



Incident with no precedent — analysis file

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4 % of incidents, 296 a year · 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. **An incident with no precedent is not an incident with no file**: the file is handed over in 26 minutes, and the incident becomes a precedent the same evening.

What the file contains

Element	Content	What it avoids
Correlated timeline	Application, database and interface logs aligned to the second around the first anomaly	Three files opened side by side at 2 am
Scope	Number of environments showing the same trace right now	Treating as isolated an incident affecting 40 clients
Tipping line	Last change before the anomaly, with its time and its author	Blind searching through the change log

Element	Content	What it avoids
Three ranked hypotheses	Each with the test that settles it and the time that test takes	Choosing a lead out of habit

What the quarter showed

Measure	Value
Incidents with no precedent	26 over the quarter
Tipping line less than 20 minutes before the anomaly	21 cases out of 26
First-ranked hypothesis confirmed	19 out of 26
First-ranked hypothesis ruled out	7 times — ruled out in under 10 minutes, the second one settled it
Delay before the first serious lead	3 h 10 → 26 minutes

The 7 hypotheses ruled out are as useful as the 19 confirmed: a test that costs ten minutes and closes a lead beats a hunch that costs two hours. The duration of the test appears in the file before the test is run.

What the incident becomes once closed

Step	Timing	Who decides
Entry written — symptom, traces, configuration, resolution, false lead	The same evening	Written by the agent
Entry into the knowledge base	After review	The support manager
Next occurrence	—	It is no longer an incident without precedent

The 26 entries from this quarter are written and awaiting a batch review.

Over the first four weeks of the current quarter, 7 of them would already have been used.

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.