THE OWNER'S CLINIC FOLLOW-UP · NOVEMBER 2026

Analog plan B: *a dead-simple human process for when systems go down.*

AI and automation can make the front office faster. They also mean more of the week's work sits behind a screen, a login, or a connection. Outages still happen: the internet drops, a cloud tool is down, the power goes out, or a laptop will not start. Plan as if those days will come, not as if they will not. Every automated system needs a paper-and-people twin that keeps work moving.

> **The rule.** If you cannot do the job with a printed page, a phone, a pen, and a named person, you do not have a plan B. You have a hope.

One page per workflow

For each process you have automated (orders, invoices, scheduling, dispatch, intake, or a flow that moves a file from one place to another), print a one-page fallback and keep it where the work happens, not only in a folder on a computer.

Put on that page:

1. **The job, in one sentence.** What has to get done even if the system is down.
2. **Who decides, and who does it.** A named person, plus a backup name. "Somebody" is not a name.
3. **The paper form to use.** A blank order form, invoice, intake sheet, or log. Keep a small stack.
4. **How money is handled.** If you take payment, write the cash and paper-receipt steps, including where the receipt book lives and who counts the drawer at close.
5. **How you catch up later.** Where the paper goes, and who re-enters it when the system is back, so you do not double-book, double-bill, or lose a payment.

What to keep offline, and current

Print, and date, the lists you cannot work without:

- A contact and phone tree: staff, key customers or vendors, your IT person, your bank, and the power or internet provider. Include a number that still works if email is down.
- Price lists, rate sheets, or fee schedules.
- Today's or this week's schedule, and a simple customer or account list you actually need (not every record you have ever kept).
- Any license, insurance, or account numbers you would need to reach a vendor. Do not leave these on an unlocked desk. Client payment details (account numbers, card numbers, and similar) stay out of AI tools, and they stay off loose printouts too. If a number must be on paper, lock it up.

Set a refresh schedule and write the next date on the packet. A monthly review is enough for most shops. A weekly one is better for prices and schedules that change often. When you update the file on the computer, print the new copy and shred or mark the old one so nobody works from yesterday's prices.

Cash, paper receipts, and manual forms

Keep a small kit in a known place: blank order and invoice forms, a receipt book, pens, a calculator, and a folder or tray labeled "Entered" and "Not entered." During an outage, write every sale, order, or promise on paper, give the customer a paper receipt, and drop your copy in "Not entered." When systems return, one named person re-enters those items, checks totals against the paper, and moves each sheet to "Entered." Do not skip the check. That is how a handwritten ticket becomes a duplicate invoice, or a payment that never posts.

Test it: a quarterly outage drill

A plan you have never tried is a draft. Once a quarter, pick a short window (even 20 minutes), and run one real workflow as if the internet or the usual software is down. Use only the printed page, the phone tree, and the paper forms. Then ask:

- Did anyone not know where the packet was?
- Was a name, a price, or a phone number missing or stale?
- Could you still take an order, write a receipt, or reach the people who needed to know?
- After the drill, could you re-enter the work without guessing?

Write down what broke, fix the page, and set the next drill date on the packet.

Physical security for the backups

Paper and drives are still property.

- Lock the closet, cabinet, or drawer where the analog kit and any backup drives live. Limit who has the key.
- Label every binder, drive, and folder: what it is, the date, and whose name is on the refresh.
- Keep one current copy offsite (a home office, a safe deposit box, or a trusted partner's locked cabinet), so a fire or a break-in does not take the only packet.
- Do not leave customer lists or price lists on the counter overnight.
- If you also keep a file copy on a drive, encrypt it if you can, and treat that drive like the paper: locked, labeled, and dated.

A five-minute setup list

- List every automated workflow that would stop the week if it failed.
- Write and print a one-page fallback for each, with a named person and a backup.
- Print and date the phone tree, price list, schedule, and the customer list you actually need.
- Stock manual forms, a receipt book, and the "Not entered" tray.
- Lock the kit, label it, and put one copy offsite.
- Put the first outage drill on the calendar, and the next refresh date on the packet.

Note. This is practical guidance for a shop or office, not legal, insurance, or cybersecurity advice. If you handle regulated records (health, student, or financial), ask your counsel or compliance person which lists may be printed and where they may be stored. Companion pieces: "Power Automate, SharePoint, and Copilot: who does the work, and who can see what," and "Enumerated powers: how to write an AI constitution."

Prairie Liberty Forge AI · Monday, November 16, 2026 (America/Chicago).