The few causes creating most of the problem.
- A decision record and ordered next steps.
- Usable artifacts and a clean handoff.



When signed work stayed open for years

Customer implementations remained open while new projects continued to enter. Sales, delivery, support, and product used different definitions of ready and done.

BEFORE	Work entered from several routes. Scope continued after the sale. Stabilization had no shared exit condition.
THE CAUSE	The work crossed functions, but no shared operating rule defined package boundaries, handoff acceptance, or where implementation ended.
AFTER	A cross-functional framework defined package tiers, SOW boundaries, go-live readiness, project requests, and stabilization exit.

How to start

Bring the work that is not moving. No pitch deck is required. Tell me what is not working and what result you need.

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