



FIT-ACER: Pythian Human Reliability Checklist

F	Focus (SLOW DOWN! Are you ready?)	A	Assess the command (SPEND TIME HERE!)
I	Identify server/DB name, time, authorization	C	Check the server / database name again
T	Type the command (do not hit enter yet)	E	Execute the command
		R	Review and document the results

F – Focus

1. SLOW DOWN!
2. Are you ready and in the right frame of mind to do the work? If not, escalate.
3. Limit any distractions including avoiding holding paging devices, taking calls, etc.
4. Avoid having multiple windows open if possible.

I – Identify server / database name, and time

1. Check or select the server name to ensure that you are where you're supposed to be. Do this every time your attention is diverted.
2. Am I authorized to do the work on this server? Do I have the necessary approvals?
3. Establish a visual cue to represent the server or database on your workstation:
 - Use different background colours or screens for the different windows
 - Change the prompt
 - Use clearly titled windows
4. Check that the time and timezone for the task is correct, with special care for daylight savings time cases using tools to help.

T – Type the command (do not hit enter yet)

1. Type the command in preparation to do the work, but do not hit enter yet. It's the point when you are about to perform the work but not quite yet.

A – Assess command/script/action for issues

1. Double-check the command/script/action for any issues. If in doubt, consult with a peer.
2. Think about all the things that could go wrong and make sure they are accounted for.
3. Better to be safe than sorry - If it's not safe, then stop, document it, and escalate.

C – Check the server / database name again

1. Check or select the server name again before executing a command that can have a possibility of causing harm, and review it to ensure you are where you're supposed to be.
2. Do this every time your attention is diverted.

E – Execute command/script/action

1. Execute the command/script/action as planned.
2. Ensure that it's doing what it's supposed to, and that there are no unintended side effects.
3. Note any anomalies and follow up or escalate as necessary.

R – Review the results

1. Review the result from the command /script /action to ensure it was consistent with expectations.
2. Note the outcome and follow up as necessary.
3. Document the results, including that the FIT-ACER checklist was applied.