

— CUSTOMER STORY

The rule everyone shouted in the SOP is now enforced in the skill.

"Never kill a session"

In a core banking database, one terminated session at the wrong moment can orphan a transaction. Every DBA knows it. The trouble is that knowing it and enforcing it are two very different things.

The situation — Right instincts, no enforcement

The bank's DBA team had a solid connection-pool runbook. What worried the auditors was everything around it:

- The runbook's most important line — do not terminate sessions without a DBA — was written in capitals and enforced by nothing.
- Automation scripts ran with broad credentials, so the only limit was the script author's memory.
- Each investigation produced notes in a different format, which made post-incident review slow.
- Audit wanted proof that diagnostic tooling could not change production, not a promise that it would not.

The move — Write the limit into the skill itself

The team built their pool diagnostics as a discover-class skill with `read_only`, a row limit, and an explicit never-list. Its output schema — root cause, evidence, confidence, next actions — became the standard post-incident record.

"The auditors didn't want our word that the tool was read-only. They wanted to see the line that made it read-only. Now they can."

— HEAD OF DATABASE ENGINEERING

— DEPLOYMENT SNAPSHOT

SECTOR

Retail and commercial bank

ESTATE

Core banking database tier

START POINT

SOP converted to skill

AUTONOMY

discover only

CONSTRAINTS

read_only, max_rows, never-list

GOVERNANCE

RBAC by DBA role

OUTPUT

Schema used as incident record

INTEGRATIONS

PostgreSQL, Datadog, ticketing

— BENCHMARK RANGES

40-60%

LOWER MTTR

~90%

LESS NOISE

Day 1

NEW-HIRE RAMP

- **The method is the asset.** Once it is written down as a skill, it stops depending on who is awake.
- **Constraints travel with it.** The guardrail lives inside the skill, so no agent can quietly exceed it.

— HOW IT WAS BUILT

Translate

The existing SOP was turned into ordered steps, declared connectors and an output schema.

Constrain

read_only, a 5,000-row ceiling and a never-list covering session termination and index drops.

Classify

Declared as discover, so no agent calling it can do more than read, whatever its own settings.

Record

Every run returns the same schema, which now doubles as the post-incident evidence pack.

— WHAT CHANGED

BEFORE SKILLS BUILDER

- The key rule written in capitals, enforced by nobody
- Scripts bounded only by the author's memory
- Investigation notes in a dozen formats
- Audit asking for proof of read-only tooling
- Slow post-incident reconstruction

WITH SKILLS BUILDER

- The rule enforced as a constraint on every run
- Tool calls limited to the declared list
- One output schema for every investigation
- Audit reads the constraint block directly
- The evidence pack exists when the run ends

— WHERE THE CHANGE CAME FROM

Visible limits built trust

A constraint block an auditor can read did more than any policy document.

The schema was the record

Standard output turned investigation notes into audit evidence for free.

Classification sat at the source

Because the skill is discover-class, no future agent can quietly exceed it.

— WHY THIS MATTERS IN BANKING & FINANCIAL SERVICES

Skill constraints

discover class

Custom from SOP

Output schema

Declared connectors

RBAC

Audit-ready runs

Versioning

— BOTTOM LINE

Skills Builder turned the one line every DBA shouted in the runbook into a rule nothing can bypass — and gave audit something concrete to read.

40–60% LOWER MTTR**~90%** LESS NOISE**Day 1** NEW-HIRE RAMP

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