

# AI-First Operating Model

Replace busywork – not humans. Autonomy + AI orchestration + human accountability.

## Principles

- Keep humans on decisions that affect pay, dignity, safety, and careers; AI supports with evidence
- Automate admin / coordination; co-pilot complex judgements; never auto-decide high stakes items
- Transparency by default: data sources, access, and override logs are visible and reviewable
- Bias governance: regular audits, explainability, appeal path; role-based access and data minimization

## Structure

- HRBP (1:60-80): 1:1 cadence, development plans, conflict facilitation, calibration rituals
- IC work leads (rotating): own priorities & quality – not HR admin or comp decisions
- AI Orchestrator: staffing suggestions, workload balancing, SLA tracking, review drafts from artifacts
- Calibration Committee (monthly/quarterly): cross-functional panel for ratings, promo, comp
- Executives: strategy, resourcing, risk & ethics guardrails

## AI Co-pilot (Human decides)

- Staffing/project matching, skills inference
- Capacity planning scenarios
- Performance review drafts from evidence; calibration prep
- Risk alerts (burnout, attrition, fairness flags)
- Draft 1:1 agendas, coaching prompts, follow-ups

## Success Metrics

- Throughput, cycle time, SLA hit rate
- Quality/defect or redo rate
- Customer NPS / CSAT; internal eNPS
- Regret attrition; grievance rate
- Span-of-control, manager / admin hours saved
- Fairness / bias audit results; override rate

## Guardrails

- Decision rights map (RACI) with policy boundaries for AI vs. human decisions
- Explainability for material recommendations; documented appeals process
- Data minimization, retention limits, role-based access

## Operating Stance

- Reduce managerial busywork, expand autonomy, keep humans on high stakes calls
- AI provides evidence, drafts, and orchestration; people provide context, ethics, and accountability

## Automate (AI decides)

- Scheduling, staffing rosters
- Status collection & standup notes
- Policy-bounded approvals [PTO under limits, expenses under threshold]
- KPI rollups, executive briefs from systems exhaust
- Ticket triage, workload balancing

## Human-led (Non-negotiable)

- Hiring, firing, promotion, compensation
- Conflict resolution; psychological safety & culture
- Accommodations, ethics/compliance gray areas
- Career development, sponsorship, mentorship

## 90-Day Pilot Plan

- Baseline two similar teams (control vs. pilot)
- Remove middle-manager layer in pilot; assign 1 HRBP; designate IC Work Leads; shift admin to AI
- Instrument data flows (HRIS/ATS, ticketing, CRM, code/PRs, chat, calendar)
- Run with explicit decision-rights map & escalation thresholds, log AI recommendations overrides
- Review at day 30/60/90; adjust guardrails; publish a short playbook

## Value Model

- Savings: middle-manager payroll & coordination time recaptured
- Offsets: HRBP coverage, AI platform governance/audit time
- Net: cycle-time quality stable/improved, trust stable/improved

## Stopping Conditions

- Spike in grievances or adverse impact indicators
- Sustained quality / defect slippage vs. control
- Repeated critical overrides without policy gaps fixed