WICKED GROWTH CLUB

AI Outage Plan Template

Wicked Growth Club · free template

One row for each place your team relies on an AI tool. Fill in how long the work can wait, how a person does it without AI, who decides to switch and how you will find out. Keep this page somewhere people can open without the AI tool.

Team:

Plan owner:

Last reviewed:

AI step	Tool it depends on	Wait limit	Manual path (3 to 5 steps)	Who decides (backup)	How we'll know	Last tested
Example: drafting customer replies	Help desk AI feature	2 hours	Use saved reply templates; senior agents take billing and refund tickets	Support lead (ops manager)	Draft errors; agents report it	[date]

The four lines under your table

- **Where the plan lives:** somewhere people can open without the AI tool, like a shared drive or a printed copy.

- **Status pages:** links to each provider's status page, in one place.

- **What we tell customers:** one sentence, approved in advance, in case they notice.

- **What we do after:** check work done during the outage, then note what to change in this plan.

A 60 minute outage drill

1. Pick one AI step from the table with a short wait limit.
2. On a quiet morning, tell the team: "For the next hour, pretend [tool] is down."
3. The person who decides sends the real message, and the team follows the manual path.
4. Afterward: what was missing from the manual path? Did people find the plan? How long did the switch take?
5. Fix the plan, and write today's date in the "Last tested" column.