AI Use Cases KYRA:Policy

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Future-Proofing Client Lifecycle Management

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1. Agent Summary

Agent Name: KYRA:Policy

Primary Business Purpose: Parses client policy source documents and Fen-X configuration to answer policy questions and support policy-to-configuration comparison.

Workflow Role: Supports policy authors and configuration teams by extracting rules from uploaded policy documents, answering policy questions with cited sources, and flagging discrepancies between stated policy and live Fen-X configuration.

Value: Reduces manual cross-referencing between policy documents and system configuration, improves consistency between stated policy and configured behaviour, and gives every answer a traceable citation back to source.

Agent Class: Automation

Type: Hybrid

Model(s) Used: Claude Sonnet 5

2. What the agent does

Trigger	Inputs	Actions	Outputs
Document Upload or User-Initiated Policy Question	Uploaded policy document(s), existing Fen-X policy configuration, knowledge base index, comparison rules.	Retrieve context > Apply policy and rules > Use approved tools > Generate recommendations or actions > Log rationale and evidence	Extracted policy rules, cited answer to policy question, configuration discrepancy report, confidence score, source citation(s) and audit trail.

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3. Trust and Control Model

Control	Description	Evidence
Input Controls	Inputs are checked for relevance, sensitive data, PII handling, and prompt injection risk before model interaction.	AI Gateway input guard log, quarantined document alerts, policy checks.
Grounding and Policy	The agent uses Fenergo workflow context, configured policy, rules, and trusted domain knowledge rather than relying only on a general model response.	Policy ID, rule ID, source references, system-of-record links.
Tool and API Access	The agent can only use approved tools and backend services through controlled gateways and authorised scopes.	Tool Gateway decision, API Gateway authorization record, rate limit and claims data.
Human Oversight	Required for any configuration change proposed from a policy comparison. Every answer must carry at least one knowledge-base citation before presentation to users (KB grounding validation).	Reviewer ID, approval timestamp, commentary, citation record, 4-eyes approval where required.
Output Controls	Outputs are checked for grounding, sensitive data, language policy, and policy compliance before presentation to users.	Output guard result, generated response, blocked or redacted content events.
Auditability	The agent action is observable and reconstructable after the event.	Agent activity trail, structured reasoning trail, tool calls, version history.

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4. Shared Responsibility Model

4.1. Fenergo Provides

Fenergo provides clients with the following capabilities as part of the Shared Responsibility Model:

- Platform Controls
- Application Security
- AI Gateway
- Tool Gateway
- API Gateway
- Traceability
- Workflow Integration
- Policy Enforcement Capabilities

4.2. Client Controls

Fenergo clients assume responsibility for the following controls as part of the Shared Responsibility Model:

- User access configuration
- Configuration of Fenergo Application
- Approved Data Sources
- Operating Procedures
- Local Policy
- Approval Thresholds
- Supervisory Review
- Final Accountability

4.3. Shared Areas

As part of the Shared Responsibility Model the following areas fall under common equally owned responsibilities:

- Monitoring
- Incident Response
- Continuous Control Improvement
- Audit Evidence Review
- Change Management
- Operational Readiness

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