Category

Digital Transformation

Intelligent Operating Model & AI-Augmented Workforce Transformation Playbook

Redesigning how work actually gets done when AI genuinely changes what a role requires

- Executive
- Advanced
- Template Included

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- 4 minute(s)

Overview

A framework for redesigning operating models around AI-augmented work — where AI genuinely changes what roles, workflows, and decision rights should look like — rather than layering AI tools onto an unchanged operating model designed for a pre-AI way of working.

Isn't giving employees AI tools enough, without redesigning the

operating model? Tools alone often produce limited impact if roles, workflows, and decision rights aren't redesigned around what the tools actually change — an employee with a powerful AI tool but an unchanged role definition and workflow often ends up using it only marginally.

How do we know which roles genuinely need operating model redesign

versus just tool access? Roles where AI meaningfully changes the nature of the work (not just its speed) — shifting from task execution to judgment and exception handling, for instance — are the strongest candidates for genuine redesign, covered in the framework below.

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