SUPERVISION & GOVERNANCE

Monitor, measure and keep the agent compliant

LEVEL	Steering
DURATION	3h - 5h30
USE	Continuous supervision
TRACK	Step 6 / 6

OBJECTIVE

Place the agent **under continuous control**: measure its performance, detect drifts, verify its compliance and trace every decision. Supervision transforms a deployed agent (ACF-05) into an agent **governed over time**.

1 SUPERVISION KPIS

INDICATOR	TARGET	CURRENT VALUE	TREND	STATUS
Autonomous resolution rate				
CSAT (customer satisfaction)				
First response time				
Error rate				
Escalation rate				

2 ALERTS & INCIDENTS

DATE	TYPE	DESCRIPTION	SEVERITY	STATE

STATUS LEGEND

- Compliant / OK
- To monitor
- Critical / action
- Not applicable

BEST PRACTICES

- ✓ Update the dashboard every week.
- ✓ Document every incident and every decision.
- ✓ Reassess KPIs and thresholds periodically.

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3 COMPLIANCE MATRIX

KEY PRINCIPLE (AI ACT)	STATUS	COMMENT
Safety & protection		
Transparency & traceability		
Fairness & non-discrimination		
Responsibility & accountability		
Legal compliance (GDPR / AI Act)		
Privacy protection		
Reliability & robustness		

4 DECISION & ESCALATION LOG

DATE	DECISION / ESCALATION	REASON	OUTCOME	OWNER

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5 ACTION PLAN & CONTINUOUS IMPROVEMENT

ACTION	OBJECTIVE	OWNER	DEADLINE	STATUS

6 PERIODIC REVIEW & VALIDATION

REVIEW FREQUENCY

PARTICIPANTS

REVIEW OUTCOMES

- [ ] Objectives achieved
- [ ] Satisfactory progress
- [ ] Adjustments needed (thresholds, FAQ)
- [ ] Major issues identified

SUPERVISION OWNER

GOVERNANCE OWNER (DDAO · DELEGATED DECISION AGENT OFFICER)

Keep within reach: the emergency stop **ACF-07 · Kill Switch** (define the trigger threshold) and **ACF-12 · Agentic Risk Assessment** for emerging risks.

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