

## 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 run 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.*

## 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.**

### 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. 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](#)



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