

OPERATING MODEL & CHANGE

Design AI work people will actually own

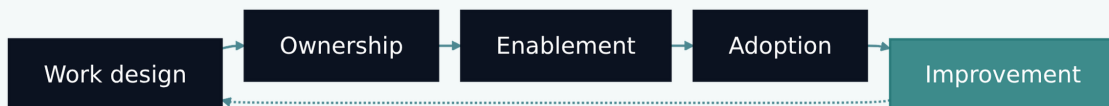
Make every AI-enabled decision, role and handover workable from day one.

AI adoption is an operating-model choice: value appears only when the organisation redesigns work, not merely when employees receive access to a tool.

THE DECISION BEHIND THE SERVICE

AI pilots often stall not because the technology fails, but because work is left unchanged. People do not know when to rely on the system, when to challenge it, who makes the final call, or how new practices will be sustained. Without deliberate design, adoption becomes an informal, fragile layer around the initiative.

THE DECISION MODEL



From a promising pilot to an owned, improving way of working.

How we work with you

- 01** Map the work around one priority AI use case, including human judgement and escalation points.
- 02** Clarify decision ownership, accountabilities and communications across sponsors, operators, risk owners and technology teams.
- 03** Build enablement and transition around the people expected to operate, improve and govern the service.

What you can take forward

- 01** Use-case work-design map covering tasks, human review, escalation and final-decision points.
- 02** Decision-ownership plan identifying sponsors, operators, technology contributors and escalation routes.
- 03** Tailored enablement, adoption-measure and handover plan for the agreed use case.

One question worth asking: Which AI-enabled decision must your business make reliably, and who remains accountable for it?

BEGIN WITH ONE REAL DECISION

Bring one AI use case that needs to reach operations. Let us map who decides, who challenges and who carries it forward.

Explore with ISOVIA

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