

Appendix H: AI Project Charter

This charter combines Chapter 7’s pilot decision record with Chapter 26’s pilot charter, on one page per pilot. Fill in every line before any result exists, and get the owner’s and sponsor’s signatures before Day 1. Leave a cell blank rather than guess, and settle each blank before the build starts.

Part A: The decision record

Table 1: Pilot decision record.

Field	Your answer
Process and slice (for example, routine returns only)	
What is out of scope, and where it goes instead	
AI Opportunity Score (Chapter 4), re-scored on the baseline (Chapter 7)	
Lane: do nothing, fix first, configure, buy, or build	
Tier: Starter, Growth, or Advanced; route and three-year cost (Checklist 25.1)	
No-AI changes made first, and the re-measured baseline after them	
Risk-adjusted value, hours a month (an estimate)	
Build hours, estimate; monthly maintenance hours, estimate	
Level ceiling (the lowest cap on any AI step, Table 8.1); starting level	
Conditions that stop the pilot if they slip (data terms, notice, retention)	

Part B: The lines set before any result exists

Write each line before the first live case. Once results arrive, the lines do not move. A near miss means one named change and one rerun, or a stop.

Table 2: Lines set before the pilot.

Line	Measure and method	Baseline	Continue	Revise	Stop
	The stop rule: one decision measure, reviewing and fallbacks included				
	Quality and risk limit (no passed errors, misplaced data, or unapproved actions)				
	The sponsor's outcome, with its own line				
	Adoption: unprompted use; fallback rate				
	Build hours against the estimate				

Table 3: Measurement window and stop sentence.

Field	Your answer
Counted window (skip the first two live working days)	
Cases expected in the window (about 20 is a planning guide)	
Who classifies issues as high-risk	
One sentence describing a result bad enough to stop	

Part C: People and gates

Name a person, not a team, in every row. One person may hold several rows, but the builder is never the sole go-live approver.

Table 4: Pilot roles.

Role	Name	Backup	What they sign or deliver
Owner (runs the process)			Charter, issue log, scorecard
Sponsor (cares about the result)			Charter; Day 30 decision
Builder			Prototype; test set
Reviewer (governance review)			Go-live signature
Maintainer; second person who can switch it off			Alerts; off switch
Named users (mark the skeptics)			Issue reports

Table 5: Approval gate and exception path.

Gate	Your answer
What the AI proposes, in checkable verbs	
Who approves, and who covers when they are away	
What the approver checks against (the checklist on the approval screen)	
Time limit; where a timed-out item goes (never to the action)	
Exception queue owner, aging limit, escalation contact	
Fallback: the improved manual process	

Part D: Controls

Table 6: Minimum controls for this pilot.

Control (Chapter 10 minimums)	Your answer
Data classes in the inputs; tool approved for the highest class?	
Service account and its narrowest permissions; what it cannot do	

Control (Chapter 10 minimums)	Your answer
Output checks: rules, sources, or people, per output	
Logging: input, output, approver, action; retention and who may read logs	
Notice to people whose words or records the AI processes	
Off switch: who, and what runs the same day	
Test set (Checklist 26.1): real past cases, a no-answer case, a hostile instruction, a forced failure	

Part E: Calendar and decision

Table 7: Pilot calendar.

Week	Exit check	Date due	Met?	Signed by
1. Select and baseline	Baseline recorded; charter signed			
2. Prototype	Test set passed; go-live signed			
3. Controlled use	No open high-risk issue			
4. Measure and decide	Decision signed			

Table 8: Day 30 decision.

Day 30	Your answer
Decision: standardize, revise and rerun once, or stop	
Reason, against the lines in Part B	
Hours ledger result; cash ledger result (never added together)	
If revise: the one named change and the new end date	
If standardize: owner confirmed; pattern page written (Appendix I)	
If stop: the lesson, the switch-off date, what is reusable	
Sponsor's signature and date	