

PHONE-SIDE EVIDENCE CHECK

Can you connect the instruction a person received to the identity action your system later accepted?

USE THIS FOR ONE COMPLETED EVENT. Use records, logs, tickets, messages, or named system-of-record evidence. Write UNKNOWN where the answer depends on recollection or assumption. The exercise is complete when another person can review the record without needing you to explain what probably happened.

1. EVENT SCOPE

Event type	☐ MFA re-registration ☐ Account recovery ☐ Authentication-method change ☐ Privileged recovery ☐ Other: _____
Event date / time	
User / role	
System / application	
Device / channel	Device: ☐ Corporate-managed ☐ BYOD ☐ Personal / unmanaged ☐ Unknown Channel: ☐ SMS ☐ Call ☐ Email ☐ Teams/chat ☐ Help desk ☐ In-app ☐ Other

2. THE INSTRUCTION *What caused the user to act?*

Who or what instructed the user to perform the action?

Through what channel did the instruction arrive?

What evidence shows the instruction actually occurred?

Where is that evidence stored? Include ticket, message, case, recording, log, or reference ID.

What evidence shows the instruction came from an authorized source?

☐ SUPPORTED	☐ PARTIAL	☐ UNKNOWN
------------------------------------	----------------------------------	----------------------------------

3. THE RESULTING IDENTITY EVENT *What did the enterprise system accept or change?*

System of record	
Event / case / correlation ID	
Recorded timestamp	
Action recorded	☐ Authentication ☐ Recovery ☐ Registration ☐ Approval ☐ Privilege change ☐ Other
Authentication / verification method	
Evidence location	Log, portal, SIEM, ticket, case, audit record, or other retrievable source

4. RECONCILIATION & OWNERSHIP *Who can connect the two records?*

Accountable owner / role: _____

Team or function: _____

Process used to reconcile the instruction with the identity event:

Escalation path when the records disagree or the instruction record is missing:

Evidence retention / retrieval location: _____

5. EVIDENCE CONTINUITY RESULT

Instruction evidence	☐ Supported ☐ Partial ☐ Unknown
Identity-event evidence	☐ Supported ☐ Partial ☐ Unknown
Named reconciliation owner	☐ Yes ☐ No ☐ Unknown
Overall result	☐ Complete chain ☐ Partial chain ☐ Cannot establish

Unknowns / unresolved evidence:

Unknown / gap 1: _____

Unknown / gap 2: _____

COMPLETION CHECK: Another reviewer can identify the instruction evidence, the resulting identity event, and the accountable owner without relying on an oral explanation.