

ONE REQUEST. FOUR QUESTIONS.

One Request. Four Questions.

Before you respond to the request, see the whole situation.

A request rarely affects only the work being requested. Before deciding what to do, look at it through all four areas of the complete MSP program manager role.

THE REQUEST

What was requested?

Who requested it?

What do they say they need - and by when?

ONE REQUEST



FOUR QUESTIONS

01 BUSINESS

What business outcome or priority is behind the request?

What is the value, cost, or consequence of acting - or not acting?

Does this change scope, economics, risk, or another commitment?

What matters beyond completing the task?

02 INTERNAL

Who or what will be affected internally?

What resources, teams, approvals, or dependencies are involved?

What existing priority or commitment could this affect?

Who needs to know or be involved?

03 CUSTOMER

What does the customer actually expect to happen?

What expectation needs to be confirmed or clarified?

How could our response increase or reduce confidence?

What does success look like from their perspective?

04 DEVELOPMENT

What capability does this situation require me to use?

Where am I confident - and where might I need help?

Is there something here I should observe, practice, or learn?

What could this situation help me become better at?

NOW RESPOND TO THE WHOLE REQUEST

What should I do?

Who needs to be involved?

What expectation needs to be set or confirmed?

What is my next action?

The request didn't change. What you can see around it did.