



Remote control — the three conditions

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4,210 tickets · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The three conditions are not brakes: they are what makes remote control defensible to the person and to an inspection.**

The three conditions

Condition	What it rules out	Why a charter is not enough
Consent at that moment, on their screen	Access without their knowledge	A charter signed three years ago is not consent to this session
Session recording, viewable by them	Disputes with no evidence	Protects the technician as much as the user
Declared scope	Exploration	States what may be opened and what may not

What it changes in volumes

Category	Tickets	Today	With remote control
Workstation configuration	1,180 of 4,210	2 round trips on average	One pass

A round trip means a screenshot requested and an answer the next day.

Password resets

Element	State	Why
Opening the capability	Your decision	It is not forbidden
Prior identity check	Required	A reset with no check is the scenario sought by whoever calls pretending to be a colleague

The one action taken without asking

Action	Volume this morning	Why it does not wait
Purging a password written in clear in a ticket	41	The ticket is more dangerous than what it asks; waiting would leave it readable

For the company to settle

Declared scope of remote control: _____

Identity check procedure: _____

Retention period for session recordings: _____ days

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encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.