

Reliable Automation Operations Runbook

Triage, recovery, replay controls and completion evidence

SYNTHETIC DEMO - NOT A CLIENT OR PRODUCTION CLAIM

Operating invariants

- One durable job ID, one business key and append-only state history.
- Idempotency key and persisted attempt record before an external side effect.
- Expiring leases plus fencing tokens block stale completion.
- Human-gated actions require an attributable approval event.

Triage sequence

- Determine whether impact is isolated, tenant-wide, dependency-wide or global.
- Freeze dangerous consumers without deleting queue items.
- Compare queue depth, oldest age, lease age, failure class and dependency health.
- Choose retry, replay, compensate, quarantine or rollback.
- Record operator, evidence, exact identifiers and rationale.

Decision matrix

Validation	Quarantine; unchanged input will fail again.
Rate limit	Scheduled retry; honor server delay and budget.
Timeout after send	Reconcile, then retry idempotently because outcome is unknown.
Authentication	Stop the dependency; repetition can amplify lockout.
Invariant failure	Stop the consumer to protect state.

Bulk replay gate

Require a dry-run count, exact filter, inspected sample, maximum batch, rate cap, compensation or rollback plan and explicit human confirmation. Replays keep the business key but receive a new attempt ID.

Completion evidence

Close only after queue age returns to target, failure rates remain stable for two observation windows, reconciled totals match, visible status is correct and a preventive action has an owner.

Scope note: factual claims follow the public claim register at docs.mk1.rocks/claims.json.