Recurring causes — 1,460 incidents a year

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

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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

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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: _____

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https://bluelemonagent.ai/en/entreprises/cas-usage/agent-support-technique-avance-diag-resolution

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