AI Opportunity and Work Design Canvas

Compare credible options and define AI's role in a bounded improvement. Agree the evaluation and operating conditions before a pilot.

Case / workflow	Canvas / revision	Linked records	Decision owner	Facilitator / participants	Date

01 Problem and outcome

What specific work needs improvement, for whom and why? State scope, eligible cases, exclusions and the intended outcome. Link the Practice Review.

02 Evidence and causes

Record current performance, baseline period, sources and sample limits. Consider competing explanations and what remains unknown.

03 Options and total effort

Compare current practice, improvement without AI and an AI-assisted option. Record benefit to test, dependencies, setup, integration, training, review, correction and ongoing effort or cost.

04 AI task and boundaries

Define approved inputs, expected output and permitted actions. Specify what AI may propose or do, prohibited actions and where human authority is required.

05 Knowledge and access

Specify authoritative context, source owners, version or freshness checks, permissions, allowed and restricted data, record location and retention requirements.

06 People and handoffs

Who checks what, who authorises action and who owns the result? Define handoff context, review capability and review time.

07 Exceptions and fallback

Define abstention, escalation, correction and fallback for missing or conflicting information, poor output, unavailable systems and cases outside scope. Name owners and what is recorded.

08 Pilot and evaluation plan

Set eligible cases, allocation, intake and follow-up, comparison and sample limits. Agree measure definitions, baselines, targets, quality, total review effort, sources and evidence owner. Link the evaluation record.

09 Decision and conditions

Choose AI pilot, change without AI, investigate or no change. Record rationale, tests and approvals needed, pause and restart rules, owners, due dates and next review. Separate expected benefits from results.

Record sources and dates. Separate observations, interpretations and unknowns. Mark Not applicable with a reason.

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