

WORK

W01

Admin Processing Team

Workflow Automation Steward

NOW

- Process lead
Ops + Human
- Records analyst
Ops + Data

AI-ERA

- Automation steward
AI + Ops

Routine admin demand often compresses when workflow automation is credible.

WORK

W02

Customer Support Queue

AI Escalation & Trust Team

NOW

- Senior support
Human + Domain
- Queue operator
Human + Ops

AI-ERA

- AI escalation lead
AI + Human
- Trust specialist
Human + Domain

Customer work changes when AI absorbs routine volume but escalations remain human.

WORK

W03

Finance Reporting

AI Controls Analyst

NOW

- Reporting analyst
Data + Ops
- Business partner
Data + Domain

AI-ERA

- Controls analyst
AI + Gov

Finance reporting shrinks when generation is easy, while control demand rises.

WORK

W04

Store / Field Ops

Human-AI Service Pod

NOW

- Field lead
Frontline + Ops
- Service trainer
Frontline + Human

AI-ERA

- AI field lead
Frontline + AI
- Service coach
Frontline + Human
- Ops translator
Human + Ops

Embodied, trust-heavy, and frontline coordination work often remains or grows.

WORK

W05

Informal Data Stewardship

Data Quality Steward

NOW

- Ad hoc steward
Data + Domain

AI-ERA

- Quality steward
Data + Gov

New work appears when AI value depends on data quality and governance.

WORK

W06

IT & Risk Queue

Agent Operations Team

NOW

- IT support
Ops + Data
- Risk reviewer
Gov + Domain

AI-ERA

- Agent operator
AI + Ops
- AI risk owner
AI + Gov

AI operations can create a new risk-review load even where headcount compresses.

EMPLOYEE

E01

Mika

Finance Ops Lead



CURRENT

Data + Ops

AFTER TRAINING

AI Controls Sprint

Data + Ops + AI + Gov

Can be trained once. Training adds transition debt but unlocks AI-era fit.

EMPLOYEE

E02

Kenji

Customer Support Senior



CURRENT

Human + Domain

AFTER TRAINING

AI Escalation Sprint

Human + Domain + AI + Ops

Can be trained once. Training adds transition debt but unlocks AI-era fit.

EMPLOYEE

E03

Aiko

Store Ops Trainer



CURRENT

Frontline + Human

AFTER TRAINING

AI Workflow Sprint

Frontline + Human + AI + Ops

Can be trained once. Training adds transition debt but unlocks AI-era fit.

EMPLOYEE E04 Priya Business Analyst  CURRENT Data + Domain AFTER TRAINING AI Product Sprint Data + Domain + AI + Ops Can be trained once. Training adds transition debt but unlocks AI-era fit. 	EMPLOYEE E05 Sora Admin Coordinator  CURRENT Ops + Human AFTER TRAINING Workflow Sprint Ops + Human + AI + Data Can be trained once. Training adds transition debt but unlocks AI-era fit. 	EMPLOYEE E06 Haruto Risk Analyst  CURRENT Gov + Data AFTER TRAINING AI Risk Sprint Gov + Data + AI + Domain Can be trained once. Training adds transition debt but unlocks AI-era fit. 
EMPLOYEE E07 Emi Service Desk Lead  CURRENT Human + Ops AFTER TRAINING Assisted Service Sprint Human + Ops + AI + Domain Can be trained once. Training adds transition debt but unlocks AI-era fit. 	EMPLOYEE E08 Ren Field Coordinator  CURRENT Frontline + Ops AFTER TRAINING Field AI Sprint Frontline + Ops + AI + Data Can be trained once. Training adds transition debt but unlocks AI-era fit. 	EMPLOYEE E09 Yui Sales Enablement  CURRENT Domain + Human AFTER TRAINING AI Revenue Sprint Domain + Human + AI + Ops Can be trained once. Training adds transition debt but unlocks AI-era fit. 
EMPLOYEE E10 Daichi IT Support  CURRENT Ops + Data AFTER TRAINING Agent Ops Sprint Ops + Data + AI + Gov Can be trained once. Training adds transition debt but unlocks AI-era fit. 	EMPLOYEE E11 Mari HR Partner  CURRENT Human + Gov AFTER TRAINING Mobility Sprint Human + Gov + Data + AI Can be trained once. Training adds transition debt but unlocks AI-era fit. 	EMPLOYEE E12 Taro Warehouse Lead  CURRENT Frontline + Ops AFTER TRAINING Human-AI Ops Sprint Frontline + Ops + AI + Human Can be trained once. Training adds transition debt but unlocks AI-era fit. 

TALENT

T01

AI Controls Contractor

Hire cost 3



SKILLS

AI + Gov + Data

External hire for gaps that training cannot cover quickly.

Use during rebuild. Hiring burns budget but avoids retraining delay.



TALENT

T02

Automation Architect

Hire cost 3



SKILLS

AI + Ops + Data

External hire for gaps that training cannot cover quickly.

Use during rebuild. Hiring burns budget but avoids retraining delay.



TALENT

T03

Service AI Coach

Hire cost 3



SKILLS

AI + Human + Ops

External hire for gaps that training cannot cover quickly.

Use during rebuild. Hiring burns budget but avoids retraining delay.



TALENT

T04

Data Quality Steward

Hire cost 3



SKILLS

Data + Gov + Domain

External hire for gaps that training cannot cover quickly.

Use during rebuild. Hiring burns budget but avoids retraining delay.



TALENT

T05

Frontline AI Lead

Hire cost 3



SKILLS

Frontline + AI + Human

External hire for gaps that training cannot cover quickly.

Use during rebuild. Hiring burns budget but avoids retraining delay.



TALENT

T06

Trust Escalation Lead

Hire cost 3



SKILLS

AI + Human + Domain

External hire for gaps that training cannot cover quickly.

Use during rebuild. Hiring burns budget but avoids retraining delay.



INTERVENTION

I01

Skills Map

GA intervention

Flip one selected employee for free.

Play during facilitation when the table needs a structured nudge.



INTERVENTION

I02

Role-Based AI Sprint

GA intervention

Flip the selected employee and one adjacent teammate for 1 budget.

Play during facilitation when the table needs a structured nudge.



INTERVENTION

I03

Data Readiness Sprint

GA intervention

Flip one selected DATA or GOV employee for free.

Play during facilitation when the table needs a structured nudge.



BUDGET

B01

Budget 1

Training / hiring token

1

Spend to train an employee or hire from the talent market.

Return spent budget to the facilitator bank.

BUDGET

B02

Budget 2

Training / hiring token

1

Spend to train an employee or hire from the talent market.

Return spent budget to the facilitator bank.

BUDGET

B03

Budget 3

Training / hiring token

1

Spend to train an employee or hire from the talent market.

Return spent budget to the facilitator bank.

BUDGET

B04

Budget 4

Training / hiring token

1

Spend to train an employee or hire from the talent market.

Return spent budget to the facilitator bank.

BUDGET

B05

Budget 5

Training / hiring token

1

Spend to train an employee or hire from the talent market.

Return spent budget to the facilitator bank.

BUDGET

B06

Budget 6

Training / hiring token

1

Spend to train an employee or hire from the talent market.

Return spent budget to the facilitator bank.

BUDGET

B07

Budget 7

Training / hiring token

1

Spend to train an employee or hire from the talent market.

Return spent budget to the facilitator bank.

BUDGET

B08

Budget 8

Training / hiring token

1

Spend to train an employee or hire from the talent market.

Return spent budget to the facilitator bank.

BUDGET

B09

Budget 9

Training / hiring token

1

Spend to train an employee or hire from the talent market.

Return spent budget to the facilitator bank.

BUDGET

B10

Budget 10

Training / hiring token



Spend to train an employee or hire from the talent market.



Return spent budget to the facilitator bank.