TEMPLATE P24 · OPERATIONS MANUAL

Operations manual

Brings together what is needed to operate the AI system in production in a stable and controlled manner: owners, routines, changes, common situations, continuity and records.

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01

Instructions for use

Aspect	Guidance
When it is used	It is drafted in phase 5 (a requirement of P23) and approved at the start of phase 6. It is kept alive throughout operation.
Who completes it	AI Operations Owner, with the AI Technical Owner.
Who verifies it	AI Office at Lite intensity; AI Auditor at Enterprise intensity.

Aspect	Guidance
At which *gate* it is reviewed	Prerequisite for G5; its currency is checked at each R6 continuity review.
Lite versus Enterprise	Lite may omit the fields marked **(Enterprise)**.
Relationship	P16 Lineage · P17 Human oversight · P18 Security · P19 Rollback · P25 Monitoring and alerts · P26 Incident response · P27 Incident and change log · P28 Value tracking · document 52 (AI operations manual).

Rules:

- The manual must be usable by an on-call person who **has not taken part in the build**.
- Detailed technical procedures may reside in the company's operations tool; here they are linked with their version.
- Every change in production is classified and recorded in P27 before it is executed, except emergency changes, which are recorded immediately afterwards.

02

Identification

Field	Content	Guidance
Use case code		IA-AAAA-NNN (T01).
AI system(s)		Identifier in the inventory (T02).
Version in production		Model, instructions and configuration (P16).
Go-live date		As per P23.
Intensity		Lite · Enterprise. Determines the frequency of R6: quarterly at Enterprise and half-yearly at Lite.
Autonomy level		A0 · A1 · A2 · A3.
Document version		
Author		Role and name.

Field	Content	Guidance
Date		DD-MM-YYYY.
Document status		Draft · Submitted for verification · Verified · Approved · Superseded.

03

Operational description

Field	Content	Guidance
What the system does		Summary of P31, in plain language.
Users and service hours		Who uses it and when it must be available.
Committed service levels		Availability, response time, resolution time.
Internal dependencies		Systems and data on which it depends.
Suppliers and support (Enterprise)		Supplier, service, support channel and contracted service level (P14).
Known limitations		From P16 and P21; what the system must not be asked to do. They are carried over to the internal instructions for use (P49 §5).

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Operational roles and contacts

Roles and channels are indicated; personal contact details are kept in the corporate directory.

Role	Holder	Deputy	Availability	Channel
AI Operations Owner				
Technical on-call				
AI Technical Owner				
AI Product Owner				

Role	Holder	Deputy	Availability	Channel
Designated supervisors (P17)				
Information security				
Data protection				
AI Risk Owner				

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Operational routines

Frequency: Continuous · Daily · Weekly · Monthly · Quarterly · Half-yearly.

Activity	Frequency	Owner	Procedure or link	Record
Review open alerts and their handling	Daily	Technical on-call	P25	Alerting tool
Check the quality and freshness of input data	Daily			
Review a sample of outputs (after-the-fact oversight)	As per P17	Designated supervisors	P17 block 6	
Review the agent action log and blocks	Weekly		P18 block 10	
Review consumption and cost against budget	Monthly		P25	
Review drift (including usage drift), bias and performance against the reference	Monthly		P25	
Review system permissions and identities	Quarterly		P18 blocks 4 and 5	
Update value tracking	As per P28	AI Product Owner	P28	
Prepare the R6 continuity review	Quarterly (Enterprise) · Half-yearly (Lite)	AI Operations Owner	Block 10	P29

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Change management

Type of change	Examples	Required testing	Who approves	Does it require reviewing classification, intensity or risks?
Minor	Adjustment of interface texts; alert threshold with no effect on behaviour	Functional verification	AI Operations Owner	No
Relevant	New version of the model, instructions or knowledge base; new tools or permissions for the agent; change in autonomy level; extension of population or purpose; change of supplier	Regression, bias, security and injection testing as applicable; rollback prepared	As per document 52; if autonomy, purpose or classification changes, a decision equivalent to G4/G5 and a new sign-off (P23)	Yes
Emergency	Containment of an incident	Whatever is possible without delaying containment	Incident coordinator, with immediate recording	Reviewed afterwards

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Common situations

Situation	Symptom or alert	First action	Escalate to	Reference
Performance degradation	Performance alert or increase in overrides	Check input data and version; assess rollback trigger	AI Technical Owner	P19 · P25
Missing or late input data	Freshness alert	Activate degraded mode if thresholds are exceeded	Data owner	P19
Model provider unavailable	Service errors	Apply the planned alternative; inform users	AI Operations Owner	P14 · P19
Consumption cost above threshold	Cost alert	Review anomalous usage; apply the level of the cost-driven degradation cascade in block 8	AI Product Owner	P18 block 7 · document 52 §10.3

Situation	Symptom or alert	First action	Escalate to	Reference
Change in what users ask (usage drift)	Alert on queries outside the validated scope or on a change of topics	Expand the evaluation set with the new cases and evaluate; if the use falls outside the purpose, restrict the scope	AI Product Owner	P25 · document 52 §4.2.6
Suspected prompt injection or anomalous agent action	Repeated blocks or action outside purpose	Assess kill switch; preserve logs	Information security	P18 · P26
Complaint from an affected person	Complaint received	Record; activate human review	AI Product Owner	P17 block 8
Possible discriminatory output	Fairness alert, unequal responses in counterfactual pairs or complaint	Treat as an incident and classify severity	AI Risk Owner	P26

08

Continuity and degraded mode

Field	Content	Guidance
Degraded mode available		Description and how it is activated (P19).
Process without AI		Who performs it and with what capacity.
Maximum acceptable time without service		Consistent with P19.
Recovery after degraded mode		Checks before returning to normal operation and who authorises it.
Cost-driven degradation cascade		Only systems with variable consumption. Applicable levels (N1 optimisation, N2 fallback model, N3 reduced scope, N4 without AI), the trigger for each (for example, N1 at 80% and N2 at 100% of the budget), who activates them and uses excluded from N2 (document 52 §10.3).
Fallback model		Identifier in P16, result of its evaluation before G5 and minimum quality required in P25.

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Access, records and retention

Field	Content	Guidance
Management of user onboarding and offboarding		Procedure and owner.
Periodic access review		Frequency and evidence.
Records retained		Inference logs, agent actions, human validations, changes, alerts.
Retention period		No shorter than that required by applicable regulation (document 34).
Monitoring required by regulation (Enterprise)		What is monitored after go-live, who does it and how the provider or the authority is informed where appropriate (document 34).

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Continuity review (R6)

Field	Content	Guidance
Frequency		At least quarterly at Enterprise and half-yearly at Lite (01 §6.8).
Next date		
Information prepared		Realised value against hypothesis (P28), stability (P25), incidents and changes (P27), compliance and currency of the risk classification and intensity (P04, P11, P12).
Criterion for proposing to bring G7 forward		Relevant deviations in value, risk or compliance.

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Quality criteria

Formal G5 and R6 criteria in document 21.

#	Check	Status (Met · Not met · Not applicable · Pending)
1	All operational roles have a holder and a deputy.	
2	Routines have a frequency, an owner and a record.	
3	The types of change and their approval are defined and connected with P27.	
4	Common situations have a first action and escalation.	
5	Degraded mode and the process without AI are described and are consistent with P19.	
6	The date of the next R6 is set according to intensity.	
7	For systems with variable consumption, the cost-driven degradation cascade is defined, does not deactivate critical controls and has been tested.	

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Approval and verification

Function	Role	Name	Date	Signature or reference
Author	AI Operations Owner			
Co-author	AI Technical Owner			
Verifier	AI Office (Lite) · AI Auditor (Enterprise)			
Approval	Sponsor (Lite) · AI Committee (Enterprise), within the G5 decision			

Segregation of duties: the operations owner does not verify evidence of their own operation (01 §8.1).

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Version control

Version	Date	Changes
0.1	16-09-2026	First version of the template.
0.1	18-09-2026	Cost-driven degradation cascade and fallback model in block 8; usage drift and counterfactual pairs in the common situations; quality criterion 7.