MUKHA / CONSULTING DELIVERABLE SAMPLE

System Clarity Review

CMS architecture & governance

FICTIONAL DEMONSTRATION

Cedarline Professional Network is an invented organization. All websites, systems, records, interviews, findings, evidence identifiers, and operational details in this report are synthetic examples created solely to demonstrate the format and depth of a Mukha System Clarity Review.

PREPARED FOR	PREPARED BY
Cedarline Professional Network (fictional) Communications + Technology leadership	Mukha LLC Independent technical assessment

Illustrative review | Version 1.0

Understand the web estate. See the ownership gaps. Decide what to fix before replacing anything.

Not a penetration test, accessibility certification, privacy-law assessment, content migration, or implementation proposal. Any real engagement is bounded by its own signed statement of work.

01 / DECISION BRIEF

Executive summary

One defined web ecosystem was reviewed: the public website, its primary CMS, document publishing, public forms, search indexing, member-portal links, legacy microsites, and the administrative accounts that keep those services connected.

PRINCIPAL CONCLUSION

The synthetic evidence points to an operating-model problem more than a CMS-product problem. Content, documents, forms, domains, and vendor accounts have accumulated around the primary CMS without one authoritative inventory or ownership model. Replacing the CMS now would move part of the estate while leaving several important risks and dependencies unresolved.

What matters now

FINDING	PRACTICAL CONSEQUENCE	ACTION
F01 | High	Files assumed to be private can still be reachable by direct URL because page visibility and file access are controlled separately.	Classify restricted documents and enforce access at the file or application layer.
F02 | High	Several form, domain, and vendor-admin responsibilities depend on accounts with unclear organizational ownership.	Establish named business and technical owners; move critical administration into company-controlled accounts.
F03 | High	The proposed CMS migration inventory excludes microsites, search behavior, forms, and external document locations.	Complete an estate inventory and migration boundary before choosing the implementation path.

Decision requested

Authorize a short stabilization-and-inventory phase before approving a CMS replacement project. The sample does not support selecting a new platform until the organization knows which capabilities, content stores, integrations, accounts, and publishing responsibilities must actually move.

What this review does not establish

The sample does not prove a breach, measure accessibility conformance, certify privacy or records compliance, evaluate every page, or determine that the current CMS must be retained or replaced. Those conclusions require separate evidence and, where appropriate, separately scoped work.

02 / REVIEW BOUNDARY

Scope, method, and confidence

A CMS review is most useful when it distinguishes the publishing platform from the wider web estate that has grown around it.

Included in the fictional review

- Primary public CMS configuration, publishing roles, media/document storage, navigation, and content lifecycle.
- Public forms and form-routing dependencies; public search indexing behavior; links to authenticated member services.
- Legacy microsites and campaign properties connected by domain, navigation, analytics, or editorial ownership.
- DNS and selected vendor-administration records relevant to the reviewed web estate.
- One technical/editorial walkthrough plus a bounded set of representative, redacted artifacts.

Not examined

- Penetration testing, vulnerability scanning, accessibility certification, legal/privacy compliance, or enterprise records-management certification.
- Full source-code review of vendor platforms; exhaustive page-by-page content inventory; authenticated member-portal internals outside the named handoffs.

Illustrative evidence basis

ID	SYNTHETIC EXHIBIT	PURPOSE
E01	Web-property and domain inventory draft	Identify public properties and declared owners.
E02	CMS role export + publishing workflow notes	Review editorial permissions and lifecycle.
E03	Representative document URLs + storage locations	Compare page visibility with file accessibility.
E04	Forms configuration + routing notes	Identify data and notification handoffs.
E05	Vendor/admin account matrix	Review organizational control of critical accounts.
E06	Search-index samples + crawl notes	Inspect content discoverability and stale indexing.
E07	Migration planning worksheet	Compare proposed project boundary with actual estate.
E08	Editor walkthrough + workaround examples	Identify workflow friction and bypass behavior.

INTERPRETATION RULE

“Observed” means illustrated by the invented exhibits above. “Risk” is an inference from the stated design, not proof that a real organization experienced the outcome. In a live review, every finding would cite actual reviewed artifacts and access limitations.

03 / CURRENT STATE

The CMS is only one part of the web system

The primary CMS controls most page content and navigation, but visitors interact with a wider estate: files stored in multiple places, externally hosted forms, legacy microsites, search results, and authenticated services. Administrative ownership is distributed across departments and vendors.

Representative publishing journey

STEP	OWNER / HANDOFF	CURRENT PATTERN
01 · Draft	Department editor	Creates or updates page content in the primary CMS.
02 · Review	Subject owner / communications	Review is expected, but urgent changes sometimes bypass the normal path.
03 · Publish	CMS	Page becomes public; linked files may be stored in the CMS or elsewhere.
04 · Distribute	Search + navigation + campaigns	Public search and external links can preserve discoverability after editors think content is “gone.”
05 · Maintain	Distributed content owners	Review cadence varies; no single estate-wide retirement rule is enforced.
06 · Retire	Editor + system owner	Pages may be unpublished while direct files, redirects, search entries, or microsites remain.

Working assumptions needing client confirmation

- The primary CMS is intended to be the authoritative source for public page content, but not necessarily for every document or form.
- The member portal is a separately authenticated application and only its public handoffs are in scope.
- A future migration is being considered, but platform selection has not yet been contractually committed.

BOUNDARY TO PRESERVE

Do not treat “replace the CMS” as equivalent to “replace the web system.” A migration boundary should be drawn around capabilities, dependencies, ownership, and content sources—not only around pages stored in one product.

04 / ECOSYSTEM MAP

Where the public website depends on something else

Illustrative architecture. Names and flows are fictional; the diagram demonstrates the mapping a client would receive for the actual reviewed scope.

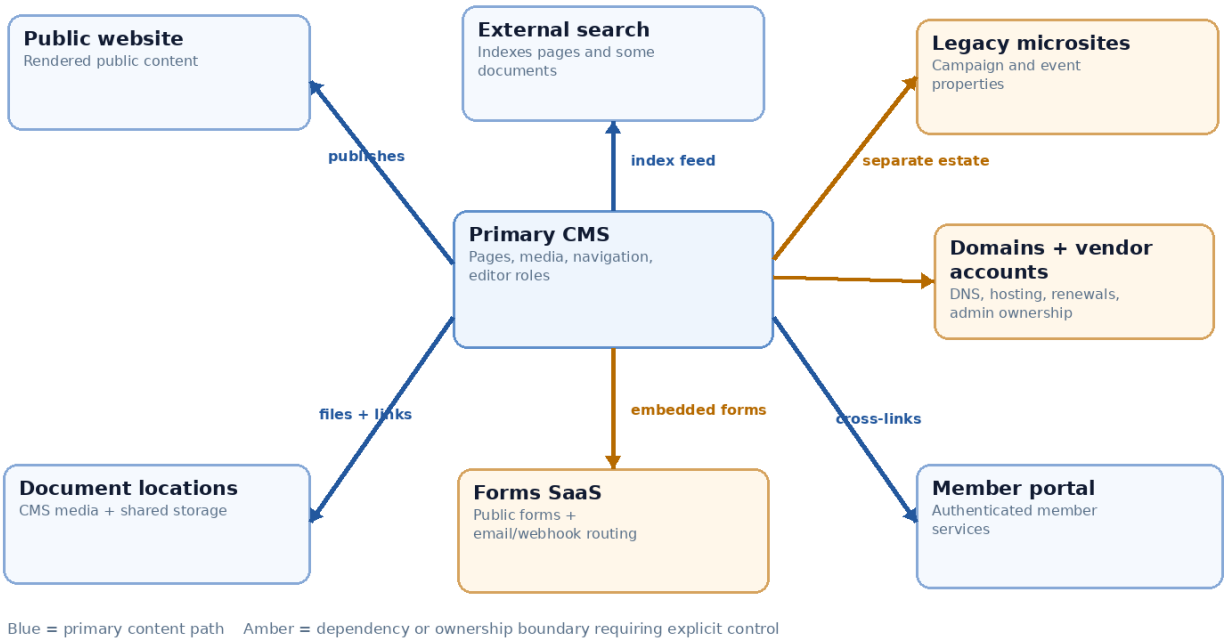


Figure 1. Logical CMS ecosystem map. Amber paths identify dependencies or ownership boundaries that should be explicit before migration planning.

Dependencies and failure boundary

DEPENDENCY	WHY IT MATTERS IF MISSED
CMS → external search	Unpublishing a page or file does not necessarily remove cached or indexed references immediately.
CMS → forms SaaS	A new CMS can preserve the same forms risk if routing, ownership, retention, and credentials are not reviewed.
CMS ↔ document locations	Page-level access rules do not automatically secure directly addressable files.
Legacy microsites + domains	A migration plan that excludes satellite properties can leave abandoned content and vendor dependencies behind.
Domains + vendor accounts	Control of DNS, renewals, and admin identities can become a continuity risk independent of CMS technology.

05 / PUBLISHING OPERATING MODEL

Content governance is part of architecture

Publishing reliability depends on who may change content, who approves it, how exceptions are handled, and who is responsible for retiring it. These are system controls even when they are implemented through people and process rather than code.

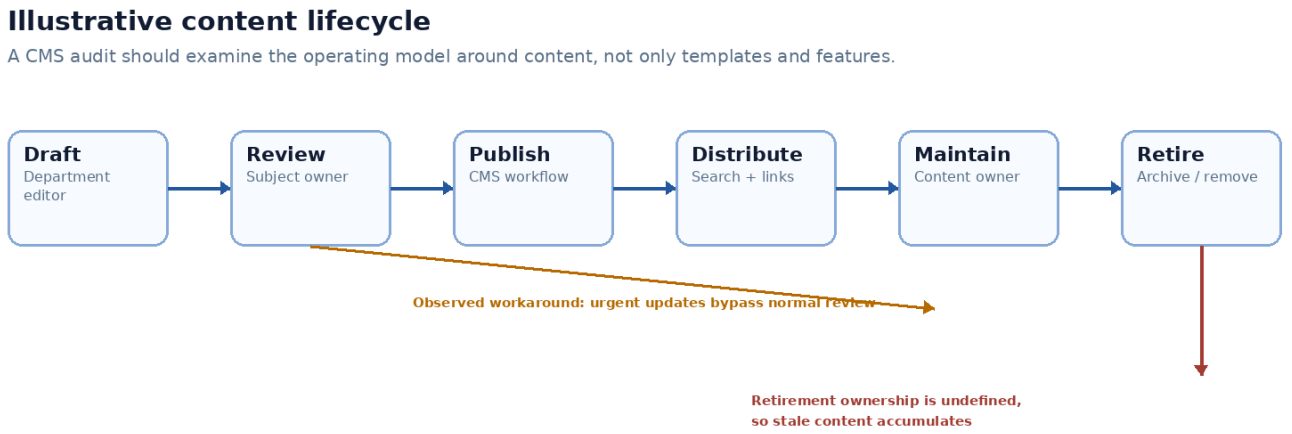


Figure 2. Illustrative lifecycle and two common failure patterns: review bypass for urgent changes and undefined retirement ownership.

Observed operating pattern

- Editors know the CMS well enough to publish, but ownership of content accuracy and retirement varies by department.
- Urgent updates can bypass the intended approval path because the formal workflow does not match the pace of some operational requests.
- Documents are treated as attachments to pages rather than first-class records with their own classification and lifecycle.
- CMS migration discussions focus on templates and editing features more than on ownership, external services, or retirement controls.

06 / FINDINGS

Material findings

F01 / HIGH

Page restrictions do not reliably protect linked documents

OBSERVED	PRACTICAL CONSEQUENCE
Representative restricted pages are removed from normal navigation, but their files remain directly addressable in locations that do not enforce the same audience rule.	Staff may believe a document is private when the underlying file can still be reached from a saved link, external reference, or search result.

Recommended action

Create a document-classification rule. Restricted material should live behind an access-controlled application or storage layer; public CMS media should be treated as public unless proven otherwise.

How to verify

For each restricted document class, test a direct unauthenticated request to the file URL and confirm access is denied. Then verify search removal and link cleanup.

Illustrative evidence: E03 + E06

F02 / HIGH

Critical web administration is not fully organization-controlled

OBSERVED	PRACTICAL CONSEQUENCE
The synthetic account matrix shows form administration, one legacy property, and a domain-related vendor action depending on accounts whose ownership is personal, vendor-controlled, or insufficiently documented.	Password recovery, staff departure, vendor changes, or billing lapses could interrupt service or prevent timely administrative action.

Recommended action

Move critical vendor and domain administration to company-controlled identities with named primary/backup owners, MFA, recovery methods, and documented renewal responsibility.

How to verify

Perform an ownership drill: confirm an authorized internal administrator can sign in, recover access, identify billing ownership, and change a non-production setting without relying on a former employee or vendor.

Illustrative evidence: E01 + E05

06 / FINDINGS CONTINUED

Migration and content authority

F03 / HIGH

The proposed CMS migration boundary is incomplete

OBSERVED	PRACTICAL CONSEQUENCE
The migration worksheet centers on primary CMS pages and templates but does not include legacy microsites, external forms, search behavior, document locations, or administrative account ownership.	A project can be declared “migrated” while material dependencies and old public properties remain operational, unmanaged, or inconsistent.

Recommended action

Build a capability-and-property inventory before platform selection. Mark every item as migrate, integrate, replace, retire, or explicitly out of scope, with an owner and acceptance criterion.

How to verify

No public property or required capability remains unclassified; every migration item has a target disposition and accountable owner.

Illustrative evidence: E01 + E04 + E05 + E06 + E07

F04 / MEDIUM

There is no authoritative source for some public documents

OBSERVED	PRACTICAL CONSEQUENCE
Equivalent or near-equivalent documents exist in CMS media, shared storage, and departmental locations. Editors sometimes upload a new copy instead of updating a controlled source.	Users can encounter conflicting versions; staff cannot reliably answer which copy is current; migration effort expands because duplicate content must be reconciled manually.

Recommended action

Assign an authoritative source by document class. Where possible, publish one governed source and link to it rather than creating independent copies.

How to verify

Sample a defined document set and confirm each item has one owner, one authoritative source, a review date, and no conflicting public copies.

Illustrative evidence: E03 + E08

06 / FINDINGS CONTINUED

Workflow and platform decisions

F05 / MEDIUM

Editorial workarounds are compensating for workflow design

OBSERVED	PRACTICAL CONSEQUENCE
Editors use copy/paste, parallel drafts, or manual messaging to accelerate urgent changes because the configured workflow is slower or more rigid than some real publishing needs.	A replacement CMS may reproduce the same friction if requirements are derived from the current configuration rather than from actual editorial scenarios.

Recommended action

Document 5-8 representative publishing scenarios, including urgent updates, legal review, shared ownership, and emergency rollback. Configure or design the future workflow around those scenarios.

How to verify

Run scenario-based acceptance tests with actual editors; confirm routine and urgent changes can be completed without hidden side channels or privilege escalation.

Illustrative evidence: E02 + E08

F06 / MEDIUM

Retirement is not treated as a complete system event

OBSERVED	PRACTICAL CONSEQUENCE
Content retirement is often interpreted as unpublishing a CMS page. Redirects, direct files, search entries, forms, analytics links, and satellite sites are handled inconsistently.	Old information can remain discoverable or operational after staff believe it has been removed, increasing confusion and long-term maintenance cost.

Recommended action

Define a retirement checklist that covers pages, files, redirects, search, forms, domains, analytics references, and vendor services. Assign closure ownership.

How to verify

Retire one synthetic campaign end-to-end and verify every defined surface returns the intended result after the change.

Illustrative evidence: E01 + E03 + E06 + E08

07 / RECOMMENDED PATH

Stabilize first. Then decide what to replace.

The recommended sequence is intentionally platform-neutral. It reduces immediate risk and produces the information needed to make a defensible CMS decision.

WINDOW	PRIORITY ACTIONS	EXIT CRITERIA
0-30 days	Classify restricted documents; establish company-controlled admin ownership; capture domains, vendor accounts, forms, and microsites; assign accountable system/content owners.	Critical access and public/private boundaries are known; no high-risk dependency lacks an owner.
30-60 days	Define authoritative document sources; build full estate/capability inventory; retire obvious abandoned properties; document search and retirement behavior; collect real editor scenarios.	Estate inventory is decision-ready and duplicates/unknowns are materially reduced.
60-90 days	Evaluate retain/reconfigure/replace options against the inventory and scenarios; define migration dispositions and acceptance criteria; estimate implementation separately.	Leadership can approve a CMS path with explicit scope, risks, dependencies, and success tests.

What not to do first

- Do not select a replacement platform solely from editor-feature comparisons.
- Do not migrate every existing page and file “as-is” before deciding what should be retired or governed differently.
- Do not assume a new CMS resolves vendor ownership, document confidentiality, search, or domain-control issues automatically.

DECISION PRINCIPLE

A CMS migration is successful only if the organization understands what the CMS is responsible for, what remains outside it, who owns each dependency, and how the new operating model will be verified.

08 / DECISION REGISTER

Questions leadership should answer

DECISION	WHY IT CANNOT STAY IMPLICIT	SUGGESTED OWNER
What is the authoritative source for public documents?	Without a rule, duplicate and stale copies will reappear after any migration.	Communications + Records/Business owner
Which content requires authenticated access?	Page visibility is not the same as file authorization.	Business owner + Technology
Which web properties are strategic, temporary, or candidates for retirement?	Every unclassified property expands migration and support cost.	Communications leadership
Who owns domains, vendor accounts, renewals, and recovery?	Service continuity depends on organizational control, not personal memory.	Technology + Procurement/Finance
What publishing scenarios must the future CMS support?	Feature lists do not capture the actual work editors need to complete.	Communications + representative editors
What is explicitly outside the migration?	Unstated exclusions become surprise dependencies late in the project.	Project sponsor

Implementation is a separate decision

This review identifies conditions that should be resolved or carried into planning. It does not authorize production changes, select a vendor, perform migration work, or certify that every dependency has been discovered. Mukha can scope implementation separately if the client requests it.

APPENDIX A / FINDING REGISTER

Illustrative finding summary

ID	PRIORITY	FINDING	PRIMARY EVIDENCE
F01	High	Page restrictions do not reliably protect linked documents.	E03, E06
F02	High	Critical web administration is not fully organization-controlled.	E01, E05
F03	High	The proposed CMS migration boundary is incomplete.	E01, E04-E07
F04	Medium	There is no authoritative source for some public documents.	E03, E08
F05	Medium	Editorial workarounds are compensating for workflow design.	E02, E08
F06	Medium	Retirement is not treated as a complete system event.	E01, E03, E06, E08

Confidence and limitations

This fictional sample demonstrates structure and reasoning, not a predetermined checklist. A real System Clarity Review adapts the evidence plan and findings to the specific scope, access, systems, and questions agreed with the client. Findings can be removed, added, downgraded, or left unresolved when the evidence does not support a stronger conclusion.

Typical client handoff

- Final written report with current-state explanation, dependency map, evidence-linked findings, and prioritized actions.
- Findings presentation/review meeting.
- One consolidated factual-correction round within the period stated in the signed SOW.
- Optional separately scoped implementation plan or remediation work when useful and requested.

SAMPLE ONLY

Cedarline Professional Network is fictional. This report is not a case study, testimonial, security audit, compliance opinion, or claim about a real client engagement.