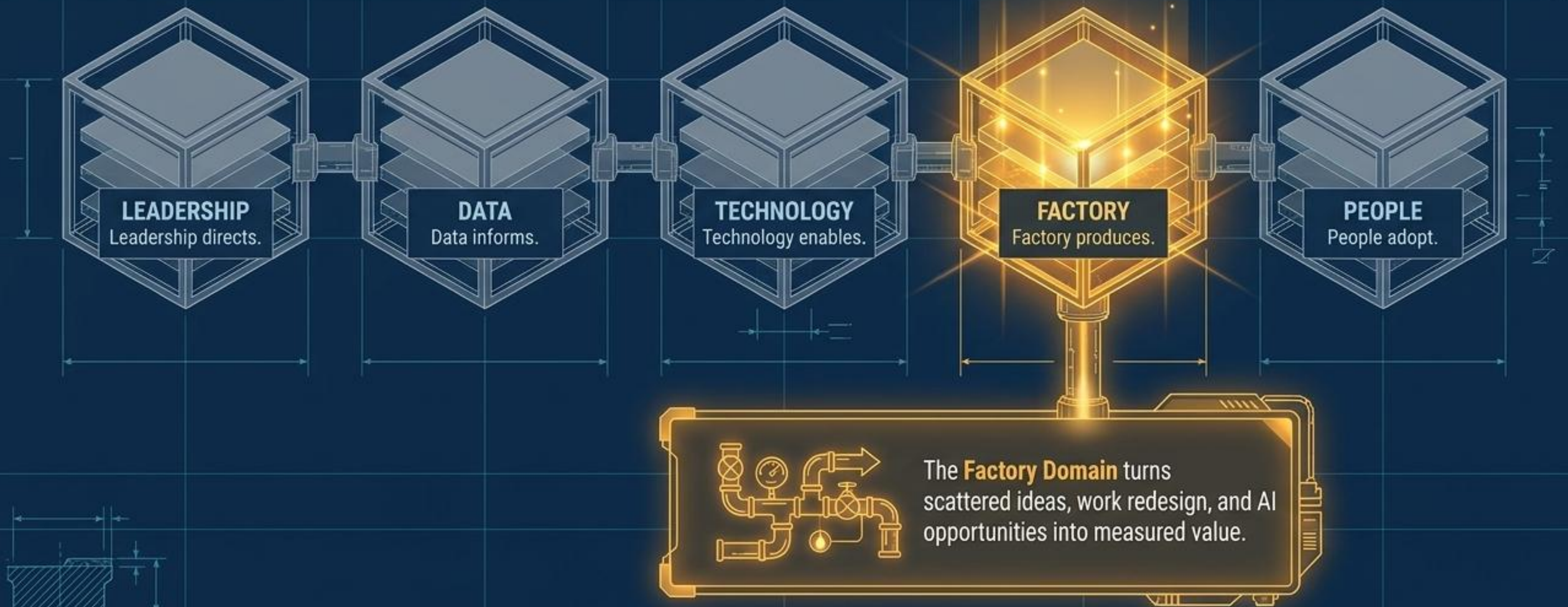


Redesign the Work Before You Automate It

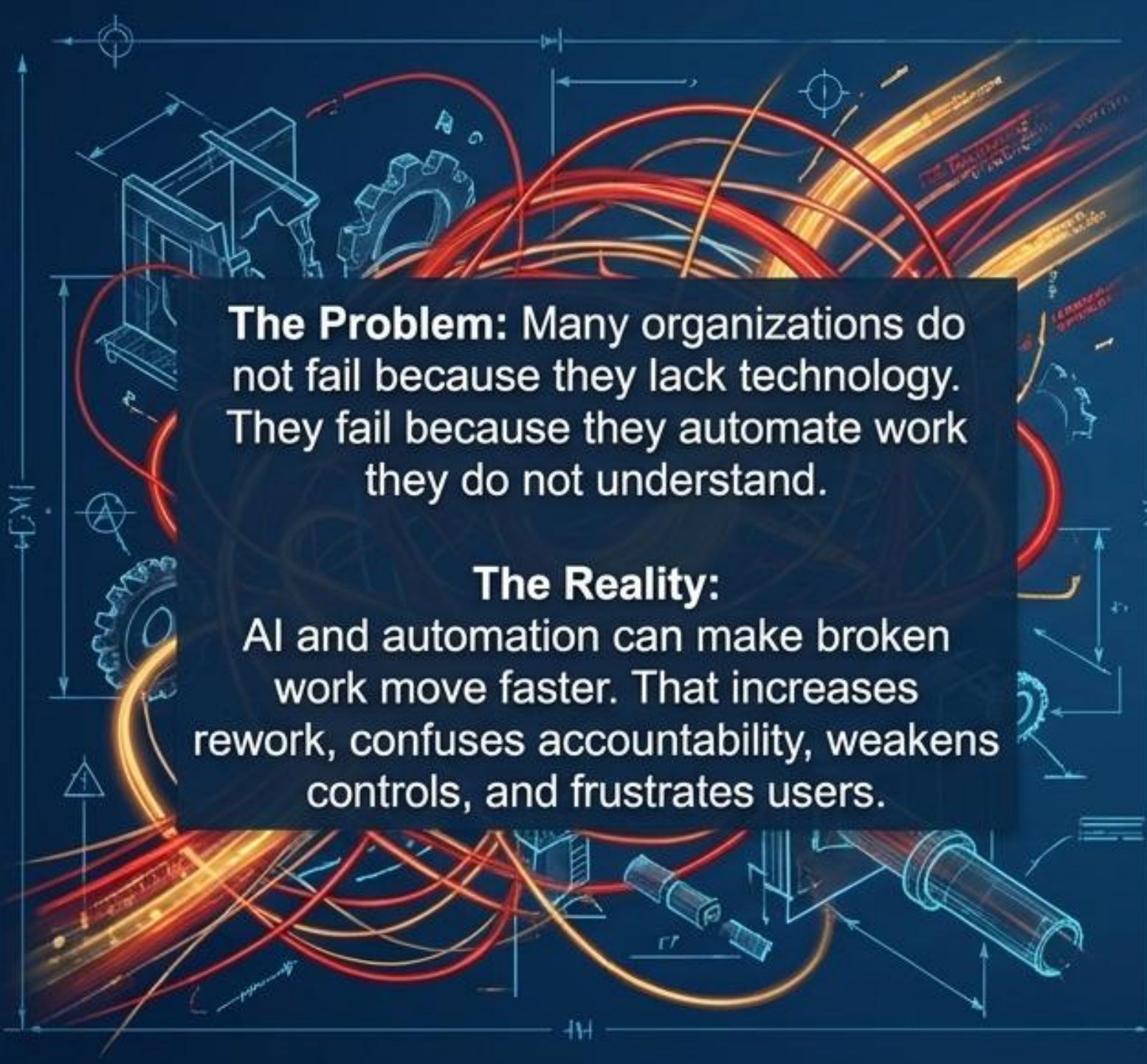


Capability F2: Design (The Blueprint)
inside the TIO Factory Domain

The Organization is the Unit of Transformation.

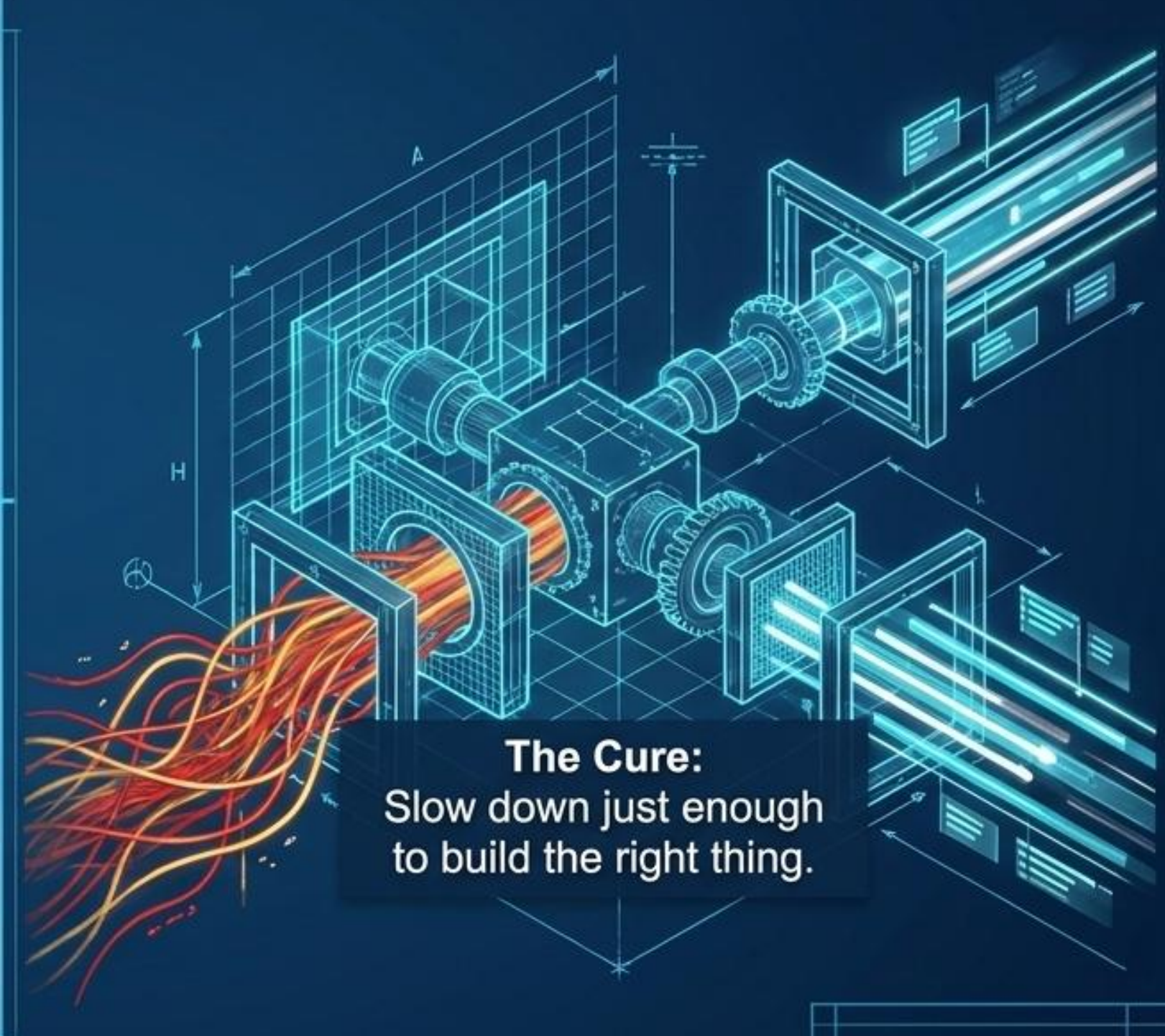


Automating Confusion Creates Faster Chaos



The Problem: Many organizations do not fail because they lack technology. They fail because they automate work they do not understand.

The Reality:
AI and automation can make broken work move faster. That increases rework, confuses accountability, weakens controls, and frustrates users.



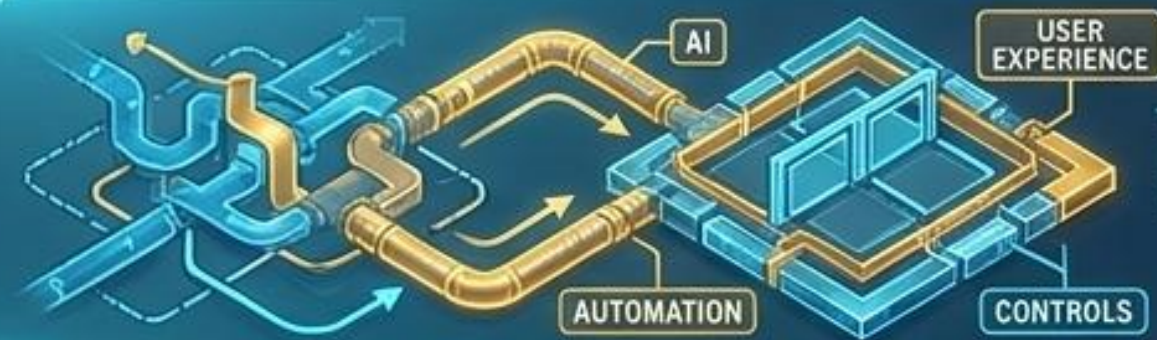
The Cure:
Slow down just enough to build the right thing.

Capability F2: Design (The Blueprint)



The Core Idea:

Design is the organization's ability to redesign work, decisions, tasks, controls, and user experience before building or configuring a solution.



The Plain-English Test:

Can the team clearly explain how the work happens today, how it should work tomorrow, what people will still own, what AI or automation may do, and what controls are required?



The Mandate:

It turns an approved candidate into a clear, buildable, trusted way of working.



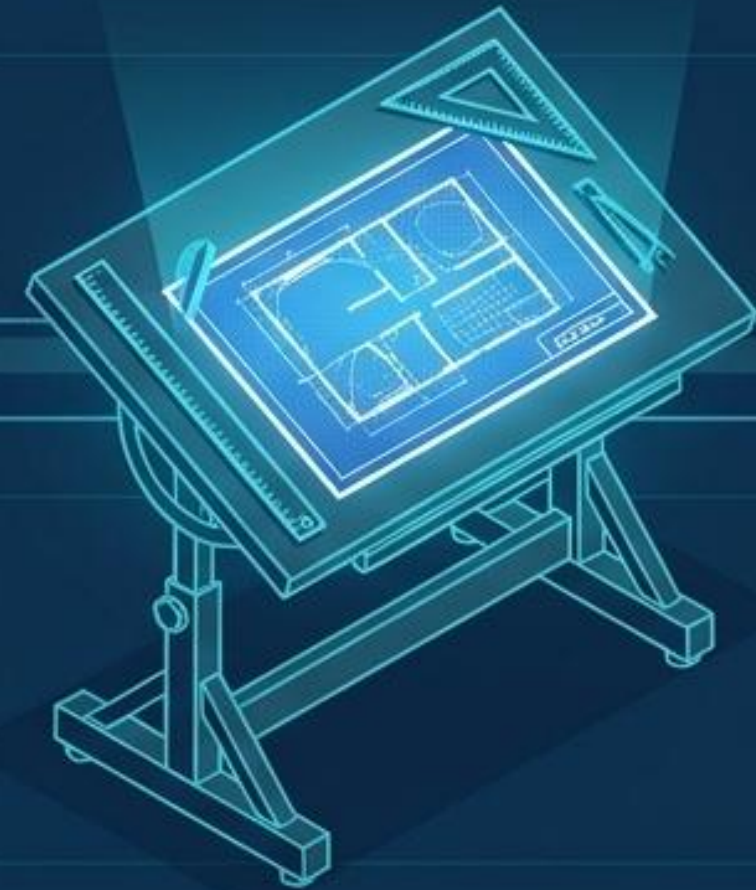
The Boundary Line: Finding vs. Shaping

DISCOVERY



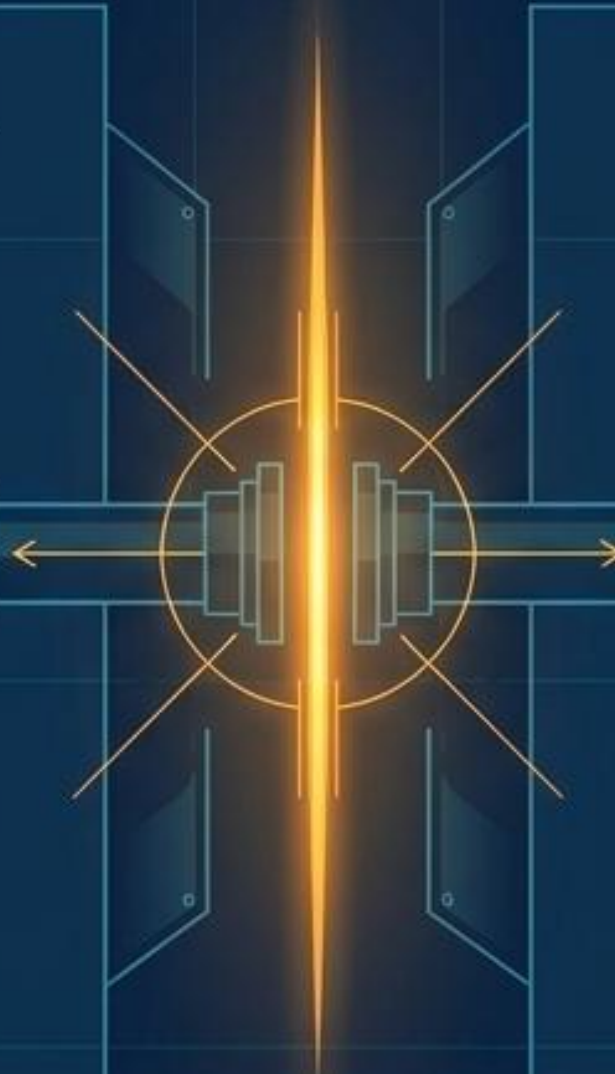
Discovery finds and chooses the right opportunities. It separates useful opportunities from noise.

DESIGN



Design shapes how those selected opportunities will actually work in reality.

THE
BOUNDARY
LINE



Defining the Scope of the Blueprint.



What Design Owns (The Workflow):

- Current-state and future-state workflow design.
- Task-level redesign of work, handoffs, and exceptions.
- Human review and control points for the use case.
- User journey and work experience design.
- The AI Use Case Design Brief.



What Design Does NOT Own (The Foundations):

- Technology architecture & platforms (Technology owns this).
- Data remediation & quality (Data owns this).
- Formal risk appetite & assessment (Risk owns this).
- Enterprise governance & funding (Governance owns this).

The Engine of Redesign: 5 Core Behaviors.



Behavior 1: Map.

FRICION MAPPING



The Action:

Understand the current workflow, tasks, systems, data, handoffs, decisions, exceptions, users, and pain points.



FRICION MAPPING



The Critical Question:

How does the work actually happen today, including manual workarounds and hidden spreadsheets?



FRICION MAPPING



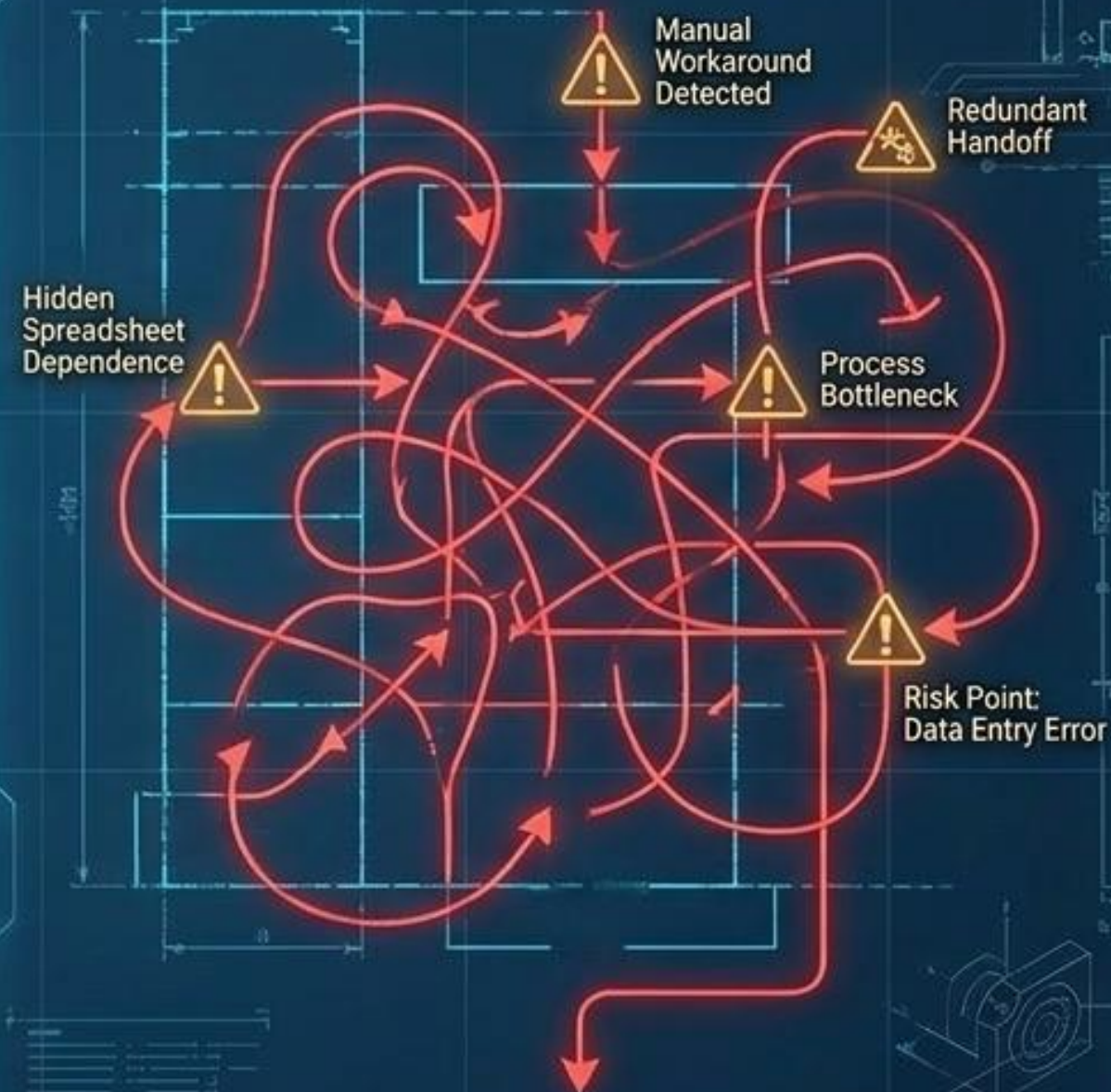
The Goal:

Find the real friction—what creates delay, rework, risk, or wasted expert time?



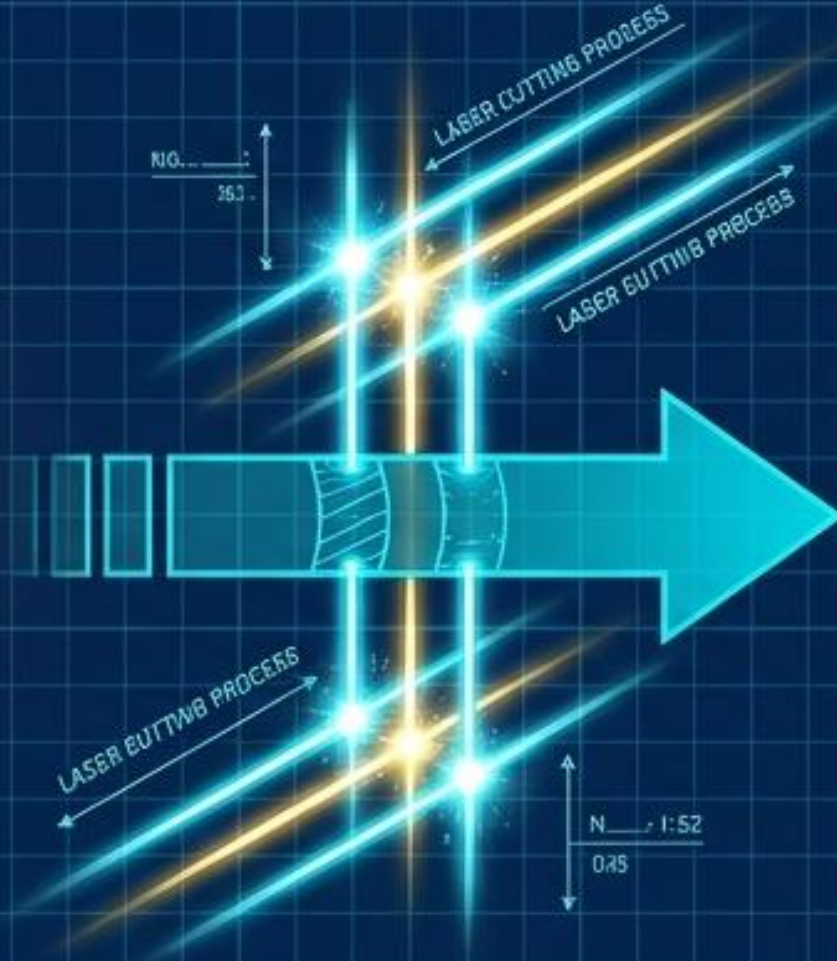
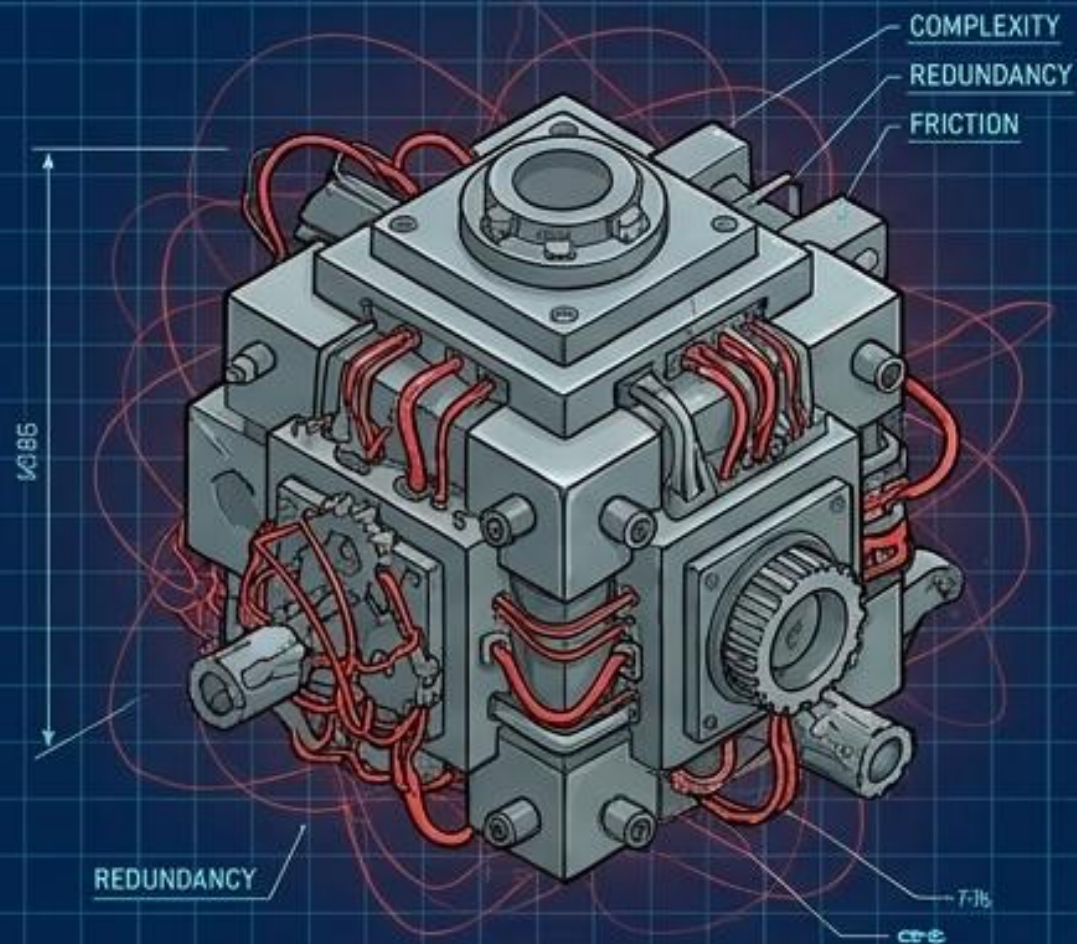
DIAGNOSTIC PHASE

Current State



WORKFLOW ANALYSIS

Behavior 2: Simplify.



The Action:

Decide what should stop, be removed, be standardized, or be combined before any technology is applied.



The Rule:

Do not automate bad work just because technology can.

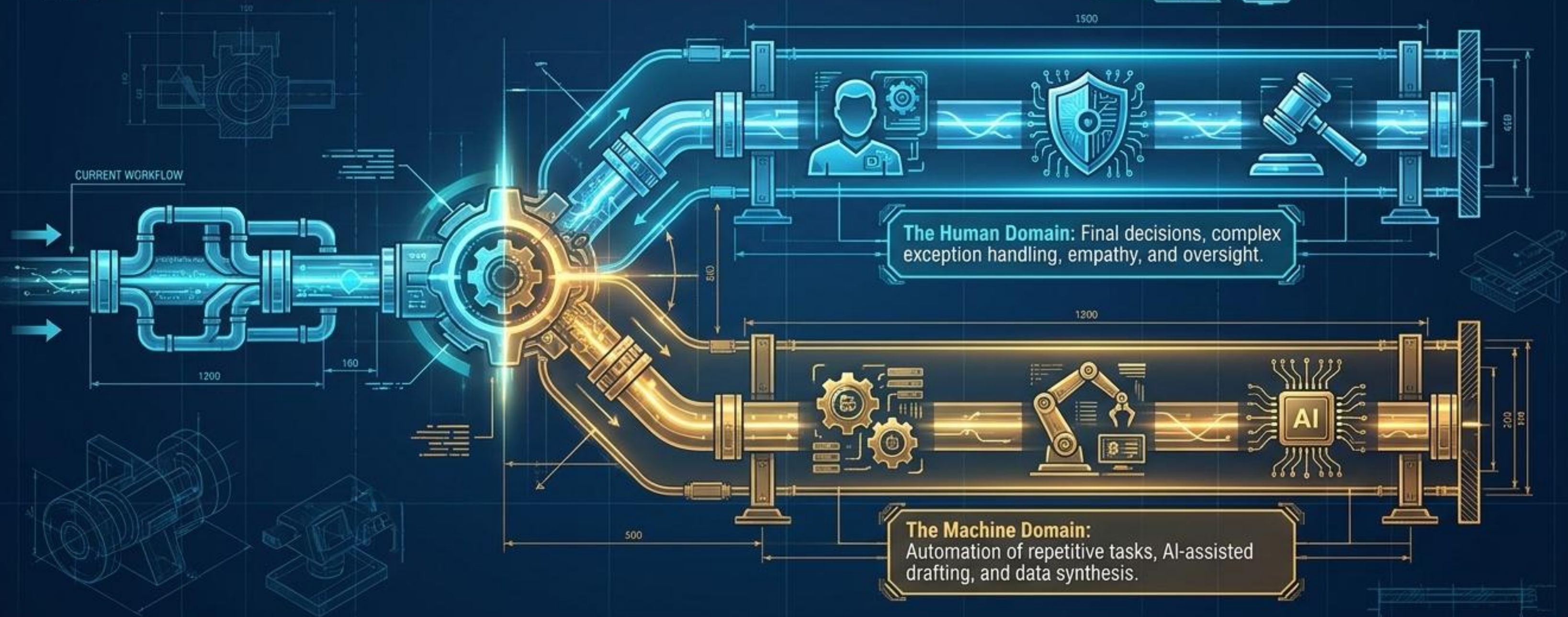


The Output:

A streamlined core process ready for technological enhancement.

Behavior 3: Assign (Human vs. Machine).

The Action: Define who owns the future work, what AI or automation may do, and where human judgment remains required.



Behavior 4: Control.

The Action:

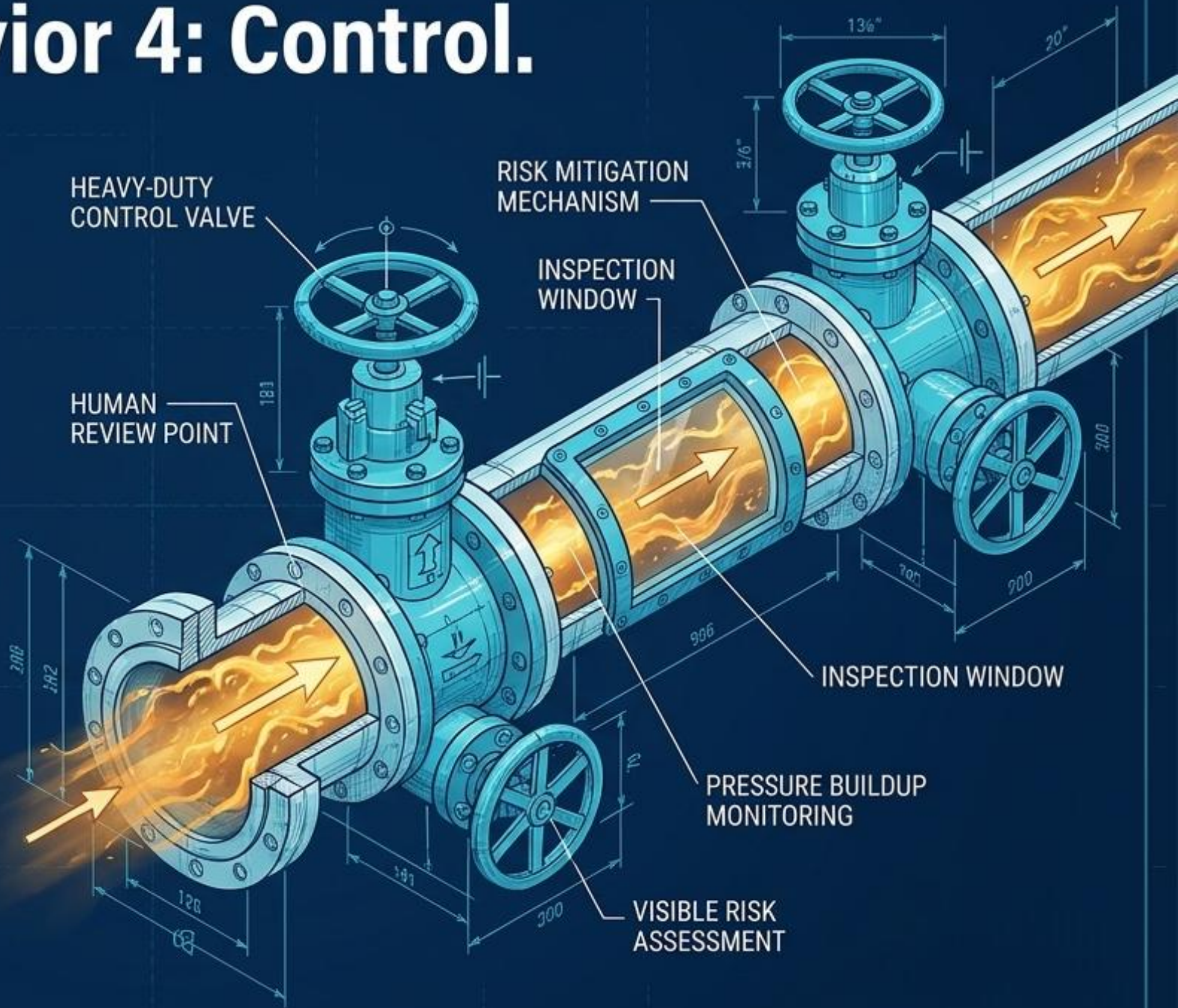
Build in review points, exception handling, risk controls, data limits, audit needs, and escalation paths before launch.

The Design Imperative:

Where are human review, escalation, and data limits explicitly required to protect trust?

The Outcome:

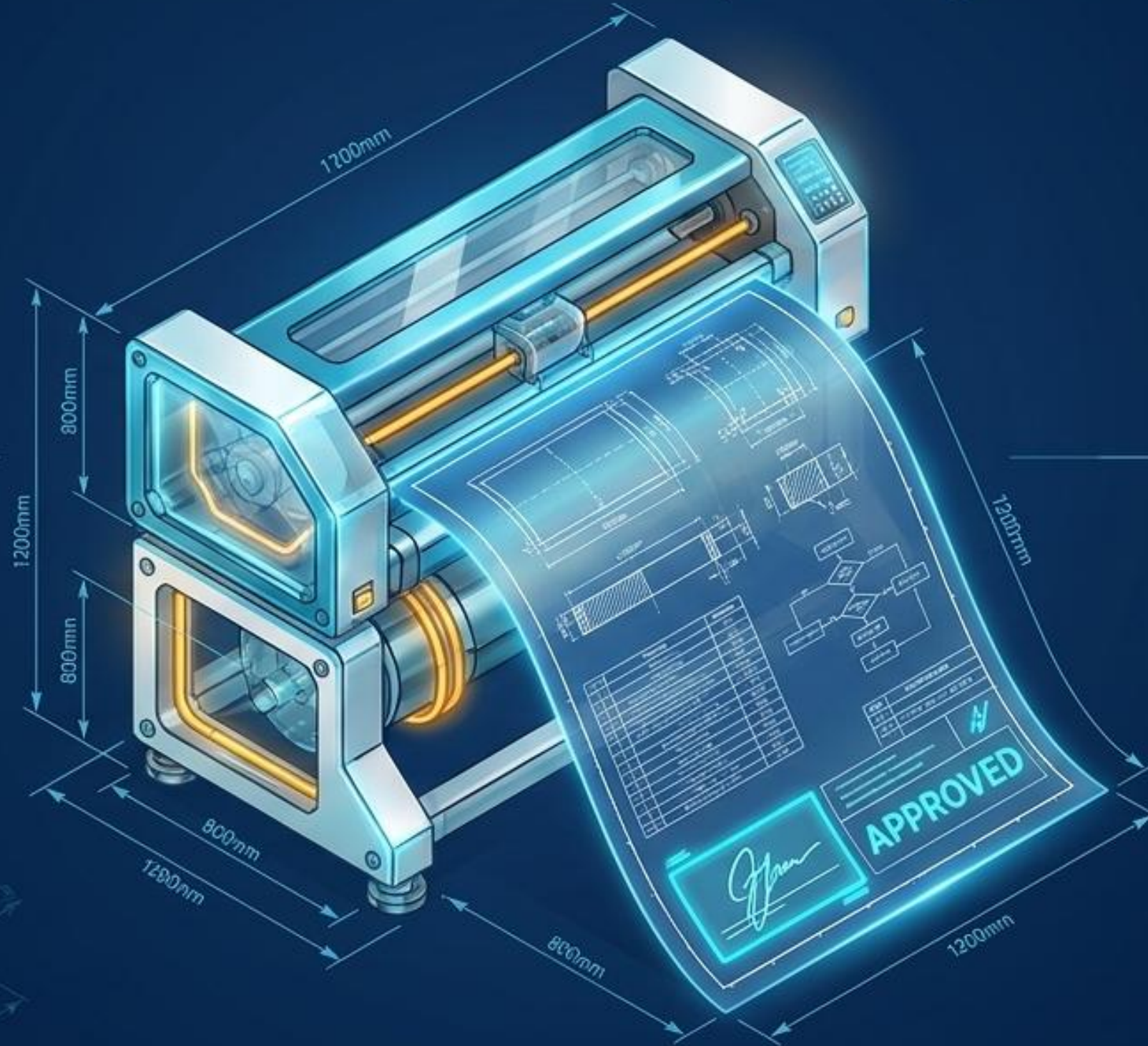
An automation design that never removes human judgment without proving it is safe.



Behavior 5: Specify.

The Action:

Create a clear Design Brief that Delivery, Technology, Data, Risk, Governance, People, and the business owner can act on.



The Standard:

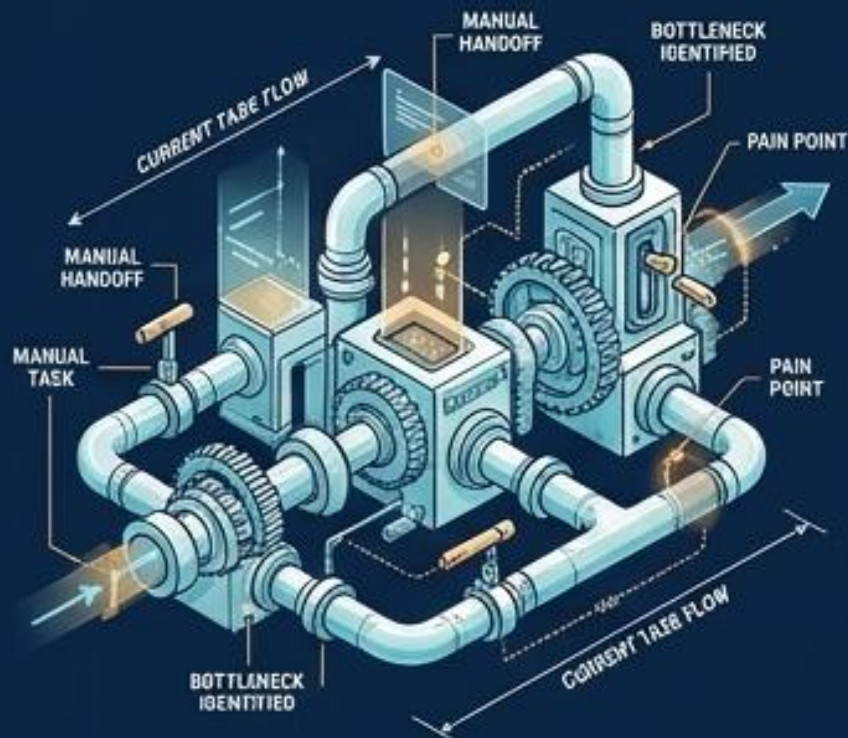
Clear enough to build, test, govern, support, and measure—without Delivery having to guess what the business wants.

The 3 Practical Outputs of Design

Output 1: Current-State Workflow Map

Purpose: Shows how the work actually happens today (tasks, pain points, handoffs).

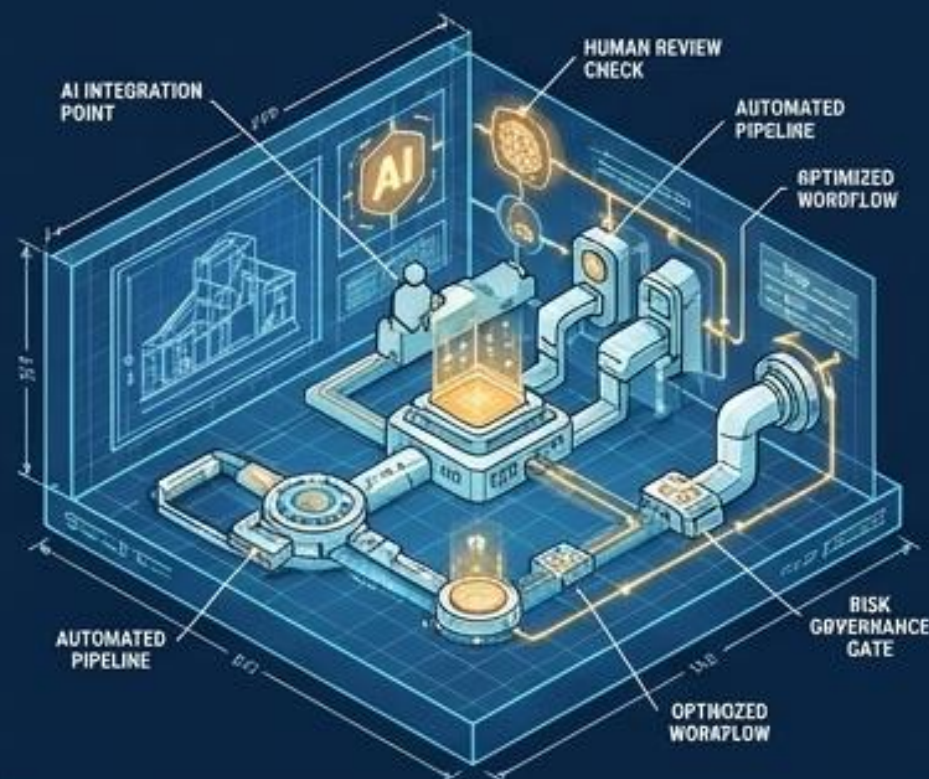
Quality Standard: Recognized by the people who do the work. Exposes what is broken or manual.



Output 2: Future-State Workflow Design

Purpose: Shows how the work should happen tomorrow (people, AI, controls).

Quality Standard: Clear enough for Delivery to build, and for Risk/Governance to review.



Output 3: AI Use Case Design Brief

Purpose: Converts the future-state design into a concise build-ready brief.

Quality Standard: Includes a clear baseline, value hypothesis, and measurement expectations.



The Anatomy of the AI Use Case Design Brief



Every Use Case Must Answer:

- What **problem** are we **solving**, and who owns the work?
- What is the **baseline today**, and what **value** do we expect?
- What **data** can be **used**, and what **data cannot** be used?
- What **could go wrong**, and who reviews the output?
- **How will the work change**, and who must adopt the new way?

**The Bottom Line: This is not paperwork for its own sake.
It protects attention, trust, capacity, and value.**

Enforcing Discipline: The Executive Evidence Rules

✓ Rule 1

Documented current-state and future-state workflows are complete.

✓ Rule 2

Solution designs detail process, people, data, technology, and risk controls.

✓ Rule 3

Success measures and expected value are defined before delivery begins.

Design

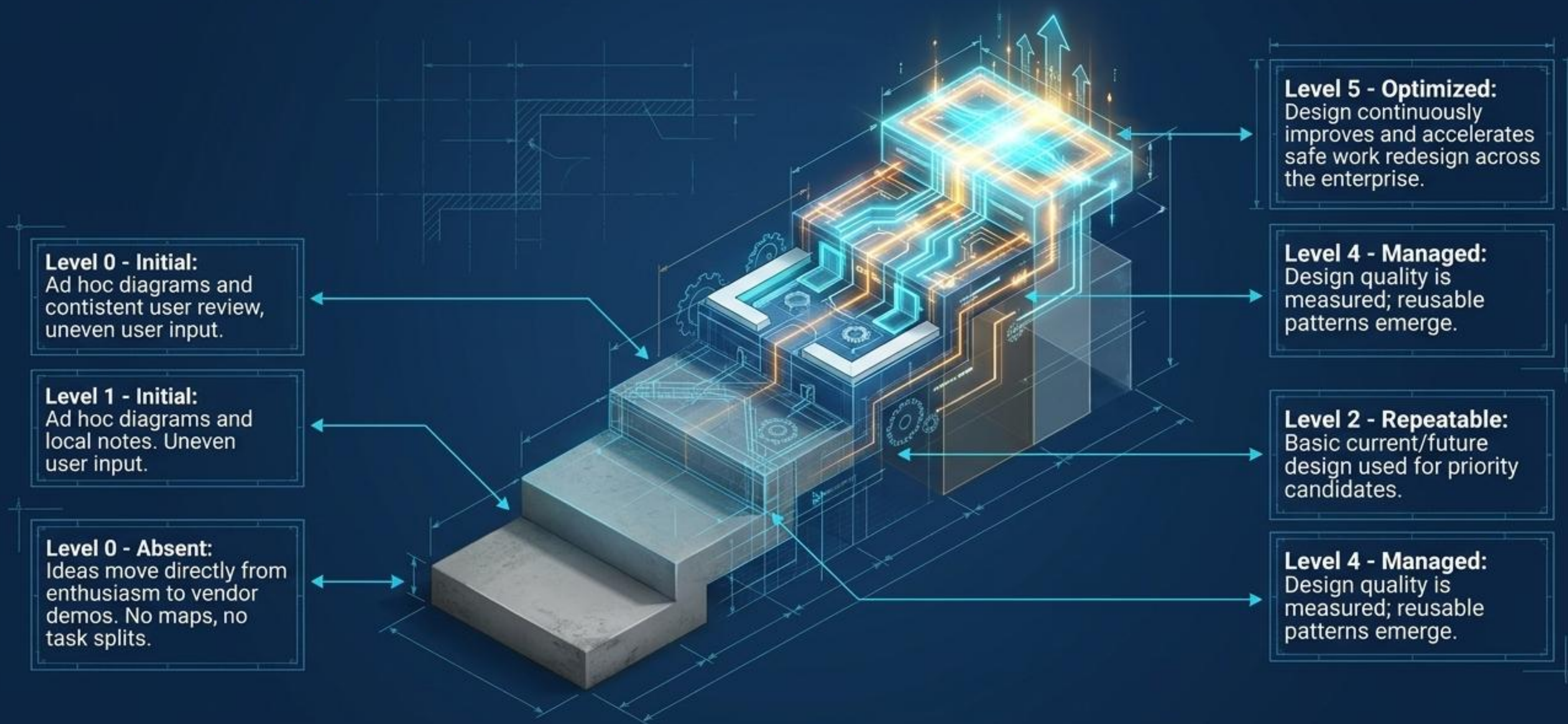
LOCKED

Delivery

The Mechanism:

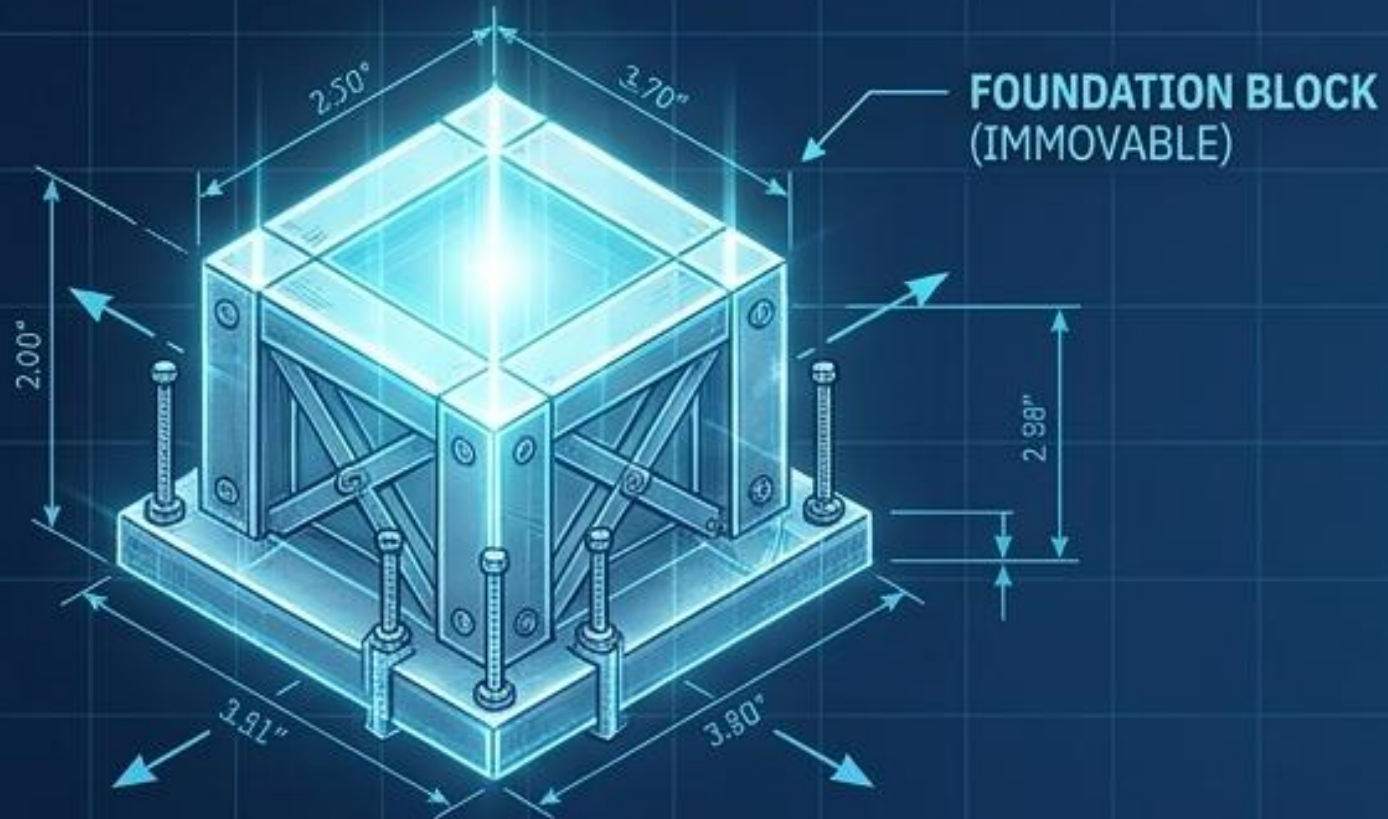
Design physically prevents unready work from entering Delivery through strict Evidence Gates.

The Capability Baseline: 0 to 5 Maturity



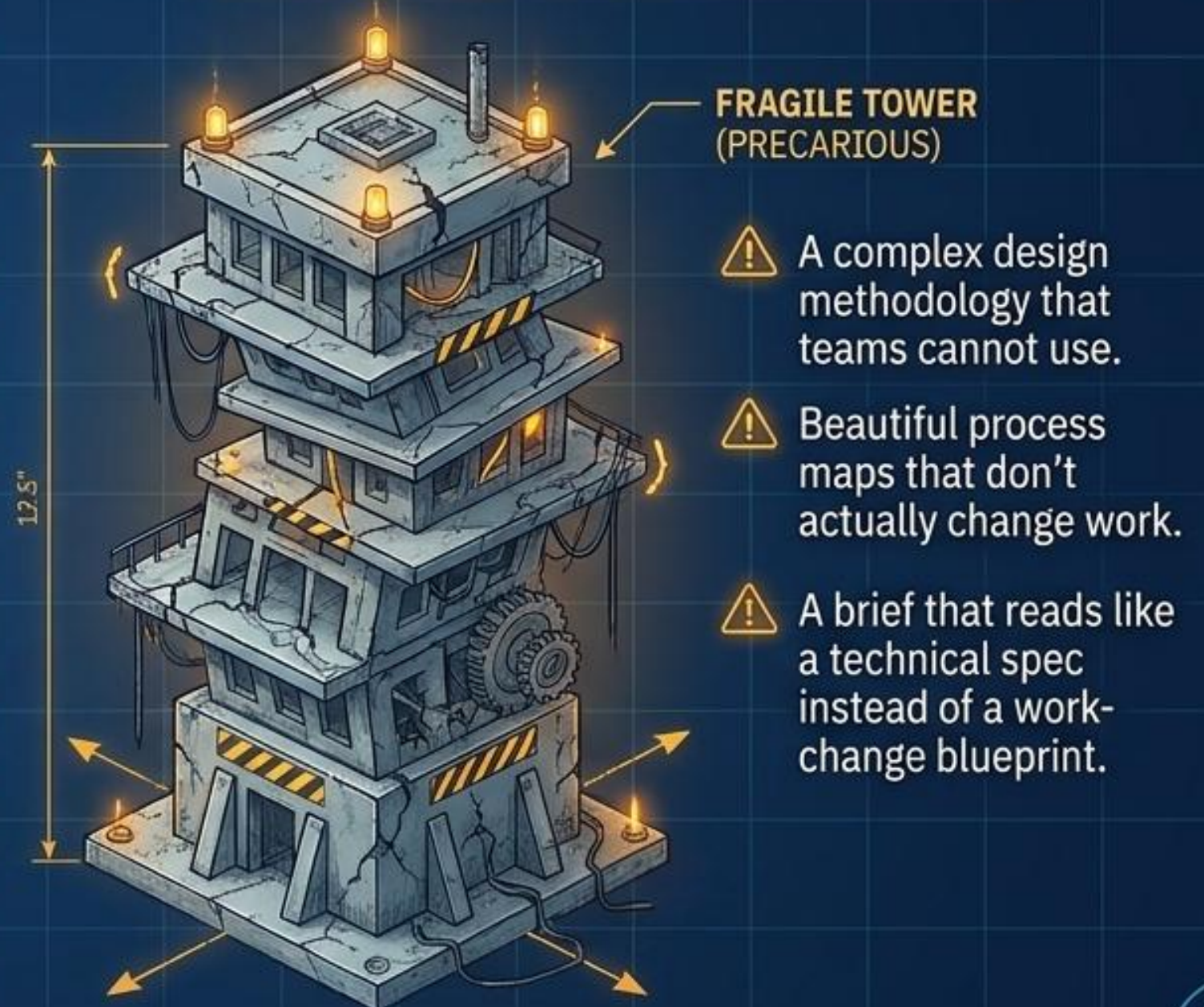
Building a Minimum Viable Design Capability.

What You Need on **Day One**:



- A named **Design Lead** for the candidate.
- A **current-state map** created with the people who do the work.
- A clear **task split** (human judgment vs. AI assistance).
- A short, approved **AI Use Case Design Brief**.

What **NOT** to Build Too Early:



Monday Morning Moves



Action 1:
Choose one **approved candidate** from Discovery.



3. Identify what should **stop, simplify, automate,** or remain **human-owned.**



Action 2:
Map the current workflow with **process owners** and **frontline users.**



Action 4:
Define required **controls** and draft the first **Design Brief.**



The Final Synthesis: Design is not bureaucratic overhead. Slowing down to design the blueprint is the only way to achieve sustainable speed, protect trust, and guarantee ROI.