Forty-one cases, one requalified in ten

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **Once the cause is declared external, the case no longer counts among product defects.**

Finding	Value
Cases closed "external cause"	**41**
Reread before this arrangement	**0**
Drawn at random and reread	**10**
Confirmed external	**9**
Requalified — product behaviour under an unusual but legitimate configuration	**1**

> **It is the conclusion that suits everybody**: it closes the case, it leaves the indicator, and it is often true — which makes it credible even when it is not.

What changes

Rule	Applied?
Sample reread every month	**Yes**
Requalification rate in the summary	**Yes**
Case "set aside with its date", not shut	**Yes**
Told to the customer before human validation	**Never**

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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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