

RESOURCE 2



Where Does AI Actually Belong

Four work decisions before you automate, assist, augment, or keep human

USE THIS WHEN

Use this when a team is asking where AI could be added, but the work has not yet been mapped task by task.

WHY IT MATTERS

The strongest AI strategy is not to put “AI everywhere”. It is knowing where AI belongs, where it does not, and watching you stay human because the organisation still carries the accountability.

The Four Work Decisions

- **Automate:** repetitive rules-based checkable work where the output can be verified
- **Assist:** cognitive load work, such as summarising, searching, preparing, organising, or comparing information
- **Augment:** skilled judgement where AI can structure the evidence, but a person still decides and owns the outcome.
- **Keep human:** the work involving trust, ethics, relationships, exceptions, reputation, well-being, or final accountability.

The better question

- **Do not start with:** Where can we put AI?
- **Start with:** Where does AI actually belong in this work?
- A job rarely changes in one neat block. AI usually changes tasks, decisions, handoffs, evidence, and accountability.

When to be careful

- Do not add AI to a process simply because AI is available.
- Do not replace a working process if AI would add complexity without improving the outcome.
- Do not treat human judgement as an inefficiency when it is actually the control the business needs.

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Working Page

Use this page with your leadership team. If the answer is vague, leave it blank and treat that as useful evidence.

CHECK	QUESTION	ANSWER / EVIDENCE
TASK OR DECISION	What specific part of the work are we looking at?	
CURRENT PROBLEM	What is slow, risky, costly, inconsistent, or painful today?	
AI ROLE	Automate, Assist, Augment, or Keep Human?	
HUMAN ACCOUNTABILITY	Who checks, decides, explains, or owns the outcome?	
DO NOT CHANGE IF	What would make us leave this process alone for now?	
OWNERSHIP	Who owns outcome, adoption, cost, and risk?	

The team cannot map the work cleanly. The project is not ready for approval. Take a Human Pause first.