Reejig Academy

Workflow Redesign Canvas + Agent Brief

Module 4 - The Work Architect

Turn an approved case into a built, tested, measurable agent.

How to Use · The Method

Step	
01 - Redesign	Map the workflow as it runs today. Then reimagine it: Eliminate · Record · Augment · Automate.
02 - Define	Write the Agent Brief. Goal, jobs, inputs, outputs, tools, guardrails, escalations. Make it buildable.
03 - Run	Test against a real historical case. Measure the delta. Pressure-test before the business sees it.

Pre-Flight

- [ ] One workflow selected — not three. The highest-impact one from your M3 Case for Change.
- [ ] Every agent action has a guardrail, an escalation path, and a named failure mode.
- [ ] The Agent Brief is readable by someone who wasn't in the room when you wrote it.
- [ ] Your scenario is a real historical case — not synthetic or invented.
- [ ] Success metrics are defined before the agent runs — not inferred after.

01a · Section · See the context

Set the context — what this function does and why it matters now

Workflow Selection Filter · Choose the Right One

? Is this workflow high-frequency (runs weekly or more)? Low-frequency workflows rarely justify agent investment.

? Does it have structured, repeatable steps? Agents struggle with undefined or highly contextual judgment calls.

? Is the current process causing measurable pain — time, error rate, delay, cost?

? Is the data it relies on accessible and structured? No data access = no agent.

Good candidate
Structured, repeatable, data-driven, high-volume, clear output

Poor candidate
Judgment-heavy, relationship-dependent, low-frequency.

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01 · Section · See the context

Set the context — what this function does and why it matters now

Workflow Name _____

Owner (Human) _____

Sponsor _____

Primary Outcome _____

Frequency _____
e.g. 3x per week, ~50 runs/month

Current Pain _____
e.g. Time lost, error rate, backlog

Current → Future State

#	Step	Current Owner	Future Owner (Human · Agent · Joint)	Move (Elim · Record · Aug · Auto)	Change · What's Different
01					
02					
03					
04					
05					
06					

Human-In-The-Loop + Decision Framework

MAKE IT A CHECKPOINT IF...

- ☐ Outcome affects a person's employment, career, pay, or customer relationship
- ☐ The decision is irreversible (can't undo without cost or delay)
- ☐ Compliance, legal, privacy, or regulatory risk is present
- ☐ The criteria aren't fully structured or involve nuanced judgment
- ☐ First 10 runs — even automatable steps should be human-reviewed initially

SAFE TO AUTOMATE IF...

- ☐ Criteria are fully explicit and binary (pass / fail)
- ☐ Output is reversible or low-stakes (e.g. sending an acknowledgement)
- ☐ Compliance team has signed off on the criteria
- ☐ Fails defined test criteria at no worse than the current task failure rate
- ☐ Human override is always available and easy

What Gets Eliminated *Only eliminate steps that meet at least one of: zero outcome value · fully redundant · compliance risk from doing it, not skipping it*

- ○ Step name:
  Why eliminated: ☐ *No value* ☐ *Redundant* ☐ *Compliance risk from keeping it*
- ○ Step name:
  Why eliminated: ☐ *No value* ☐ *Redundant* ☐ *Compliance risk from keeping it*

02 · Section · Agent Definition Brief

The build spec. Written so a technical team can configure the agent without calling you three times.

Agent Name _____ **Purpose (one line)** _____

Human Owner _____ **Technical Owner** _____

Tasks · Inputs · Outputs

Each task is one discrete thing the agent does. Trigger = what kicks it off. Input = what it consumes and from where. Output = what it produces and where it lands.

#	Job (what it does)	Trigger (what it starts)	Input · Source	Output · Destination
01				
02				
03				
04				
05				

Tools + Access

Systems	Read · Write	Purpose

Guardrails · Never Does

Hard lines. Write as "never" statements. Cover: compliance, privacy, brand, financial, safety, and candidate/employee fairness. If in doubt, add it.

- ○ Never _____ without human approval
  e.g. Never reject a candidate without a human reviewing the decision first
- ○ Never _____ without human approval
  e.g. Never use protected characteristics (age, gender, ethnicity) as screening criteria
- ○ Never _____ without human approval
  e.g. Never communicate directly with candidates — all candidate comms via TA team only

Escalation → Failure Modes

Trigger Condition *What causes the escalation*	Escalate to	Response Time	Failure Mode	Mitigation

Worked Example · Escalation

Trigger → Candidate flags ADA accommodation need in application
Escalate to → TA Manager + Legal (auto-tagged in Workday)
Response time → 4 business hours
Failure Mode → If no response in 4hrs: agent pauses all processing for that candidate and sends Slack reminder

Practitioner Note: *A good Agent Brief doesn't need you in the room to defend it. Read it back cold — would a developer understand exactly what to build? If the build team has to call you three times to figure out what you meant, go tighten it. Every ambiguity in the brief becomes a bug in the agent.*

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03 · Section · Scenario Run + Handoff

Run the redesign against a real historical case. Measure the delta. Then hand it to the build team.

The Scenario · A Real Case That Already Has a Known Outcome

Description	Original Outcome	Original Time	Original Time

Side-By-Side · Current Vs. Future

Metric	Current	Future Target	Delta
Cycle time			
Cost / effort			
Quality / error rate			
Human touches			

GO LIVE IF...

≥40% cycle time reduction AND quality equal or better than baseline. Error rate <2% on test data. Escalation path tested and working. Human override confirmed functional.

DON’T GO LIVE IF...

Quality degrades below baseline. Guardrails haven't been validated. Compliance hasn't signed off. The delta is speed-only with no quality improvement — that's a red flag, not a win.

The Ask · Decision Needed · By When

Be specific: budget, people, access, systems. One ask per row. Name the decision-maker and the deadline.

What You Need	Decision Maker	Needed By

Next up - Module 5: *The agent is live. Module 5 moves into operating rhythm — measurement, governance, and the feedback loops that keep it working when it leaves your hands. Keep building.*