

# AI project problem statement

Fill in one card for each AI proposal before it gets budget. Ask whoever proposed it to answer, not the vendor. Every blank line gets an owner and a date. Any blank line means: not ready to fund.

| QUESTION                                                                               | ANSWER                                                                                                                    | OWNER / BY WHEN |
|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-----------------|
| Project, and who proposed it                                                           |                                                                                                                           |                 |
| The problem in one sentence, with no tool name in it                                   |                                                                                                                           |                 |
| Whose problem is it: who lives with it day to day?                                     |                                                                                                                           |                 |
| Who solves it today, and what do they need the work for?                               |                                                                                                                           |                 |
| Which decision changes once it is solved?                                              |                                                                                                                           |                 |
| Evidence the problem is real (what was counted, over how long)                         |                                                                                                                           |                 |
| Is it worth solving whatever data we already hold? (yes / no)                          | <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                  |                 |
| Does it need AI? Which simpler fix was checked, and why it won't do                    |                                                                                                                           |                 |
| Who is pushing for it, and what do they expect it to solve?                            |                                                                                                                           |                 |
| What changed to make it urgent now?                                                    |                                                                                                                           |                 |
| Did it start from the problem or from a new capability?                                |                                                                                                                           |                 |
| How long have we had this problem, and do we understand its data, systems and context? |                                                                                                                           |                 |
| Which number moves, by how much, by when                                               |                                                                                                                           |                 |
| What solving it is worth, and who estimated it                                         |                                                                                                                           |                 |
| Who owns that number after launch                                                      |                                                                                                                           |                 |
| Decision and date                                                                      | <input type="checkbox"/> FUND <input type="checkbox"/> SEND BACK <input type="checkbox"/> DECLINE Date _____ Signed _____ |                 |

# AI project problem statement

Example (fictional): AI forecasting of spare parts for field repair vans

| QUESTION                                                                               | ANSWER                                                                                                                                                                                               | OWNER / BY WHEN                |
|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Project, and who proposed it                                                           | AI forecast of which spare parts each repair van carries; proposed by the operations director                                                                                                        | —                              |
| The problem in one sentence, with no tool name in it                                   | About 1 in 6 repair jobs needs a second visit because the technician arrives without the part                                                                                                        | —                              |
| Whose problem is it: who lives with it day to day?                                     | Field service team leads, who rebook the visits; customers wait about 3 extra days                                                                                                                   | —                              |
| Who solves it today, and what do they need the work for?                               | Two parts planners set van stock each week from last year's jobs, to keep vans stocked without overfilling the warehouse                                                                             | —                              |
| Which decision changes once it is solved?                                              | What each van carries each week, and how much the warehouse reorders                                                                                                                                 | —                              |
| Evidence the problem is real (what was counted, over how long)                         | 140 second visits for missing parts, counted by the service desk over 8 weeks                                                                                                                        | —                              |
| Is it worth solving whatever data we already hold? (yes / no)                          | Yes                                                                                                                                                                                                  | —                              |
| Does it need AI? Which simpler fix was checked, and why it won't do                    | <b>Blank: not ready.</b> Nobody has checked whether a fixed stock list for the 50 most-used parts would do the same                                                                                  | Parts planning lead, by 12 Dec |
| Who is pushing for it, and what do they expect it to solve?                            | Operations director, after a competitor announced "AI-powered service"; expects fewer second visits                                                                                                  | —                              |
| What changed to make it urgent now?                                                    | The competitor's announcement, and second visits rose this winter                                                                                                                                    | —                              |
| Did it start from the problem or from a new capability?                                | From the problem: team leads raised it before the competitor's news                                                                                                                                  | —                              |
| How long have we had this problem, and do we understand its data, systems and context? | At least 5 years; job and parts history in the service system since 2019, owned by the service desk                                                                                                  | —                              |
| Which number moves, by how much, by when                                               | "Better forecasting." <b>Fails the bar:</b> no number and no date                                                                                                                                    | Operations director, by 5 Dec  |
| What solving it is worth, and who estimated it                                         | About \$180 per second visit, so roughly \$160,000 a year if all were avoided (finance's estimate)                                                                                                   | —                              |
| Who owns that number after launch                                                      | Head of field service                                                                                                                                                                                | —                              |
| Decision and date                                                                      | <input type="checkbox"/> FUND <input checked="" type="checkbox"/> SEND BACK <input type="checkbox"/> DECLINE · Date 20 Nov · "The problem is real; no target yet, and the simpler fix is unchecked." | Head of operations             |