

DecisionOS

Overview

Decisions

People

Analytics

Compass

Org Health

jump to decision...

30d90d12mo

New decision

DECISION VELOCITY

11.4

median days to decide

12 wk-2.1 d

OPEN DECISIONS

47

across 6 teams

12 wk+9

STALLED / UNOWNED

ABOVE THRESHOLD

9

3 with no Accountable

12 wk+4

REVERSAL RATE · 90D

DOUBLED

12.5%

6 of 48 closed

12 wk+6.4 pt

COMPASS

3 decisions have waited on the same consultee for 9+ days.

See who

Needs attention

9 stalled · 3 unowned

Open in queue →

DECISION	ACCOUNTABLE	DAYS STALLED	CONSULTED
Migrate billing to usage-based tiers DEC-2118 · Growth	NO ACCOUNTABLE	23	5
Hire Head of Data Platform DEC-2094 · Platform	Priya Raghavan	18	3
Sunset the Legacy API (v1) DEC-2077 · Infra	NO ACCOUNTABLE	16	9
EU data residency: build or partner DEC-2131 · Infra	Marcus Hale	14	7
Q3 pricing floor for enterprise DEC-2069 · GTM	Priya Raghavan	12	2
Consolidate design tooling DEC-2145 · Platform	NO ACCOUNTABLE	11	1
Open Berlin engineering hub DEC-2102 · Ops	Dana Osei	9	6

Ownership concentration

Accountable for

Priya Raghavan

OVER-CONCENTRATED

14

Marcus Hale

9

Dana Osei

7

Ilya Petrov

5

Sarah Lin

4

Everyone else (11)

8

One person is Accountable for 30% of open decisions. Concentration above 25% correlates with a 2.1× stall rate here.

Consultation breadth

274 decisions

14%

38%

34%

14%

01-23-56+

38 decisions closed with nobody Consulted. Those account for 4 of the last 6 reversals.

NV

Northvale

274 decisions

DecisionOS

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Priya Raghavan

Q jump to decision...

30d

90d

12mo

Rebalance load

PR

Priya Raghavan

VP Product · Platform · joined 2024-03-11

Nudge on 3 blockers

Export RACI trail

A

ACCOUNTABLE

14

5 stalled

R

RESPONSIBLE

6

2 due this week

C

CONSULTED

31

4 awaiting reply

I

INFORMED

58

notify only

Decision load

grouped by RACI role

DECISION	STATUS	AGE	NEXT ACTION
A ACCOUNTABLE 14 · pinned first			
Hire Head of Data Platform DEC-2094	• STALLED	18d	Close the loop with Finance
Q3 pricing floor for enterprise DEC-2069	• OPEN	12d	Await legal review
Deprecate the self-serve trial DEC-1988	• DECIDED	41d	Monitor churn cohort
Move to quarterly planning DEC-1954	• REVERSED	96d	Post-mortem entry due
Rebuild the onboarding checklist DEC-2110	• OPEN	6d	Draft options
R RESPONSIBLE 6			
EU data residency: build or partner DEC-2131	• OPEN	14d	Finish vendor comparison
SOC 2 Type II scope DEC-2140	• OPEN	4d	Collect evidence
C CONSULTED 31 · 4 awaiting her reply			
Migrate billing to usage-based tiers DEC-2118	• STALLED	23d	Her input requested · 11d
Sunset the Legacy API (v1) DEC-2077	• STALLED	16d	Her input requested · 9d

Her numbers vs the org

HER MEDIAN

14.2

d

+2.8 VS ORG

ORG MEDIAN

11.4

d

n = 274

Reversal rate

7.1%

BELOW ORG

OPEN VS CLOSED · 12 WK

- open

- closed

Waiting on this person

4

Migrate billing to usage-based tiers

DEC-2118 · consulted

11d

Sunset the Legacy API (v1)

DEC-2077 · consulted

9d

Consolidate design tooling

DEC-2145 · consulted

9d

Vendor for edge caching

DEC-2151 · consulted

2d

NV Northvale

274 decisions

⬆

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Decisions / DEC-1988

Append note

Record outcome

Open follow-on decision

DEC-1988

DECIDED

opened 2026-02-03 · decided 2026-03-02 · 27 d

Deprecate the self-serve trial

Context

WHY NOW

Trial-to-paid conversion has sat at 4.1% for three quarters while support load from trial accounts grew 38% year on year. Two competitors moved to usage-capped free tiers in Q4 and our win rate against them dropped 9 points in mid-market. The trial is also the single largest source of unqualified pipeline, which is distorting the GTM forecast that Q3 headcount depends on.

Options considered

3 · rejected options are retained permanently

OPT-1

Keep the 14-day trial, add a card gate

NOT CHOSEN

Raises activation friction exactly where the funnel is already thinnest - modelled at ~22% top-of-funnel for +1.4 pt conversion.

OPT-2

Replace the trial with a usage-capped free tier

CHOSEN

Keeps the product open, moves the paywall to delivered value, and is reversible in a single release if conversion does not move by day 60.

OPT-3

Sales-assisted pilots only

NOT CHOSEN

Sales capacity caps us at roughly 40 pilots a quarter against a plan that needs 400. Revisit if we double AE headcount.

Rationale

v2 · appended 2026-02-19 by Priya Raghavan

We are choosing the usage-capped free tier because it separates the two problems the trial was conflating: qualifying demand and demonstrating value. A cap lets us keep every self-serve signup while making the paywall land at the moment the product has already worked for them.

We accept a likely short-term drop in reported pipeline volume. The decision is reversible: if trial-to-paid does not clear 5.5% by day 60, we restore the trial and record the reversal here rather than opening a new decision.

Downstream trail

2 follow-on decisions · 1 outcome

DEC-2069

Q3 pricing floor for enterprise

OPEN

caused by · 12 d later

DEC-2110

Rebuild the onboarding checklist

OPEN

caused by · 38 d later

OUTCOME

Trial-to-paid 4.1% → 6.8% at day 60

recorded 2026-06-12 · Dana Osei

ACCOUNTABLE · EXACTLY ONE

PR

Priya Raghavan

VP Product · Platform

Reassign

Reassignment is a permissions-level act and appends to the trail.

RACI

11 people

ACCOUNTABLE

locked to 1

Priya Raghavan

RESPONSIBLE

+ Add

Tom Becker · Sarah Lin

CONSULTED

+ Add

Marcus Hale · Dana Osei · Ilya Petrov · Ana Ferreira

INFORMED

+ Add

GTM team (4) · Support (2)

History

APPEND-ONLY

Entries are never edited or removed. 6 entries.

2026-06-12 08:30

Outcome recorded - trial-to-paid 6.8%

Dana Osei

2026-03-02 10:05

Status Draft → Decided

Priya Raghavan · Accountable

2026-02-19 11:47

Rationale appended (v2)

Priya Raghavan · “Added support-load data; v1 kept below.”

2026-02-11 16:02

Marcus Hale added as Consulted

Priya Raghavan

2026-02-06 09:22

Option OPT-3 added, then rejected

Tom Becker · Responsible

2026-02-03 09:14

Decision opened · status Draft

Priya Raghavan

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Northvale

274 decisions

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Q jump to decision...

30d90d12mo

+ New decision

STATUS

☒ Open47

☒ Stalled9

☐ Blocked4

☐ Decided212

☐ Reversed14

MY ROLE IN IT

A

R

C

I

TEAM

☐ Platform

☐ Growth

☐ Infra

☐ GTM

AGE

0-7 d

8-14 d

15 d +

Assigned to meWaiting on meAll

10 decisions · 3 aged past 5 d

Sort · waiting longest

ID	DECISION	ACCOUNTABLE	STATUS	AGE	WAITING ON	CONS.	ESCALATES	
☒	DEC-2118	Migrate billing to usage-based tiers	NO ACCOUNTABLE	• STALLED	23d	You · 11d	5	08-06
☒	DEC-2077	Sunset the Legacy API (v1)	NO ACCOUNTABLE	• STALLED	16d	You · 9d	9	08-05
☒	DEC-2145	Consolidate design tooling	NO ACCOUNTABLE	• STALLED	11d	You · 9d	1	08-05
☐	DEC-2151	Vendor for edge caching	Marcus Hale	• OPEN	5d	You · 2d	4	08-12
☐	DEC-2149	Bug bounty program scope	Ilya Petrov	• OPEN	6d	You · 3d	6	08-11
☐	DEC-2140	SOC 2 Type II scope	Sarah Lin	• OPEN	4d	You · 1d	3	08-14
☐	DEC-2136	Renew observability contract	Tom Becker	• OPEN	8d	You · 4d	2	08-09
☐	DEC-2133	Hiring loop for staff engineers	Dana Osei	• OPEN	9d	You · 3d	7	08-10
☐	DEC-2128	Pause the India pilot	Marcus Hale	• BLOCKED	12d	You · 4d	5	08-08
☐	DEC-2124	Move status page vendor	Ilya Petrov	• OPEN	13d	You · 2d	2	08-13

3 selected

Reassign AccountableCONFIRM

Nudge consultees

Escalate

Every bulk action appends to each decision's trail.

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READS YOUR RECORD • WRITES NOTHING

indexed 2 min ago

New thread

GROUNDING IN YOUR ORG RIGHT NOW

Why did our reversal rate double after March?

Which decisions are stalled on a single person?

Is Priya over-concentrated as Accountable?

What did we decide about the Legacy API, and what followed?

Which decisions closed with nobody Consulted?

274 decisions • 2024-03 → today

38 with no Consulted parties

YOU • 09:41

Why did our reversal rate double after March?

COMPASS

read 274 decisions • 09:41

Your reversal rate went from 6.1% to 12.5% between March and July. Four of the six reversals in that window trace to decisions that closed with no Consulted parties recorded -

DEC-1954 ↗

DEC-2012 ↗

DEC-2038 ↗

. In each of those, the reversal was raised by a team that had been marked Informed after the fact rather than Consulted before.

The pattern is not speed. Median decide time on those six was 6.2 days - faster than your org median of 11.4. You are not deciding too slowly; you are deciding narrowly.

3 citations • every claim links to a record

Open all 6 reversals

YOU • 09:43

How did that compare to the same period last year?

COMPASS

INSUFFICIENT RECORD

I can only see 12 decisions from that period - not enough to answer this reliably.

WHAT IS MISSING

01

Decisions before 2025-09 were kept in a wiki and never imported - an estimated 140+ records.

02

6 of the 12 I can see have no Consulted parties recorded, so the comparison would rest on the same gap it is meant to explain.

03

No reversal reasons were captured at all before 2026-03.

Import the wiki archive

Ask about 2026 only

Ask Compass about your org...

274 decisions in scope

Ask

