



Gaps against service commitments —

October and follow-up

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

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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	Breach of the service agreement, reported by the agent on 12/10 at 7:40 a.m.

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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
Setting inherited from another site	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. (setting copied from Rouen)	Yes — 14 runs lost
Zaragoza	2:30 a.m. → 4 a.m.	3:15 a.m.	Latent — no visible consequence yet

A setting carried from one site to 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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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): _____

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.