

Evidence Locker / Stakeholder continuity

Champion Continuity Map

Keep important customer workflows and relationships from depending on one person.

When to use it

Use when a champion changes roles, leaves, or becomes unavailable, or as a proactive account-planning exercise.

Work the questions in order

1. Start with the work the customer needs to continue, not just contact names.
2. Identify who owns, performs, and benefits from each workflow. Ask the customer to validate the map.
3. Agree on knowledge-transfer and enablement actions, then check whether the successor can use the workflow.

Fictional worked example

A replacement operations lead needs to use an existing weekly capacity report. The technical partner runs a working session; the customer lead then walks through the report independently. Review with the sponsor after that handoff.

A note on judgment

More contacts do not automatically mean stronger coverage. Confirm that each relationship has a relevant purpose and respect the customer's preferred coordination.

Open the related case

[The Ghost Champion](#)

Newly created educational template, not a former-employer document or a validated scoring model. Adapt it to your context. Keep confidential information out of shared copies.

Your working notes

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Context or anonymized account: _____

Date: _____ Review date: _____

01 Customer outcome

What useful result needs to continue?

02 Critical workflow

What dashboard, report, process, or decision supports that result?

03 Current coverage

Who operates it, who benefits, and who can approve changes? Use role names in shared copies.

04 Continuity gap

What knowledge or access would disappear if the primary contact left?

From clues to action

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05 Successor enablement

What does the next owner need to learn, see, or practice?

06 Action and owner

Who will do what, and by when? Include your technical partner where appropriate.

07 Evidence and review

How will the customer demonstrate that the workflow can continue? When will you check?

Before you close the file

Check what is known, what is assumed, and what still needs confirmation. Agree on the next action and the review point. A completed worksheet is not a solved case.