



Seventy-one unanswered — three families

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Document issued on 24/09/2026

Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Twelve procedures to write, and they can be counted on your fingers.** It is not a training plan, it is a shopping list.

Family	Questions	What it calls for	Effort
Existing procedure not opened to the agent	38	An access to grant	Minutes
Particular cases calling for judgement	21	Nothing — "ask your manager"	None
Procedure that does not exist	12	Writing it	Half a day each

The second family calls for nothing, and that has to be said. Twenty-one questions call for a judgement each time; writing a procedure to cover them would produce a rigid rule where the department needs to exercise judgement.

The twelve procedures to write, by frequency

#	Subject	Times it was missing
1	Document outside the list proving the same thing	34
2	Handling a request received twice	9
3	What to do with an abandoned case	7
4	Resident represented by an unauthorised third party	6
5 to 12	8 subjects	2 to 5 each

The thirty-eight accesses to grant

Where the procedure sits	Questions concerned
Share not opened to the agent	26
Paper binder	9
A department's mailbox	3

Twenty-six questions are settled by opening a share. It is the best return in this document, and it requires neither writing nor training.

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.