TALENT ENGINEERING ACADEMY

Monitoring, Incident Handling and Continuous Improvement

PRACTICE WORKBOOK

Detect meaningful failures, contain incidents and improve recruitment systems using evidence.

PATHWAY	Recruitment AI, Data and Systems
LEVEL	Advanced
EDITION	2026.09
UPDATED	2026-09-24

Free learning. Practical work. Better recruitment.

An education initiative by Vitae.

WORKBOOK GUIDE

Build something useful as you learn.

This workbook turns the course into a practical piece of work you can review, refine and adapt. Print it, annotate it digitally, or use the prompts in your preferred notes tool.

YOUR COURSE DELIVERABLE

An operational dashboard, incident runbook and improvement backlog.

How to use this workbook

01 Work through the course lessons in order, then complete the matching workbook prompts.

02 Use fictional or properly authorised information. Do not add candidate or client confidential data.

03 Compare your decisions with the self-review guidance. Revise assumptions, gaps and unclear ownership.

04 Keep the finished workbook as evidence of your learning and as a starting point for real work.

BEFORE YOU START

Talent Engineering Fundamentals, or equivalent recruitment experience.

Course page: https://talentengineering.org/courses/monitoring-improvement

PART 1

Plan your course deliverable.

Use these planning pages to define what you are producing before you work through the lesson exercises. Return to them as your thinking develops.

WORKSHEET 01

Service signals and alert thresholds

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

WORKSHEET 02

Severity and affected people

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

WORKSHEET 03

Containment and communication owner

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

WORKSHEET 04

Evidence preservation and investigation

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

WORKSHEET 05

Recovery and validation

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

WORKSHEET 06

Root cause, actions and effectiveness review

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

PART 2

Apply each lesson.

Each exercise is designed to turn the lesson into evidence of practice. Complete the task, then use the guidance to challenge your first answer.

LESSON 01 / 04

Monitor the service and its safeguards

YOUR PRACTICE TASK

Choose six monitoring signals for an interview-pack workflow and assign actions.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

A workflow reports 99% technical success but reviewers correct many role locations. The dashboard adds a material correction measure and a source-field check rather than celebrating successful requests alone.

SELF-REVIEW GUIDANCE

Include one quality signal, one backlog signal and one handling control. Explain the denominator and threshold. Remove alerts that have no clear owner or response.

LESSON 02 / 04

Contain incidents before optimising diagnosis

YOUR PRACTICE TASK

Write the first thirty minutes of an incident response for a misdirected pack.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

A pack contains another candidate’s contact details. The owner pauses further sends, identifies recipients and affected records, involves the privacy lead and follows the incident process before resuming.

SELF-REVIEW GUIDANCE

Name containment, investigation and communication owners. Keep factual timestamps and avoid speculative assurances. Include how essential candidate coordination continues safely during the pause.

LESSON 03 / 04

Recover with validation and clear communication

YOUR PRACTICE TASK

Create a recovery checklist and a concise internal status update using fictional facts.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

After fixing an attachment mapping bug, the team tests similar names, multiple applications and retries. It reconciles queued work before resuming a limited batch with increased review.

SELF-REVIEW GUIDANCE

Separate verified facts from investigation questions. Include validation evidence, queue reconciliation and a resumption decision. A service restart without these checks is incomplete recovery.

LESSON 04 / 04

Learn without stopping at human error

YOUR PRACTICE TASK

Write a short incident review with two contributing factors and three corrective actions.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

A reviewer approved a wrong attachment because the interface displayed only a filename shared by many records. The action adds identity context and binding checks rather than only telling reviewers to pay more attention.

SELF-REVIEW GUIDANCE

For each action, state the mechanism it changes and the evidence that will show improvement. Include one system design change and a follow-up review date. Avoid blame as a substitute for analysis.

FINAL REVIEW

Strengthen the work before you use it.

Review the completed workbook as one connected piece of work. The strongest deliverables are internally consistent, explicit about limitations and clear about who decides what happens next.

- [ ] The work distinguishes facts, evidence, assumptions and open questions.
- [ ] Decisions have named owners, dates and review points.
- [ ] Measures connect to the outcome rather than activity alone.
- [ ] Risks, accessibility needs, privacy considerations and limitations are visible.
- [ ] The next action is specific enough for another person to follow.
- [ ] The finished deliverable can be explained in plain language.

FINAL CHANGES AND NEXT ACTIONS

FURTHER READING

Continue with trusted sources.

These sources support further study. A reference does not imply endorsement. Check the current official rules and obtain appropriate professional advice for real legal, financial or regulated decisions.

GOV.UK: Responsible AI in recruitment

UK guidance on procuring and deploying recruitment AI.

https://www.gov.uk/government/publications/responsible-ai-in-recruitment-guide/responsible-ai-in-recruitment

NIST: AI Risk Management Framework

Voluntary framework for organising AI risks and controls.

https://www.nist.gov/itl/ai-risk-management-framework

ABOUT THIS WORKBOOK

Original educational scenarios. Practical work is self-directed and is not independently assessed. Adapt any method to your context with appropriate review.

Talent Engineering Academy is an education initiative by Vitae.