

# MBCC Integration Checklist — Million Dollar Playbooks

Use this worksheet to scope integrations, SLAs, and ownership across the MBCC Playbooks Suite (Executive • Integration • Retail • Risk).

## 1) Core Platform & Data Plumbing

System	Purpose	Inbound Data	Outbound	Auth	Latency SLO	Owner
ERP/CRM/IoT	Orders, customers, inventory	Events, records	Status, IDs	OAuth2/API Keys	P95 ≤ 300ms	
Event Collector + Capture Store	Capture & store behavior	Web/app events	Features for AI	TLS/JWT	P95 ≤ 150ms	
API Gateway + Service Mesh	Route external endpoints	Requests	Responses	JWT/Keys	P95 ≤ 200ms	

## 2) Retail Growth Engines (Customer & Revenue)

Service	Purpose	Inputs	Outputs	Controls	SLO	Owner
AI Personalization	Ranked SKUs with explanations	Browses/cart features	Recs JSON/UI	Frequency caps, cold starts	P95 ≤ 150ms	
Omnichannel Promotion	Unified web/email/SMS pricing	Eligibility query	Offer decision	A/B flags	P95 ≤ 200ms	
Loyalty (Algorand ABN)	Points issuance/redemption	Customer ID (off-chain)	Chain hash	Stateless TEAL	Tx ≤ 10s	
On-chain Attestation	Immutable event notes	Event hash	Algorand note	No PII on-chain	Tx ≤ 10s	

## 3) Commerce & Operations (Margin Protection)

Service	Purpose	Systems	Signals	Actions	SLA	Owner
Returns & Exchanges	Automate RMA/labels & shipping	OMS/WMS, Label RPA	RMA status, exceptions	Approve/incent	RPO ≤ 1h	
Fraud & Abuse Defense	Reduce chargebacks & losses	Gateway, Order API	Risk scores	Adaptive friction	P95 ≤ 250ms	
Inventory Forecasting	SKU demand & DC allocation	RMS/Com, promo	Forecasts, buffers	Replenish/allocate	Daily 04:00 UTC	

## 4) Reliability, Delivery & Security

Capability	Scope	Controls	KPIs/SLOs	Owner
Secure CI/CD	SAST, SCA, image scan/signatures	Policy as code	Lead time, CFR, MTTR	
Progressive Delivery	Canary/blue-green with metrics	Automated rollback	Error rate, latency	
Observability	Tracing, logging, metrics, SLOs	Incident books	Availability, burn rate	
Risk Dashboard	Compliance, threats, downtime	Zero-trust, audits	Compliance score, alerts	

## 5) Exec • Roadmap • Training • ROI

Artifact	Purpose	Owner	Notes
Executive Foundations + Quiz	Sponsor + govern adoption		
Roadmap (12–36m)	Near-term integrations → industry models → autonomous ops		
Training Enablement	User adoption & change mgmt		
ROI Dashboards + Calculator	Quantify uplift & break-even		
Case Studies	Validate with metrics & summaries		

Brand colors and styling match MBCC (black • red • gold). Fill owners/SLOs, then export to your SOW.