

## EXECUTIVE SUMMARY

*This report examines a critical organizational challenge: resource allocation conflicts between projects weekly.*

*Our analysis found that created by a vendor implementation that optimized for their product, not your workflow. Previous attempts to fix this addressed symptoms rather than root causes. We've designed a 5-part human-AI collaboration model to transform this workflow.*

### Key Findings

- Universal consensus confirmed — this isn't one person's complaint, it's a shared organizational pain point.
- Root cause identified: created by a vendor implementation that optimized for their product, not your workflow.
- A prior attempt to fix this didn't succeed — likely because root causes weren't addressed.
- The real goal is better quality, but the process has become the focus instead.
- A 5-part human-AI collaboration model can transform this workflow using delegating, supervising, approving, consulting modes.

### Recommended Approach

We recommend a 5-part collaboration model focused on data gathering and initial analysis, communication and stakeholder updates, quality assurance and compliance. AI fully handles 2 outcomes within defined guardrails. 1 outcome run on AI with human oversight. Humans lead 2 outcomes with AI assistance. Run a one-month pilot with new hires only.

## THE PROBLEM

"Resource allocation conflicts between projects weekly"

### Why This Problem Matters

Universal agreement:

*This isn't one person's complaint — it's a shared organizational pain point that everyone recognizes.*

# WHY IT PERSISTS

*Created by a vendor implementation that optimized for their product, not your workflow. The consulting industry had different pressures then, and the process reflected that reality.*

*Everyone assumes this requires human judgment, but 80% is actually pattern matching. Meanwhile, people have built workarounds: informal networks that bypass the official channels.*

*The real goal is better quality, but the process has become the focus instead. The real goal is better quality, but the current process has become an end in itself.*

## THE SOLUTION

### Target Outcomes

1. Data gathering and initial analysis
2. Communication and stakeholder updates
3. Quality assurance and compliance
4. Process coordination and scheduling
5. Documentation and knowledge capture

### Human-AI Collaboration Model

#### 1. Data gathering and initial analysis

Delegating Mode

##### AI handles:

*Collects data from multiple sources, runs initial analysis, flags anomalies*

##### Human handles:

*Validates findings, adds context AI can't access, makes final calls*

**Why: AI excels at this type of work. Human relationships matter here.**

#### 2. Communication and stakeholder updates

Supervising Mode

##### AI handles:

*Drafts communications, maintains consistency, handles routine updates*

##### Human handles:

*Reviews for tone, handles sensitive messages, manages relationships*

**Why: Routine enough for AI with this type of work. Judgment calls are frequent.**

### 3. Quality assurance and compliance

Approving Mode

AI handles:

*Runs all standard checks, compares against requirements, documents findings*

Human handles:

*Reviews exceptions, makes judgment calls, signs off on final output*

**Why: Quality requires this type of work. Judgment calls are frequent.**

### 4. Process coordination and scheduling

Delegating Mode

AI handles:

*Manages calendars, resolves conflicts, sends reminders, tracks completion*

Human handles:

*Handles escalations, makes priority decisions, manages exceptions*

**Why: AI excels at this type of work. Patterns are clear and repeatable.**

### 5. Documentation and knowledge capture

Consulting Mode

AI handles:

*Suggests templates, organizes information, maintains consistency*

Human handles:

*Provides expertise, validates accuracy, decides what matters*

**Why: Human judgment needed for this type of work. Patterns are clear and repeatable.**

## MAKING IT HAPPEN

### Change Management

*Start with the most receptive department. Get operations aligned before expanding.*

### Pilot Strategy

*Run a one-month pilot with new hires only. Measure before and after, then scale based on results.*

### Continuous Improvement

*Track throughput weekly. Feed human corrections back to improve AI recommendations. Review collaboration modes monthly and adjust based on what's working.*

## How You'll Know It's Working

- While metrics aren't perfectly defined, you'll notice improvements in speed, quality, and team satisfaction.
- For delegated tasks like "data gathering and initial analysis", measure volume handled and exceptions flagged.
- For approval workflows, track review time and approval rates.

## NEXT STEPS

You identified "resource allocation conflicts between projects weekly" as a critical organizational challenge.

We traced its origins and found it was designed for constraints that no longer apply.

The 5-part solution assigns 2 delegating, 1 supervising, 1 approving, 1 consulting collaboration modes to match each outcome with the right human-AI balance.

Start with the pilot approach outlined above, then scale based on what you learn.

Ready to implement?

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