RESPONSIBLE AI DELIVERY

AI pilot-to-production checklist

Release brief / Drafting replies to routine service enquiries

DECISION IN THIS EXAMPLE

Authorise a 30-day release to one service team once the release checks pass. Staff approve every reply and the service owner can pause drafting at any time.

Scope and intended outcome

Reduce the time staff spend drafting routine replies while maintaining answer quality. Use the enquiry and approved knowledge articles as inputs. Route complaints, refunds, sensitive cases and uncertain answers to manual handling.

1. Where human judgement enters the workflow

Triage
Check the enquiry against the release scope.

→

Retrieve
Fetch current, approved policy and service content.

→

Draft
Prepare a suggested reply with source references.

→

Review and send
Staff verify facts, edit and send from the service queue.

If the system flags an exception or a reviewer cannot verify the draft against a source, staff handle the enquiry manually.

Release checklist

CHECK	EVIDENCE REQUIRED BEFORE RELEASE	OWNER
Quality and benefit	Compare the same 100 labelled cases with the manual baseline. Target at least 95 correct and grounded drafts per 100 and 20% lower median handling time, including review.	Service quality lead
Exceptions	Add a separate set of sensitive and out-of-scope cases. Every case must reach manual handling and the system must be unable to send messages.	Service owner
Data and access	Confirm approved fields, role-based access, retention and logging. Test whether restricted content or data can appear in drafts or logs.	Privacy and security leads
Operational control	Prove the team can pause drafting, preserve incident evidence and return to the manual queue in a rehearsal.	Operations lead

Illustrative scenario. Roles, evidence and thresholds are fictional.

RESPONSIBLE AI DELIVERY

Release oversight and stop rules

Release brief / Monitoring, escalation and the next decision

2. How the service owner responds to production evidence



The service owner or duty operations lead can pause drafting immediately. Staff continue from the existing queue.

Monitoring and response

SIGNAL	TRIGGER AND ACTION	ACCOUNTABLE ROLE
Draft quality	Sample 20 eligible drafts weekly against the agreed rubric. Fewer than 19 grounded and correct drafts triggers an investigation and blocks expansion.	Service quality lead
Handling time	Compare median end-to-end time, including review, with comparable manual enquiries. Below 20% improvement triggers workflow review.	Service owner
Control failure	A draft that could cause material harm, a suspected data exposure or a bypass of human approval triggers an immediate pause and incident triage.	Duty operations lead
Material change	Model, prompt, data-source or scope changes require relevant regression tests and an updated approval decision before release.	Service owner

Approval and day-30 review

The service owner approves release after quality, privacy, security and operations leads provide evidence within their remit. At day 30, the owner records whether to continue in scope, change the workflow or stop. Expansion requires a separate approval.

Evidence to retain

Keep the test results, release configuration, residual risks, named approver, incident record and monitoring summary in the release record. Store case data only under the agreed access and retention controls.

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