Technical framework — where the information system data lives

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Local inference, read-only, processing in the EU targeted · fictional document

> **Fictional document — demonstration example**
> This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

> **Fictional document**, produced for the demonstration. **It describes the architecture actually proposed**: a helpdesk handles the map of the information system, staff accounts and internal procedures — the most sensitive information an IT department holds.

The two deployment modes, at the authority's choice

Mode	Where computing happens	What leaves the network	For whom
Local inference	**On a machine of the IT department**	**Nothing**	Authorities that already host their servers
Isolated resource	On a dedicated server hosted in France	**Nothing outside the European Union**	Authorities that would rather not administer a machine

In both cases the resource is dedicated to your authority. No pooling with another administration: your tickets, your system map and your knowledge base live in an environment that is yours alone.

What protects the department's data

Point	Implementation	What it lets you write in your register
Training	**No ticket feeds a public model**	“What the system learns from the department serves the department”
Technical account permissions	**Read-only — write access is not granted**	**“Verifiable with one command by the security officer”**
Encryption	In transit and at rest, strong authentication	“A stolen file stays unreadable”
Role-based access	**7 roles for 11 people** — a level 1 technician opens the tickets of their queue, not the table of privileged accounts	**“0 out-of-role access since go-live”**
Logging	Who asked what, when, which sheet grounded the answer	“Every answer served can be traced”
Hosting	**France, under French law**, architecture designed to reduce exposure to extraterritorial legislation, location alone not being enough to guarantee immunity	“Deployment objective: processing and access within the European Union”

What the agent infers in no circumstances

Request	What applies	The route that renders the same service

Inferring a member of staff's emotional state from the tone of their tickets or voice	**The European regulation on artificial intelligence flatly prohibits inferring people's emotions in the workplace**	**Load by queue and by cause, hour by hour — it is what revealed the 700 out-of-hours calls, and no individual is named in it**

What the agent plugs into — with no migration

Tool already in place	What the agent does there	What changes for the team
Ticketing tool	Reads, triages, prepares routing and escalation	**No change of tool, no renumbering**
Staff directory	Identifies department, site and head of department	Nothing: the directory remains the source
Asset manager	**Matches workstation, version and peripherals**	**Unknown workstations are flagged, never created**
Single sign-on portal	Guides the person in self-service	**The password is never entrusted to the AI agent**
Documentation base (740 sheets)	Indexes the content, proposes up-to-date versions	No renaming, no moving

Reversibility, verifiable before committing

On exit	What happens to it
Index	Deleted — **it contained no ticket, only the means of finding them**
Log of requests and answers	**Handed over in an open format, or destroyed — at the authority's choice**
740 updated sheets, 12 resolution sheets, 19 answers, table of 214 wordings, 9 arrival profiles	**Stay with the authority, in its documentation base, readable without us**

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On exit	What happens to it
Existing tools	**No migration in, therefore none out**
Subscription	**Annual, with no tacit renewal — it is renewal that requires a decision, not termination**

> **A dry-run exit is offered at the end of the first quarter:** half a day, we switch off, we check that the helpdesk works as before, we switch back on. **The chief executive knows what the promise is worth before committing a second year.**

For the authority to settle

Deployment mode retained (local inference / isolated resource): _____

> **Request a demo with your own documents**
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-support-informatique

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the 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.

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