



LEVEL

Operational

DURATION

1 h - 2 h 30

USE

Running an agent

TRACK

Toolkit

RUNNING EXAMPLE

Rhena applies this card to ANNA, its first-level home claims agent (maturity N2), owned by Dr Katrin Ostermann (DDAO).

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1 THE VERSION UNDER MANDATE (← ACF-13)

TESTED VERSION

v3.4

ACCEPTANCE DATE (← ACF-P2)

14/01/2027

OWNER WHO SIGNED

Dr Katrin Ostermann (DDAO)

2 THE CHANGE LOG

DATE	PREVIOUS	NEW	NOTIFIED BY	MANDATE REOPENED ON
14/01/2027	—	v3.4	Initial acceptance	15/01/2027
01/03/2027	2026 schedule	2027 schedule	Nobody	Never: the 11/03 incident
31/03/2027	v3.4	v3.4, schedule now logged	Internal fix	31/03/2027
02/07/2027	v3.4	v3.5	Vendor note, 4 weeks ahead	10/07/2027
15/11/2027	v3.5	v3.6	Vendor note, 4 weeks ahead	22/11/2027



RUNNING EXAMPLE

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3 WHAT TRIGGERS A REVIEW

VERSION CHANGE

Major or minor, both count. And not only the model version: at Rhena it was the schedule version that moved with nobody recording it.

ANNOUNCED CHANGE OF BEHAVIOUR

Vendor note, 4 weeks ahead. The schedule, though, does not come from the vendor.

OBSERVED DRIFT (← ACF-P4)

On 11 March it was a policyholder's complaint that revealed the drift, not supervision.

A mandate is signed against a version. When the version changes, what was signed no longer describes what decides.