

## DECISION ARCHITECTURE

# Decision Guardrail Canvas

A worksheet for defining what an AI system may recommend, what it may execute, and where human judgment remains mandatory.

### WHAT THIS TEMPLATE HELPS YOU DECIDE

Convert responsible AI from broad policy into operating rules: system role, decision rights, escalation thresholds, forbidden actions, evidence requirements, and review cadence.

#### BEST FOR

- Teams moving from AI experiments into recurring operations
- Customer, sales, finance, HR, or advisory workflows with business risk
- Leaders who need clarity before delegating work to agents or copilots

#### OUTPUTS

- A clear decision-rights boundary
- Escalation rules for ambiguous or high-risk outputs
- A review model that keeps accountability visible

## STEP 1

# Define the system role

Every AI-native workflow needs a role boundary. The system should know whether it is drafting, classifying, recommending, routing, or executing.

## Role definition

**Primary operating role**

Example: draft response, summarize account risk, classify inbound requests.

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**Business outcome supported**

Name the operational result this system improves.

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**Accountable owner**

Name the person or role responsible for decision quality.

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## Allowed operating modes

- ☐ The system may summarize approved context
- ☐ The system may classify or prioritize records
- ☐ The system may draft recommendations for review
- ☐ The system may route work to an owner or queue
- ☐ The system may execute only pre-approved low-risk actions

## STEP 2

# Separate recommendation from execution

AI governance becomes practical when teams can distinguish decision support from autonomous action. This page defines that boundary.

## Decision-rights map

|                      |                                                                                  |
|----------------------|----------------------------------------------------------------------------------|
| <b>Recommend</b>     | What may the AI propose without committing the business?<br><hr/>                |
| <b>Draft</b>         | What may the AI prepare, but not send, approve, price, or finalize?<br><hr/>     |
| <b>Route</b>         | Which tasks may the AI assign or escalate based on deterministic rules?<br><hr/> |
| <b>Execute</b>       | Which actions, if any, may run automatically after validation?<br><hr/>          |
| <b>Never execute</b> | Which actions must remain human-owned regardless of confidence?<br><hr/>         |

Determinism beats inference. If an operation can be handled by a validated tool, workflow rule, permission check, or data contract, do not leave it to model judgment.

## STEP 3

# Set escalation rules

Escalation rules keep ambiguity from becoming invisible automation. Use them to protect customers, staff, and the business when the system reaches uncertainty.

## Escalation triggers

- ☐ The request includes legal, financial, HR, safety, or regulated advice
- ☐ The output changes a customer commitment, price, timeline, or obligation
- ☐ The model confidence, source coverage, or evidence quality is weak
- ☐ The customer sentiment is angry, distressed, urgent, or adversarial
- ☐ The workflow involves sensitive data or cross-functional approval

## Review model

|                |                                                                         |
|----------------|-------------------------------------------------------------------------|
| Reviewer       | Who reviews the output before it can move forward?<br><hr/>             |
| Approval proof | What evidence shows the review happened?<br><hr/>                       |
| Override path  | What happens when the reviewer rejects or edits the AI output?<br><hr/> |
| Cadence        | How often are exceptions reviewed for pattern detection?<br><hr/>       |

## Move from policy language to decision architecture.

IntelliSync helps teams define decision rights, escalation paths, and tool-first orchestration so AI-supported work remains accountable as it scales.

[Open Architecture Assessment](#)