



Resolution action — prerequisites and rollback

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Built, not triggered · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The action is built, nothing is triggered:** triggering on a client environment belongs to technical support.

The prerequisites, checked before the file is handed over

Prerequisite	State	Checked
Expected application version	Compliant	2 minutes ago
Backup less than 24 hours old	Present — 6:12 am this morning	2 minutes ago
No job running on the environment	Verified	2 minutes ago

The running order

Step	Move	Duration
1	Pause the aggregation job scheduler	10 s

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Step	Move	Duration
2	Purge the aggregation cache	3 min
3	Rebuild the cache index	2 min
4	Resume the scheduler	10 s
Total	No service interruption	6 min

The order is the one used in incidents 41-2087 and 44-0912, in which it worked. This is not a procedure written for the occasion: it is yours, found again and set out clearly.

The check and the rollback

Point	Value	Where the threshold comes from
Health check	Average response time below 800 ms within 90 seconds	Recorded on both precedents — not an invented threshold
Rollback	Written, tried this morning on the staging environment — 38 seconds	Dated trial
Maintenance window	None required	The action interrupts no service

The time this shifts

Item	Before	With the agent	Over the year
Preparing a resolution action	30 % of the incident's time — 11 min 30 s	7 % — 2 min 40 s	456 hours across 3,100 incidents

The 11 shifted environments each receive the same action, built for each of them. The ticket that was about to arrive eleven times will not arrive.

For support to set

Environments on which the action is triggered today: _____

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.