

THE SYSTEM BREAKDOWN MAP™

Why everything looks fine—but keeps breaking.

Bob Roark Enterprise IT Stabilizer • Grove Method™ • bobroark.com

Everything looks fine.
It isn't.
 The dashboard is green. Escalations keep coming.
Everyone is right. The system still fails.
 ▶ **Because no one owns the outcome across the system.**

WHAT'S ACTUALLY HAPPENING

Every group is doing its job. No group is wrong. But every group is optimizing **something different**.

GROUP	OPTIMIZING FOR	SIGNAL WHEN DISCONNECTED
Leadership	▲ Direction & strategy	<i>Decisions stall. Outcomes drift.</i>
Finance	▲ Cost & constraint	<i>IT looks expensive. Value is invisible.</i>
IT	▲ Delivery & stability	<i>Buried. Misunderstood. Blamed.</i>
Business Teams	▲ Speed & outcomes	<i>IT is too slow. Projects stall.</i>
Vendors	▲ Scope & contract compliance	<i>Contract met. Outcome missed.</i>
Customers / Staff	▲ Experience, clarity, reliability	<i>Nothing feels reliable. Trust erodes.</i>

▶ **Everyone is optimizing something different.** No one is optimizing the outcome.

THE BREAKDOWN PATTERN

WHAT EACH GROUP WANTS	WHEN THESE ARE NOT CONNECTED
Leadership: Outcomes	→ <i>Work continues</i>
Finance: Cost control	→ <i>Activity increases</i>
IT: Stability	→ <i>Problems repeat</i>

WHAT EACH GROUP WANTS	WHEN THESE ARE NOT CONNECTED
Business teams: Speed	→ <i>Trust drops</i>
Vendors: Scope clarity	→ <i>Escalations rise</i>
Customers / staff: It to just work	→ <i>Decisions stall</i>

▶ **The system looks active—but it is not aligned.**

WHERE IT ACTUALLY BREAKS

These are not IT problems. They are not business problems. They are **between-team problems**.

EXECUTION BREAKS	SYSTEM BREAKS
<ul style="list-style-type: none"> ✗ Handoff gaps <i>Work enters a team and disappears into process.</i> ✗ Shared ownership <i>Everyone is responsible. No one is accountable.</i> ✗ Unclear outcomes <i>No one can name what success looks like.</i> 	<ul style="list-style-type: none"> ✗ Vendor scope vs. outcome <i>Contract language and delivery reality are different documents.</i> ✗ Finance pressure vs. service <i>Cut the cost. No one models what the cut removes.</i> ✗ Leadership decisions vs. execution <i>Direction is set. No one owns the path from here to there.</i> ✗ AI pressure vs. workflow clarity <i>Automate what exactly? The process isn't defined.</i>

▶ **Breaks happen between teams—not inside the dashboard.**

▶ Recognized your organization? **Schedule a call:** bobroark.com/call

THE GROVE LENS™

Most leaders fix the **visible problem**. The real problem is usually upstream from it.

WHAT LEADERS FIX <i>(The visible problem)</i>	WHAT ACTUALLY NEEDS FIXING <i>(The real problem)</i>
<ul style="list-style-type: none"> ✗ Tool ✗ Process ✗ Staffing ✗ Vendor ✗ Metric 	<ul style="list-style-type: none"> → Ownership → Alignment → Authority → Expectation mismatch → Decision flow

▶ **No one owns the outcome across the system.**

THE SHIFT

This is not a technology problem. It is not a staffing problem. It is an alignment problem. Here is what the shift looks like.

✗ FROM (what the system is doing now)	→ TO (what alignment looks like)
<i>Local optimization</i>	→ System ownership
<i>Shared ownership</i>	→ Clear accountability
<i>Reactive decisions</i>	→ Controlled decision flow
<i>Green dashboards</i>	→ Real experience validation
<i>Contract compliance</i>	→ Outcome accountability
<i>Cost arguments</i>	→ Cost-to-value clarity
<i>AI as a shortcut</i>	→ AI tied to workflow and decision ownership

NEXT STEP — If you recognized your organization in this map, **Asset 1 shows you how to fix it in 30 minutes.**
The Alignment Reset™ War-Room Workflow — Free in Bob's LinkedIn Featured section • bobroark.com

If it breaks under pressure, it is not fixed.
It is just temporarily quiet.
If this looks familiar, you do not need more reporting.
More reporting won't fix this. Alignment will.

*If this is happening in your organization— **we should talk.***

▶ **Schedule a call: bobroark.com/contact**

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