

Issue Surfacing: Three Buckets

What kind of work lands in technical monitoring, the compliance tool, and a case.

A detected issue has exactly one of three homes, depending on what kind of fact it is. Below: the work that actually belongs in each — use it to route the next “shouldn’t we be catching this?” question.

Technical monitoring Engineering / on-call only — never a PEO or client screen • Service uptime, latency, error rates • DB pool exhaustion, queue backlog, migration-guard races • Structured JSON logs, /metrics, /ready probes • No concept of “employee” or “state” — pure infra health	Compliance monitoring tool PEO ops calendar + client-facing compliance to-dos • Statutory deadlines: filings, tax notices, new-hire reporting, OSHA/WARN, garnishment remits • Live config-vs-reality gaps: a plan, rate, or assignment gone stale against an employee’s real facts (e.g. a relocation leaving a leave plan non-compliant) • Auto-escalates on its own clock — deadline tiers (T-14 / T-7 / T-2) or a day-count on an open exception • Suggests a fix where one can be derived; never applies it silently	Cases Assigned team queues — the durable workload • Anything that needs a specific person assigned and tracked to closure • Client support requests, questions, and escalations • Auto-opened by the compliance ledger once a deadline hits T-7, or opened directly by staff • SLA-timed, routed by team, deduplicated so one recurring alert doesn’t open thirty tickets
Rule of thumb • Infra health, no business meaning → technical monitoring, full stop. • Has a real due date → compliance ledger — add a deadline provider and the calendar, tiers, and T-7 case are automatic. • Stored config drifted from reality → a compliance exception — open/resolved row, suggested fix, a push to whoever can act. • Someone has to work it to closure → a case — either escalated up from one of the above, or opened directly.		

Worked example — a relocation gap

employee’s work_state changes »» PTO re-checks the plan against the new state »» non-compliant → exception opens, a fix is suggested »» pushed to the admin who made the change »» 7 days unresolved → louder push (still no auto-case)

The technical-monitoring layer never sees any of this — a relocation gap has no infrastructure signature. It runs entirely inside the compliance-exception track, and only reaches a CRM case if someone escalates it by hand; unlike a statutory deadline, this track doesn’t auto-open one.