

Human + AI Operating Model Design

Method 04 · How humans and AI share work, decisions, and accountability

THE PROBLEM

Your org chart shows people. Your AI agents make decisions all day and appear nowhere on it. Work is shared with software that holds no role and no owner.

INPUTS

The workflow as it truly runs today · every AI participant in it · the decisions inside it

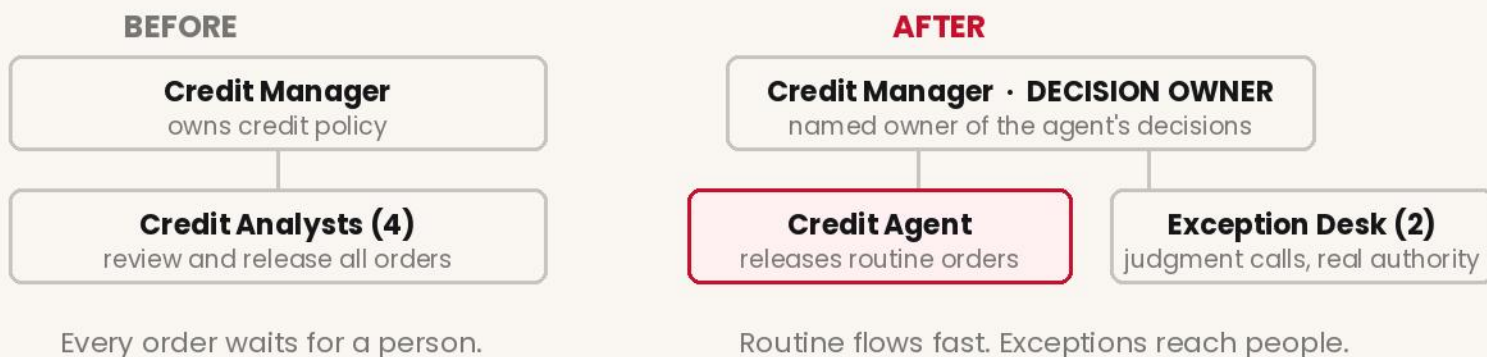
THE SIX STEPS

- ① **Map how the work runs today**
people, decisions, handoffs, and the workarounds nobody admits to
- ② **Place every AI participant by pattern**
assistant, recommender, checked actor, or autonomous agent
- ③ **Give every agent a role and a named human owner**
an agent holds a role on the chart, like an employee would
- ④ **Split the decision rights, decision by decision**
what the AI may do, what the human must do, written down
- ⑤ **Design the handoffs, exceptions, and checkpoints**
what travels between human and AI, and where a person can truly intervene
- ⑥ **Set the operating rhythm**
who reviews what, how often, and how the boundaries get tuned

THE ARTIFACT

The Operating Model Canvas. One page showing who does what, who decides what, who answers for what, and how work passes between humans and AI.

WORKED EXAMPLE · Apex Consumer Products, order-to-cash



THE RULE

No agent role without a named human owner.

The full method, with the canvas templates, decision-rights matrix, and facilitation guide, is part of AEBOK, the Autonomous Enterprise Body of Knowledge.

Rabi Jay · autonomousenterpriseai.com