

# Diagnostic Intake Form

Tell us what is failing, what decision depends on it, and what material you can share.

Reachability Labs · Short answers are fine · incomplete information is still useful

Use plain language. You do not need to translate your problem into our vocabulary. If you only know the failure pattern and the decision that depends on it, start there.

## 1. Contact and decision

<b>Name</b>	_____	<b>Organization</b>	_____
<b>Email</b>	_____	<b>Role</b>	_____
<b>Preferred timeline</b>	_____	<b>Best follow-up path</b>	_____

What decision depends on this diagnostic? Examples: whether to keep investing in a method, where to focus engineering time, whether to redesign a workflow, or whether a launch is at risk.

## 2. Your system

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Describe the system, workflow, planner, pipeline, solver, model, or operating process you want us to examine. Include only what matters for the failure you want explained.

### 3. What is failing?

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Describe the failure pattern as directly as you can. Examples: works on small cases and breaks later; local choices look fine but the run still collapses; solutions appear to exist but the process cannot reliably reach them; current metrics show failure but not its cause.

### 4. What counts as success, and what counts as failure?

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Success means:

Failure means:

### 5. What do you want answered?

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Examples: Is the task actually infeasible under current constraints? Where does the process start losing good routes? What should we change first?

## 6. What can you share with us?

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Send whatever you already have. You do not need a perfect package. Representative examples are more useful than polished summaries.

- representative workloads or cases
- logs or traces
- current metrics or dashboards
- screenshots or exported visuals
- code snippets or repo link
- prior report or problem statement

## 7. Constraints we should respect

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- confidentiality requirements
- no direct code access
- limited data access
- time-sensitive decision
- compliance or policy limits
- budget sensitivity

**8. What kind of output would help most?**

- concise findings memo
- evidence visuals with commentary
- next-step recommendation only
- technical appendix
- review call
- follow-on scope proposal

**9. Anything else we should know?**

If you prefer, you can submit a shorter version by email and attach the material you already have. We can scope from that.