

UAT-to-Production Investigation Canvas

Capture one failure. Compare the environments. Find the first real difference.

1 Impact and containment

- ☐ Customers or critical work affected
- ☐ Money, data or compliance at risk
- ☐ Rollback, pause or workaround considered

SAFE ACTION NOW

2 One failing example

TRANSACTION / RECORD ID

DATE AND EXACT TIME

USER / ROLE / REGION

CHANNEL

EXPECTED VS ACTUAL BEHAVIOUR

3 Compare UAT and production

AREA	UAT	PRODUCTION	DELTA?
Data and mappings			☐
Integrations			☐
Configuration / flags			☐
Roles / permissions			☐
Timing / volume			☐
Release / dependencies			☐

4 Trace and classify

TRANSACTION PATH

FIRST POINT OF DIVERGENCE

UPSTREAM / DOWNSTREAM IMPACT

CLASSIFICATION - SELECT ALL THAT APPLY

- ☐ Code defect
- ☐ Requirement gap
- ☐ Test coverage gap
- ☐ Configuration
- ☐ Data issue
- ☐ Deployment issue

5 Resolve and prevent

BUSINESS DECISION AND OWNER

IMMEDIATE FIX

REQUIREMENT / RULE UPDATE

REGRESSION SCENARIO ADDED

MONITORING / ALERTING

CLOSURE CHECK

- ☐ Related features checked
- ☐ Decision recorded
- ☐ UAT data updated
- ☐ Owner confirmed

UAT answered the question you asked. Production exposed the question you forgot to ask.