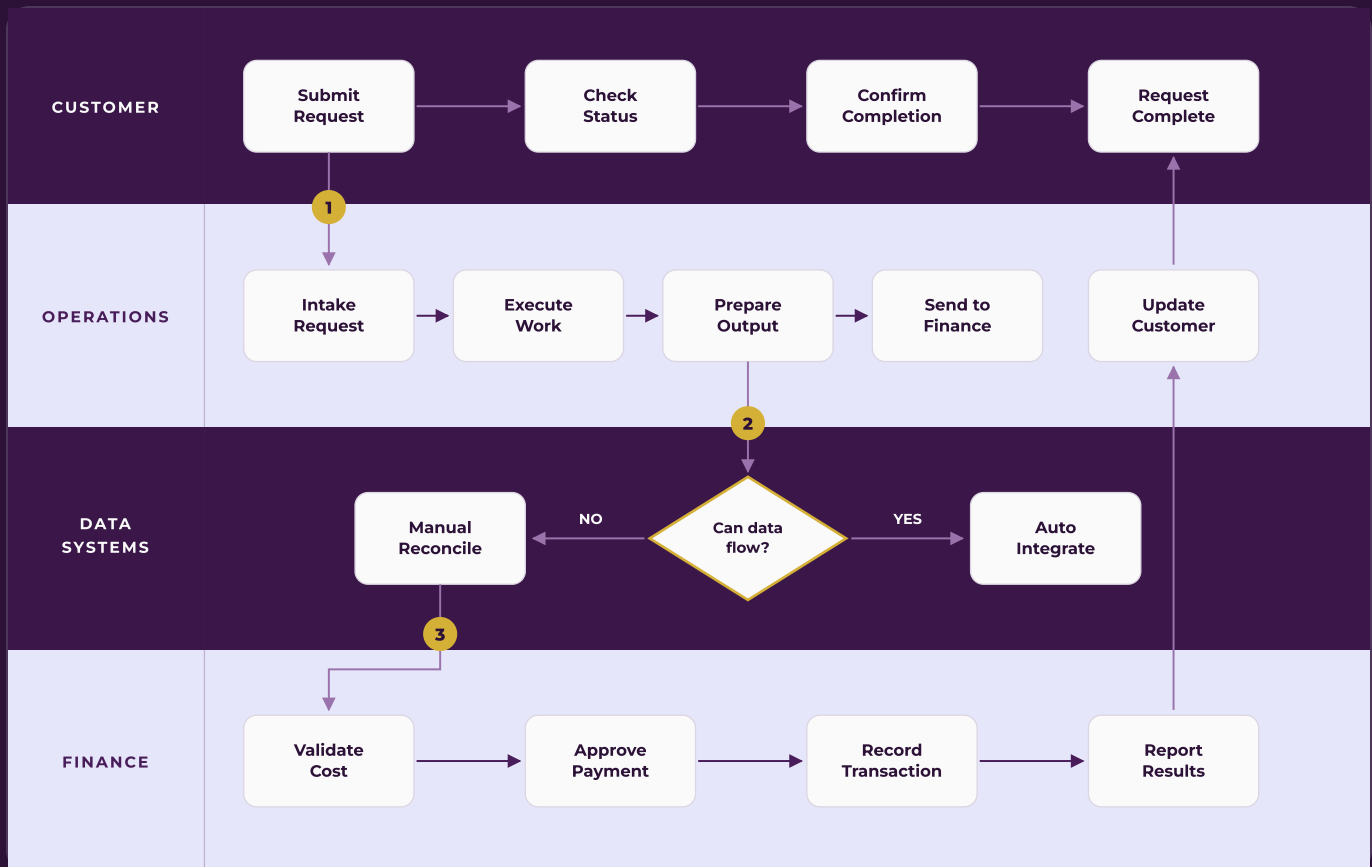


A Practical Guide for Executives on Auditing a Process for AI Transformation



The five moves of a process audit

1

Map the process as it actually runs

Document the real sequence, not the version in the process document. Interview the people executing the work. Undocumented workarounds are where the integration debt lives.

2

Instrument every system handoff

Mark each point where data changes systems, format, or owner. Note whether the transfer is an API, a file export, or a person retyping. These are your integration candidates.

3

Locate the dark data

Identify data the process captures but never uses. Ticket text, call logs, form fields, rejected records. This is usually the highest value asset in the workflow and nobody owns it.

4

Score each step for AI fit

Assess volume, rule clarity, data availability, and cost of a wrong answer. High volume with clear rules and clean data is where automation returns. Judgment under ambiguity is not.

5

Design the target state around the data layer

Build the shared data, evaluation, and governance foundation first. Sequence use cases to inherit it. Point solutions do not compound.



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