



Recurring causes — 1,460 incidents a year

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Three causes, 924 hours at stake · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. *A root cause is the fact that produces the incident; the symptom is what the client observes. The symptom is treated every day, the cause is treated once.*

The three causes, quantified over five years

Cause	Incidents / year	Environments	Fix	Development
Aggregation job during opening hours	620	11	Scheduling change, no data migration	2 days
Logging quota at its original value	510	6	Setting + alert at 80 % of the quota	3 days

Cause	Incidents / year	Environments	Fix	Development
Interface certificates expiring without warning	330	4	Expiry monitoring 30 days ahead	4 days
Total	1,460 — 19.7 % of the workload	21	—	9 days

What these incidents cost today

Item	Calculation	Value
Engineering time	1,460 × 38 minutes	924 hours a year
Valuation	924 h × €48 fully loaded rate	€44,352 a year
Attributable contractual penalties	9 breaches × €1,200	€10,800 a year
Annual total	—	€55,152
Cost of the three fixes	9 days × €480	€4,320, once
Return on the commitment	€4,320 against €55,152 a year	Paid back in 29 days

The proposed order, and why

Rank	Fix	Reason
1	Logging quota	3 days for 323 hours a year — the best effort-to-effect ratio, and no window at the client
2	Aggregation job	The largest volume, but requires a window on 11 environments

Rank	Fix	Reason
3	Interface certificates	The longest to develop, the simplest to operate afterwards

The promise is verified rather than believed: the number of tickets per month is collected automatically over the six months following each fix. **A fix that does not deliver the announced drop shows up in the third month, not at the year-end audit.**

For the technical director to set

Fix selected for the next committee: _____

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.