The automatic actions — three acts, and how each is undone

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Document issued on 09/11/2026

Configuration settled by the service, withdrawal log · fictional document

> **Fictional document — demonstration example**
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Fictional document, produced for the demonstration. **Three actions, not one more, and all three can be undone. Each one protects the relationship with the family rather than the service's figures**, and each is reversible in both directions.

The three actions

Action	Trigger	What goes out	How it is undone
Qualified acknowledgement	Filing of an application or a change of circumstance	**Acknowledgement within the minute: missing documents, completion deadline, date of the next panel**	**If the document is filed the next day, the acknowledgement updates itself and the reminder does not go out**

Action	Trigger	What goes out	How it is undone
Setting a billing line aside for checking	A rule in service is triggered	**The line leaves billing and goes to review**	**The case officer clears it on a word; the line goes back into billing, with the reason and the date it was cleared**
Unplanned closure text message	Closure of a room entered in the calendar	**One message to the families of that room only, the day before**	**Pulled on a word for as long as it has not gone out; a family unsubscribes instantly and resubscribes instantly**

The second action renders a service you only see at the next run: every clearance carries a reason and a date, **which produces the list of the most frequent reasons — and therefore the rules to tighten. An arrangement that does not record its false positives never improves.**

Everything else waits for a named decision

Act	Who takes it	Trace
Allocating a place	**The allocation panel, in session**	Minutes, members present, reasoned decision
Changing a position or a point	The case officer, on the document	Movement log: date, reason, author
Setting a file aside from the panel	The coordinator	Written reason, notified to the family
Issuing an invoice	The coordinator	Approval log: name, date, time
Changing a rate or an effort rate	**The town council, by resolution**	Dated resolution

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Act	Who takes it	Trace
Waiver or ex gratia adjustment	The competent authority of the town	Written decision

The individual indicator — what is produced on request, and the reservation that comes with it

Question	Answer
Can the agent calculate the number of files handled per case officer?	**Yes, and it will produce it if the service asks.**
Is it prohibited?	**No.** An employer's power of oversight is recognised; the CNIL frames its conditions, not the principle.
On what conditions	**Three, cumulative:** proportionality of the indicator to the aim pursued; **prior information of staff**; **consultation of the staff committee before implementation**.
The reservation, and it is not legal	**It is mechanical:** a per-officer counter becomes a target; the target distorts the sorting; **long files — a difficult family situation, an emergency placement referred by the social services — get pushed back in favour of short ones. The service would lose the instrument along with the measurement, and it would lose it on the families who need it most.**
What is offered instead, and already prepared	**Measurement by QUEUE:** time to completion, backlog by stage, share of files held over from one panel to the next. **It tells you where it jams without saying who.**
The exception, which is not really one	**Who approves an invoice and who sits on the panel are named and dated. A signature is not a counter.**

The reversibility rule, written once and for all: every automatic action stops on a word, instantly, and **what the action produced remains consultable with the date and the reason for its withdrawal. Nothing is blocked permanently, nothing disappears** — and a family removed from a notification list comes back as fast as it left. **A withdrawal is not a door closed for life.**

Automatic actions enabled — acknowledgement ☐ review ☐ text message ☐ — settled by: _____ on: _____

Queue-based measurement presented to the staff committee on: _____

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