First AI workflow card

Rank your candidate workflows, then work the checks in order. Fill in what you know; every blank line gets an owner and a date. Any blank line means: the workflow is not ready to start.

QUESTION	ANSWER	OWNER / BY WHEN
Candidate workflows (documents, service queue, case file, inspection, legacy code, emergency alerts, fraud)		
Backlog: how deep is each pile, measured over what period		
Error cost: what one wrong output costs (a payment, a permit, a public warning)		
Has the problem exhausted ordinary resources (staffing, overtime, backlog fixes tried)		
First workflow picked, and the pile and error cost that picked it		
Buying route: which contract covers it, and can work run on a statement of work		
Public promise already made (a date to the mayor, council or commissioner); what is booked before that date		
Boundary test: does the output decide or recommend about a person's benefit, permit or tax?	☐ Yes ☐ No	
Boundary test: does it enter a record the law keeps, send a crew or inspector, or speak for the agency?	☐ Yes ☐ No	
If any yes: named owner for that output, and the bar it must clear (who keeps the human decision)		
Open records: who treats prompts and AI results as public record		
AI already running on this work that nobody calls AI (rules engine, matching system, fraud model, form auto-fill)		
Vendor's "gov-ready" claim tested on the agency's own documents or calls; result		
Where the data runs: the agency's own tenant or an external platform		
Day-one measures: mean time to resolution and average speed to answer, on whose dashboard		
Decision and date	**☐ GO: first workflow _____ ☐ HOLD Date _____ Signed _____**	

First AI workflow card

Example (fictional): property-tax exemption backlog at a mid-size county

QUESTION	ANSWER	OWNER / BY WHEN
Candidate workflows (documents, service queue, case file, inspection, legacy code, emergency alerts, fraud)	Mailed property-tax exemption applications (records); restaurant inspection scheduling (inspection)	n/a
Backlog: how deep is each pile, measured over what period	26,000 exemption applications waiting, oldest about 11 weeks (measured over 4 weeks); inspections about 3 weeks behind	n/a
Error cost: what one wrong output costs (a payment, a permit, a public warning)	A wrong exemption entry sends a wrong tax bill and starts an appeal; a missed inspection costs a re-visit	n/a
Has the problem exhausted ordinary resources (staffing, overtime, backlog fixes tried)	Yes: 6 temp clerks hired in 2025 and overtime capped; the queue still grew	n/a
First workflow picked, and the pile and error cost that picked it	Reading and keying exemption applications: deepest pile and costliest error	n/a
Buying route: which contract covers it, and can work run on a statement of work	The county's IT services contract has an AI category; a statement of work is possible	Procurement lead
Public promise already made (a date to the mayor, council or commissioner); what is booked before that date	The commission chair promised relief "by the fall budget hearing"; the statement of work is not signed yet	Procurement lead, by 30 Jan
Boundary test: does the output decide or recommend about a person's benefit, permit or tax?	☒ No: it reads and keys; staff decide every exemption	n/a
Boundary test: does it enter a record the law keeps, send a crew or inspector, or speak for the agency?	☒ Yes: the keyed data enters the tax record the law keeps	n/a
If any yes: named owner for that output, and the bar it must clear (who keeps the human decision)	**Fails the bar**: the vendor demo auto-scored applications for likely approval, and no owner is named for what enters the record. Scoring stays off until an owner and a bar are set	Revenue director, by 20 Feb
Open records: who treats prompts and AI results as public record	County counsel confirmed prompts and AI results are public record; retention schedule pending	County counsel, by 15 Feb
AI already running on this work that nobody calls AI (rules engine, matching system, fraud model, form auto-fill)	The rules engine that auto-approves straightforward homestead renewals; now on the inventory	IT inventory lead
Vendor's "gov-ready" claim tested on the agency's own documents or calls; result	**Blank: not ready**: the demo ran on the vendor's sample forms only	Revenue operations manager, by 10 Feb
Where the data runs: the agency's own tenant or an external platform	The county's own tenant; an external platform was ruled out	n/a
Day-one measures: mean time to resolution and average speed to answer, on whose dashboard	Mean time to resolution on the application queue (baseline 11 weeks) and average speed to answer on the exemption phone line, on the revenue director's dashboard	Revenue operations manager
Decision and date	**☐ GO ☒ HOLD · Date 22 Jan · "Vendor claim untested on our own forms, and no owner for what enters the record."**	Revenue director