

SOCIABLE SYSTEMS // THE GOVERNANCE OF GHOSTS

Appendix B

Edge-Case Registry + Human Authority Path

Workflow blueprint and registry template for teams operating automated matching, deduplication, and standardization systems.

From Episode 3: The Formula Keeper (Gaskets for Governance)

This appendix provides the operational plumbing for Appendix A's contractual clauses. Where Appendix A establishes rights, this document shows how to exercise them: who gets routed what, when they must respond, and how edge cases become learning.

"A R20 gasket saves a R2000 pump."

B1. Human Authority Path

Trigger Sources

The following conditions should route records to human review rather than allowing automated resolution:

- Duplicates in critical field combinations (name + ID, household + payment)
- Name or ID mutation (diacritics lost, leading zeros dropped, hyphen variants)
- Household merge candidates
- Data type coercion events (numeric conversion, field truncation)
- Any record with legal, financial, safety, or identity impact

Routing Tiers

Tier	Action	Example
Tier 0	Automated safe repairs	Whitespace trim, case normalization
Tier 1	Assisted review	Confidence-scored matches flagged for confirmation
Tier 2	Override Authority: pause, quarantine, reverse, manual adjudication	Household merges, identity disputes, payment conflicts
Tier 3	Escalation to legal or policy authority	Inheritance disputes, protection cases, contested identities

Continuity Modes

When an override pauses a process, the system must not crash or stall entirely. Define which continuity mode applies:

- **Hold queue** with maximum backlog threshold
- **Quarantine outputs** and block downstream propagation
- **Partial run** with excluded cohorts clearly flagged
- **Rollback** to last known good snapshot

Timers

- Maximum time a critical flag may sit unreviewed
- Maximum duration a job may remain paused before continuity mode activates

Define these thresholds before the first incident. During the incident is too late.

B2. Edge-Case Registry Template

Each edge case discovered during operations should be logged using the following structure. The "Discovered By" field is critical: edge cases are found by the person closest to the ground, and losing that attribution means losing the network that finds the next one.

Identification

Field	Description
EdgeCase_ID	Unique identifier
Date_Discovered	Date the edge case was first identified
Discovered_By	Name, role, and team of the person who found it
Discovered_In	System, process, or location where it surfaced
Source_Artifact	Ticket, audit reference, or supporting document
Detection_Method	User report Audit Monitoring Reconciliation Escalation

Impact Assessment

Field	Description
Summary	Plain-language description of the edge case
Impact_Type	Payment Safety Compliance Customer harm Operational
Impact_Severity	Low Medium High Critical
Affected_Population	Who is affected and approximate scope
Trigger_Pattern	What conditions cause this edge case to manifest

System Context

Field	Description
Data_Version(s)	Which data version(s) are affected
Job_or_Run_ID	Batch job or run identifier
Transformation_Step	Which pipeline step produced the issue
Match_Logic_Used	What matching rules were active

Evidence

Field	Description
Evidence_Used	What proof supported the override decision
Human_Context_Notes	Contextual knowledge from domain experts
Pronunciation_or_Local	Local knowledge, naming conventions, community input

Decision

Field	Description
Override_Decision	Approve Deny Hold Partial
Override_Authority	Named person who made the decision
Decision_Rationale	Why this decision was made
Immediate_Action	Pause Quarantine Rollback Manual link Manual split

Remediation and Closure

Field	Description
Permanent_Fix_Owner	Who owns the long-term fix
Permanent_Fix_Type	Rule update Data correction UX change Model update Policy
Fix_ETA	Expected completion date
Verification_Steps	How the fix will be verified
Verification_Result	Outcome of verification
Status	Open In progress Resolved Monitoring
Related_Cases	Links to connected edge cases
Notes	Additional context or observations

This template is designed to be adapted to your organisation's existing incident management and quality workflows. The minimum viable version includes: Discovered By, Summary, Trigger Pattern, Override Decision, and Permanent Fix Owner. Start there. Expand as the registry earns trust.

For the contractual clauses that establish the right to use this registry, see Appendix A: Right of Override Clause Block.

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