Gaps against service commitments — October and follow-up

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Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Gaps are published by the agent itself, with their cause and their fix.** A supplier that never publishes a gap is measuring nothing — **and a service commitment nobody measures commits nobody.**

The gap of the month

Item	Value
Entity	Sercom Hydro (Bourges)
Availability recorded	**99.1 %**
Contractual commitment	**99.5 % on critical agents**
Nature	**Below the service commitment, reported by the agent on 12/10 at 7:40 a.m.**

Item	Value
Runs lost	**14 over the month, always at the same hour**

The real cause — and it was not where anyone looked

Hypothesis examined	Verification	Conclusion
Fault in the hosted resource	Infrastructure log	Ruled out — no incident
Entity network saturation	Site network counters	Ruled out
Two group instructions that contradict each other	**Comparison of restart times and backup windows**	**Confirmed**

Site	Backup window	Agent restart	Overlap
Rouen	11 p.m. → 1 a.m.	3:15 a.m.	None
Bourges	**2 a.m. → 4 a.m.**	**3:15 a.m. (group standard, written at Rouen)**	**Yes — 14 runs lost**
Zaragoza	**2:30 a.m. → 4 a.m.**	**3:15 a.m.**	**Latent — no visible consequence yet**

> **A group standard written at one site and applied as is at another is the exact flip side of a reusable platform.** It is the family of errors specific to a multi-site deployment: **you look for it wherever the architecture copied across best**, never where it resisted.

What was done, and what it produced

Action	Date	Measured result

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Question put to the group IT department, then Bourges restart moved to 4:30 a.m.	13/10	**November: 99.7 %**
Review of the other five sites on that point	13/10	**One latent case found at Zaragoza, fixed the same day**
Inherited settings added to the monthly control	Proposed	Backup windows, restart times, **Belgian and Spanish public holiday calendars**

Monthly control of inherited settings approved by (role, date): _____

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