The Human-Centered AI Canvas

Jobs-to-be-Done ◎

What are you trying to accomplish?

A.I. Promise 📈
(gain creators)

How might AI help you with the problem you are trying to solve?
Which benefits the use of AI might bring to your organization?
How might the use of AI help you in achieving your goal or completing your task?

Machine Activities 🕸

What AI technology allows your human agents to focus on?
How might you make best use of human agents' judgment, flexibility and creativity?
Which activities where AI can't be used should be overtaken by your human agents?

Human Reinforcement ⇄

How might AI to influence the work of your human agents?
How might AI enhance your human agents by adding to their capabilities and improving their decision-making process?
What feedback loop will you build between the machine and your human agents to augment their intelligence and abilities?

Collaboration

What's the role of your human agents in overseeing the performance of the machine and refining the model?
How might you use the input from your human agents to improve the effectiveness of your machine?
What is the relationship between your human agents and your machine?

Benefits for Humans 🤚
(pain relievers)

How might the human agents part of your process benefit from using AI?
What AI is freeing up in your human agents' capabilities?
Which repetitive tasks that your human agents are performing can be eliminated?

Human Activities 👤

Which tasks in your process are best suited for machines rather than human?
How might you make the best use of machine precision and accuracy?
Which limitations of human abilities could be taken over by machines in your process?

Critical Thinking & Biases ⚖

What are the limits to what you can do with AI in your process?
Which major or complex decisions can't be taken over by machines in your process?
How might you apply critical thought to your machine performance and overcome its potential biases?

Considerations & Implications 🛡

How might you ensure that your AI is developed in a responsible, safe and reliable manner?
How might you address the societal issues that the way you are using AI bring about?
Which morals, ethical or philosophical norms should be taken into consideration?

Change Management ⟳

How will you manage the anxieties of your employees that might be worried about their role being disrupted?
How will you re-train your workforce to ensure a smooth transition of your company to the age of artificial intelligence?
How will you communicate the difference between your human and machine-led experiences to your customers?