

OPERATIONS / SERVICE FIELD GUIDE

# Parcel relay / operations guide

A fictional local-training service. All names, commands, thresholds and contacts are synthetic.

parcel-relay-sim

Owner: Training operations team

# OPS

Read the signal.  
Confirm the scope.  
Leave a clear handoff.

Local reference · no live connection

Reference material for a classroom simulation of a queue-backed relay. No infrastructure is connected.

# Know who holds the context.

Service owner: Training operations team

| SUPPLIED TIME WINDOW                    | PRIMARY             | SECONDARY        |
|-----------------------------------------|---------------------|------------------|
| 2026-10-06, 09:00-10:00 UTC (fictional) | Morgan / instructor | Robin / observer |

This is the supplied roster. It is not a live paging schedule.

# Map the failure boundaries.

| ID / DEPENDENCY        | ROLE                                     | IF IT FAILS                                   |
|------------------------|------------------------------------------|-----------------------------------------------|
| queue / Training queue | Holds synthetic parcel events.           | New events wait until the queue is available. |
| ledger / Demo ledger   | Records simulated receipt IDs.           | Receipt confirmation is delayed.              |
| clock / Scenario clock | Supplies repeatable exercise timestamps. | Pause the exercise and confirm the scenario.  |

# Read the measure before the target.

## Simulated delivery latency

Elapsed scenario minutes between enqueue and acknowledged receipt.

Target: 95% within 2 scenario minutes

Window: One 30-minute classroom run

Source: Instructor worksheet, fictional threshold

## Receipt completeness

Acknowledged synthetic events divided by accepted synthetic events.

Target: Not agreed in this example

Window: One classroom run

Source: Training worksheet

# Start with the observed signal.

| ALERT / ID                                       | SEVERITY | SIGNAL                                              | DIAGNOSTIC ID |
|--------------------------------------------------|----------|-----------------------------------------------------|---------------|
| Oldest event above exercise threshold / age-high | warning  | Scenario age exceeds two minutes.                   | queue-depth   |
| Unmatched simulated receipt / receipt-missing    | info     | An accepted ID is absent from the receipt snapshot. | receipt-gap   |

Severity comes from this brief. The page does not monitor or raise alerts.

# Observe before intervening.

## Inspect the queue boundary

queue-depth

### OBSERVE

Read the supplied queue snapshot and oldest-event age.

### INTERPRET

An increasing age can indicate a downstream pause; it does not identify the cause.

### NEXT CHECK

Compare the ledger snapshot before choosing a procedure.

## Check receipt evidence

receipt-gap

### OBSERVE

Compare supplied accepted and acknowledged event IDs.

### INTERPRET

A missing receipt may be a delay or an observation gap.

### NEXT CHECK

Record the specific IDs and hand them to the exercise owner.

## Confirm the scenario clock

clock-check

### OBSERVE

Compare scenario timestamps in the two supplied files.

### INTERPRET

Different clock snapshots make the age comparison unreliable.

### NEXT CHECK

Ask the instructor for matching snapshots.

# Use a deliberate procedure.

Commands are displayed and copied as text. This guide never executes them.

## Read the demo snapshot

inspect

When: The instructor supplied a local scenario file.

Approval: Exercise owner confirms the file.

```
democctl queue inspect --scenario training.json  
# Illustrative text for an imaginary tool
```

### SUCCESS CHECK

The printed scenario ID matches the exercise handout.

## Record a proposed pause

pause

When: Evidence suggests the exercise should stop for review.

Approval: Instructor approval required.

```
democctl scenario propose-pause --id parcel-relay-sim
```

### SUCCESS CHECK

Instructor acknowledges the proposal before any action.

# Know the way back.

## Read the demo snapshot

inspect

Command not supplied. Ask the service owner for an approved procedure.

### VERIFY RECOVERY

Read-only inspection changes no scenario state.

## Record a proposed pause

pause

```
democctl scenario propose-resume --id parcel-relay-sim
```

### VERIFY RECOVERY

Confirm the instructor's recovery criterion before resuming.

# Leave the next person a usable record.

☐ **Confirm the exercise scope**

scope · Owner: Observer

Complete when: Scenario ID and supplied boundaries are written in the handoff.

☐ **Attach the observed evidence**

evidence · Owner: Observer

Complete when: Use the actual supplied snapshot IDs, without inferred values.

☐ **Name the next decision owner**

owner · Owner: Instructor

Complete when: The recipient acknowledges the open question.

- These sample commands describe an imaginary demo tool.
- Current service health is unknown; no monitoring data is loaded.

# Escalate with the missing context.

| TRIGGER                             | CONTACT                     | INCLUDE IN THE HANDOFF                              |
|-------------------------------------|-----------------------------|-----------------------------------------------------|
| The snapshots cannot be reconciled. | Instructor desk (fictional) | Scenario ID, snapshot timestamps and unmatched IDs. |
| A procedure or approval is missing. | Training operations owner   | The missing field and the decision waiting on it.   |

SOURCE INDEX

worksheet

Scenario worksheet · link not supplied

Original fictional scenario for demonstrating the runbook workflow.