Human-AI Workflow Blueprint

Public records requests create backlogs of months

EXECUTIVE SUMMARY

This report examines a critical organizational challenge: public records requests create backlogs of months.

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 4-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.*

- *Multiple previous fix attempts addressed symptoms rather than the underlying structural issues.*

- *The real goal is happier customers, but the current process has become an end in itself.*

- *A 4-part human-AI collaboration model can transform this workflow using delegating, supervising, approving modes.*

Recommended Approach

We recommend a 4-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 runs on AI with human oversight. Humans lead 1 outcome with AI assistance. Run a 30-day pilot with a single team.

THE PROBLEM

"Public records requests create backlogs of months"

Why This Problem Matters

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

Strategic importance:
This problem is critical to the organization's core objectives and outcomes.

WHY IT PERSISTS

Created by a vendor implementation that optimized for their product, not your workflow. The government industry had different pressures then, and the process reflected that reality. The team believes leadership wants it this way, but leadership thinks the team prefers it. Meanwhile, people have built workarounds: scripts that automate parts nobody talks about. Multiple teams have optimized around the dysfunction - changing it affects everyone. The real goal is happier customers, 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*

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. The volume makes automation essential.

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. Human relationships matter here.

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. The volume makes automation essential.

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. The volume makes automation essential.

MAKING IT HAPPEN

Change Management

Start with the lowest-risk application. Get the affected team aligned before expanding.

Pilot Strategy

Run a 30-day pilot with a single team. 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

- *You identified clear metrics during our conversation — track these weekly and compare against your baseline.*

- *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 "public records requests create backlogs of months" as a critical organizational challenge.

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

The 4-part solution assigns 2 delegating, 1 supervising, 1 approving 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.

Share this with your team

This blueprint was designed for collective action. Share it with stakeholders who need to understand the problem and the path forward.

Ready to implement?

Book a 30-minute call | *Email us*