



Twenty-three requests in forty minutes

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The agent does not conclude there is an outage: it sees requests, not servers.**

Finding	Value
Requests in 40 minutes	23
Unconnected customers	23
Usual rate for this symptom	2 a day
Given the usual procedure before detection	8

What the usual procedure asked of the first 8

Manoeuvre	Could it have made a difference?
Restart	No
Check the network	No

Manoeuvre	Could it have made a difference?
Reinstall	No

The customer stops believing the problem is theirs — that is what they are left thinking through twenty minutes of pointless manoeuvres.

What goes to operations

Element	Supplied?
The symptom	Yes
Time of the first report	Yes
The number of customers	Yes
What they have in common, where establishable	Yes
An assertion that there is an outage	No

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.