



RUNNING EXAMPLE

One month after deploying "Margaux" and **incident #4**, **Lendari** measures the maturity of its agentic governance. Audit conducted by **Camille Roussel** (DDAO — Delegated Decision Agent Officer).

OBJECTIVE

Measure the maturity of your agentic governance across **8 domains**, prioritize actions, and execute them over **30 days**. **Organizational scale 1→5 (CMMI)** — distinct from an agent's **N0→N3** maturity (ACF-04).

1 GENERAL INFORMATION

ORGANIZATION

Lendari — fashion e-commerce
(€120M, 90 employees)

AUDIT LEAD

Camille Roussel (DDAO)

AUDIT DATE

06/10/2026

SCOPE ASSESSED

Agent "Margaux" (Tier 1 customer service & returns)
+ Lendari governance framework

AUDIT OBJECTIVE

Measure post-incident #4 maturity and frame a 30-day plan of priority actions

2 AUDIT GRID — MATURITY ACROSS 8 DOMAINS

DOMAIN ASSESSED	KEY CRITERIA	MATURITY (1 TO 5)	EVIDENCE / COMMENT
Governance	Framework defined · clear roles	1 2 3 4 5	Constitution v1.0 · DDAO · committee
Strategy & alignment	Alignment · objectives by use case	1 2 3 4 5	ACF-12 Mandate · KPIs (ACF-05)
Data	Quality · classification · GDPR	1 2 3 4 5	Incident #4: desync · no classification
Technology	Architecture · tools · resilience	1 2 3 4 5	Kill switch ACF-06 · LLM dependency
Security & compliance	Security · AI Act · risk management	1 2 3 4 5	DPO · GDPR up to date · DPIA in progress
Supervision & control	Monitoring · alerts · kill switch	1 2 3 4 5	ACF-08 register · weekly review · alerts
Skills & culture	Skills · training · culture	1 2 3 4 5	Know-how held by 2 people · no training
Performance & value	Metrics · value · improvement	1 2 3 4 5	CSAT 4.2 · -30% tickets · ROI pending

1 Initial — ad hoc 2 Reactive — loosely formalized 3 Defined — documented 4 Managed — measured & controlled
5 Optimal — optimized & innovative

Overall maturity level (average of 8 domains): 2.9 / 5 REACTIVE



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Lendari reads its score (2.9 / 5 — Reactive), identifies its strengths and major gaps, then prioritizes actions.

3 SCORE INTERPRETATION

AVERAGE SCORE	LEVEL	INTERPRETATION	RECOMMENDED ACTIONS
1.0 – 1.9	INITIAL	Governance nonexistent or very weak. High risks, insufficient control.	Lay the foundations: framework, roles, basic policies, awareness.
2.0 – 2.9	REACTIVE	Approach underway but unstructured. Significant vulnerabilities.	Formalize key processes, document and strengthen controls.
3.0 – 3.9	DEFINED	Governance in place but improvable. Consistency to be enhanced.	Strengthen measurement, supervision, and strategic alignment.
4.0 – 4.4	MANAGED	Robust and measured governance. Strong risk control.	Optimize effectiveness and value. Automate certain controls.
4.5 – 5.0	OPTIMAL	Benchmark governance. Continuous improvement culture.	Innovate, share best practices, aim for excellence.

4 RESULTS ANALYSIS

✓ IDENTIFIED STRENGTHS

- ✓ Mature supervision & control (4/5): kill switch + register + review
- ✓ Governance framework in place: Agentic Constitution + DDAO
- ✓ Proven incident response — incident #4 contained in 40 min

⚠ WEAKNESSES / MAJOR GAPS

- ! Immature data governance (2/5) — root cause of incident #4
- ! Skills concentrated in 2 people: business continuity risk
- ! AI Act compliance to be formalized (DPIA still in progress)

5 ACTION PRIORITIZATION

PRIORITY	DOMAIN CONCERNED	KEY ACTION	EFFORT (1-5)	IMPACT (1-5)
1	Data	Classification + freshness monitoring of catalog data flows	3	5
2	Skills & culture	Train a DDAO pair + upskill the customer service team	2	4
3	Security & compliance	Finalize the AI Act DPIA for agent Margaux	2	4

EFFORT 1 a few hours, no budget · 2 a few days, in-house · 3 a few weeks, limited budget · 4 several months / external provider · 5 multi-quarter initiative

IMPACT 1 cosmetic · 2 limited gain · 3 real gain in one key domain · 4 structural gain across multiple domains · 5 unlocks compliance / sovereignty

→ Prioritize High Impact × Low Effort (quick wins), then high-impact initiatives.



RUNNING EXAMPLE

Gaps become a **concrete 30-day action plan**, fueled by self-reflection and governance recommendations.

6 30-DAY ACTION PLAN

WEEK	ACTIONS TO COMPLETE	EXPECTED DELIVERABLE	OWNER
W1 — Analysis & scoping	Map data flows; appoint the DDAO pair	Data flow mapping + roles	C. Roussel
W2 — Design	Design freshness monitoring + training plan	Monitoring specs + training plan	IT / Ops
W3 — Implementation	Deploy monitoring; 1st team training session	Monitoring in production · team trained	IT / Ops · C. Roussel
W4 — Control & adjustment	Re-measure maturity (flash audit) and adjust	Flash audit · target maturity 3.3	C. Roussel

7 ? SELF-REFLECTION QUESTIONS

What is the primary strength of our agentic governance?

Supervision discipline: kill switch armed, register maintained, weekly review.

What is the greatest uncontrolled risk?

Catalog data freshness — direct cause of incident #4.

Which decisions must be made first?

Industrialize data monitoring and expand the DDAO pair to reduce individual dependency.

8 ✓ GENERAL RECOMMENDATIONS

- ✓ Define a clear, approved governance framework

✓ Maintain a register of agents and their use cases

✓ Strengthen security and compliance (DPO, DPIA)

☐ Train and raise team awareness
- ✓ Appoint a governance lead (DDAO)

☐ Standardize data management and classification

✓ Deploy supervision and alerting tools

✓ Measure performance and risks regularly



RUNNING EXAMPLE

The audit closes with an **executive summary**, its **validation** by the DDAO, and the scheduling of the **next audit**.

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9 EXECUTIVE SUMMARY

KEY FINDINGS

Governance is Reactive (2.9/5): supervision is already mature, but data governance and skills must be strengthened. Incident #4 validated control reflexes and exposed the "data" blind spot.

EXPECTED BENEFITS

Reduce data incident risk, secure business continuity (less individual dependency), aim for a "Defined" maturity (3.3) at the next audit.

TOP PRIORITIES (1 TO 5)

- 1 Data freshness monitoring
- 2 DDAO pair + team training
- 3 AI Act DPIA for agent Margaux
- 4 Real-time dashboard
- 5 Standardized data classification

IMMEDIATE NEXT STEPS

Launch the 30-day plan starting 06/11; schedule the flash audit for 07/10/2026.

10 AUDIT VALIDATION

AUDITOR

Camille Roussel

ROLE

DDAO · Director of
Digital Transformation

DATE

06/10/2026

SIGN-OFF

C. R. ✓

11 NEXT AUDIT

RECOMMENDED DATE

07/10/2026 (flash audit) then 09/10/2026 (full)

RECOMMENDED FREQUENCY

Quarterly

Semi-annual

Annual

Ad hoc

✓ BEST PRACTICES

- ✓ Involve key stakeholders in the audit
- ✓ Rely on evidence, not impressions
- ✓ Assess each domain independently
- ✓ Prioritize high-impact actions

⚠ WATCH POINTS

- ! Neglecting data quality
- ! Underestimating security and compliance
- ! Lacking visibility into agents in production
- ! An audit without a concrete action plan

What's next: translate actions into an **ACF-09 plan**, update the **ACF-12 Mandate**, log decisions in the **ACF-08 register**, and re-measure sovereignty with **ACF-00**.