

AGENTIC MANAGEMENT

The Operator Build Workbook

Turn one consequential bottleneck into a governed AI operating loop.

THE DELIVERABLE A complete Operator Build Portfolio: consequence contract, context architecture, workflow map, authority register, enforcement plan, control-and-economics sheet, and 21-day operating plan.

Companion to The AI Operator
Architectural Intelligence · agenticmanagement.io

How to use this workbook

Use one real workflow from beginning to end. The program is designed to create an operating asset, not a set of disconnected exercises. Keep sensitive information out of this workbook; use placeholders and source references when necessary.

- 1. Complete the Orientation and establish a baseline.
- 2. Use the five Build Labs in sequence.
- 3. Consult the supporting book lessons when a method needs depth.
- 4. Have a separate reviewer attack each definition of done.
- 5. Export or assemble the artifacts into the final executive decision memo.

WORKING RULE Facts, estimates, assumptions, and forecasts must be labeled differently. A persuasive story is not evidence.

The five-step operating loop

STEP	MANAGEMENT MOVE	DURABLE RECEIPT
1	Define consequence	Baseline and proof condition
2	Write the contract	Context, examples, boundaries, authority
3	Build smallest loop	Real trigger, artifact, action, feedback
4	Attack it	Independent review, tests, edge cases
5	Bank the learning	Rule, example, test, control, or post-mortem

BUILD LAB 0

Orientation: Choose the Build

Select one consequential, observable, reversible workflow.

OUTCOME

Select one consequential, observable, reversible workflow.

PORTFOLIO ARTIFACTS

Project charter and baseline

ESTIMATED WORK

60 minutes

Selection filters

- Frequency: it occurs often enough to produce evidence during the build.
- Consequence: the delay, error, risk, cost, or missed revenue matters.
- Observability: inputs, actions, exceptions, and outcomes can be inspected.
- Reversibility: the first action can be constrained, reviewed, or rolled back.

Finished operating scene

Describe a normal day after the bottleneck is removed. Name the trigger, person, decision, action, evidence, and elapsed time.

Project charter

Current workflow and consequence

What happens now? Who absorbs the delay, rework, risk, or missed opportunity?

Baseline

Record frequency, elapsed time, rework, errors, cost, exceptions, and confidence in each figure. Label estimates.

Safety boundary

What is prohibited in the first build? Which data, decision, or external action remains human-owned?

Definition of done

CHECK One workflow, one accountable owner, one primary consequence.

CHECK Baseline separates observed evidence from estimates.

CHECK The first action is bounded and reversible.

BUILD LAB 1

Consequence Contract

Turn expensive ambiguity into a testable management contract.

OUTCOME

Turn expensive ambiguity into a testable management contract.

PORTFOLIO ARTIFACTS

Management brief, acceptance test, example policy

ESTIMATED WORK

90 minutes

Artifact contract

A prompt requests output. An artifact contract defines the output's job and makes weak work diagnosable. It specifies the consumer, required evidence, boundaries, and acceptance conditions before production begins.

1. Name the consequence without naming a technology.
2. Name the consumer and the decision or action that follows.
3. Specify authoritative inputs and required evidence.
4. State what must be excluded, escalated, or left undecided.
5. Write observable pass/fail conditions.

MULTI-AGENT PATTERN The builder produces against the contract. A separate reviewer inspects only the acceptance criteria and returns pass, fail, missing evidence, and defects.