



RUNNING EXAMPLE

Lendari — online fashion brand (€120M revenue, 90 employees, Paris). Project: deploying "Margaux", a customer service & returns agent. Diagnostic led by **Camille Roussel**, Chief Digital Transformation Officer (DDAO — Delegated Decision Agent Officer).

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OBJECTIVE

Before agentifying anything, measure your degree of **dependency** — and therefore exposure — across four dimensions. The greater the dependency, the weaker the sovereignty: **govern before you automate**.

1 ⌚ HOW TO READ THIS SCORE

Rate each dimension from **0 to 25** based on your level of dependency (0 = fully autonomous, 25 = fully dependent). The sum gives you a **dependency index out of 100**: the inverse of your sovereignty.

Rating guide — for each dimension, count the number of questions you answer "yes" to:

0 – 8 none — you retain control **9 – 16** one — partial dependency **17 – 25** both — strong dependency

2 ≡ THE FOUR DIMENSIONS OF DEPENDENCY

TECHNOLOGICAL / 25

Actual control over your models, infrastructure, and data.

- Would a change of vendor (pricing, terms, shutdown) paralyze you?
- Does your sensitive data transit outside your control?

LENDARI SCORE **15** / 25

ACQUISITION / 25

Share of your customers acquired through channels you do not own (e.g. marketplaces).

- Does a third-party platform capture the bulk of your customers?
- Would delisting cut you off from the market?

LENDARI SCORE **20** / 25

DECISIONAL / 25

Decisions already delegated to systems operating without human governance.

- Are binding decisions made without validation?
- Could you justify a decision made by your AI?

LENDARI SCORE **13** / 25

FINANCIAL / 25

Concentration of your revenue or financing on a small number of players.

- Does a single customer or channel account for a critical share of revenue?
- Would its loss threaten business continuity?

LENDARI SCORE **12** / 25



3 YOUR DEPENDENCY INDEX

Add up your four scores. **The higher the index, the greater your exposure** — and the more governance must precede automation.

15 + 20 + 13 + 12

60 / 100

0 – 33

SOVEREIGNTY UNDER CONTROL

Agentification possible with light governance. Move on to ACF-01.

34 – 66

MODERATE EXPOSURE

Govern and reduce dependencies before expanding agent autonomy.

◀ LENDARI: 60 / 100

67 – 100

CRITICAL DEPENDENCY

Reduce exposure **before** any further automation. Absolute priority.

4 YOUR THREE ACTION PRIORITIES

Identify your most dependent dimension: that is where your sovereignty is at stake. For Lendari, it is **Acquisition** (20/25) — hence its priorities.

#	ACTION TO REDUCE DEPENDENCY	TARGET DIMENSION	DEADLINE
1	Build owned audience (CRM, mobile app, SEO, loyalty) to reduce the share of paid channels	Acquisition	9 months
2	Regain control of customer & returns data on a controlled EU instance	Technological	4 months
3	Govern Margaux's decisions (constitution, supervision, kill switch) before any increase in autonomy	Decisional	Immediate

Next step: once your exposure is measured, map your key decisions with **ACF-01 — Decision Map**, then assess their criticality with **ACF-02**.