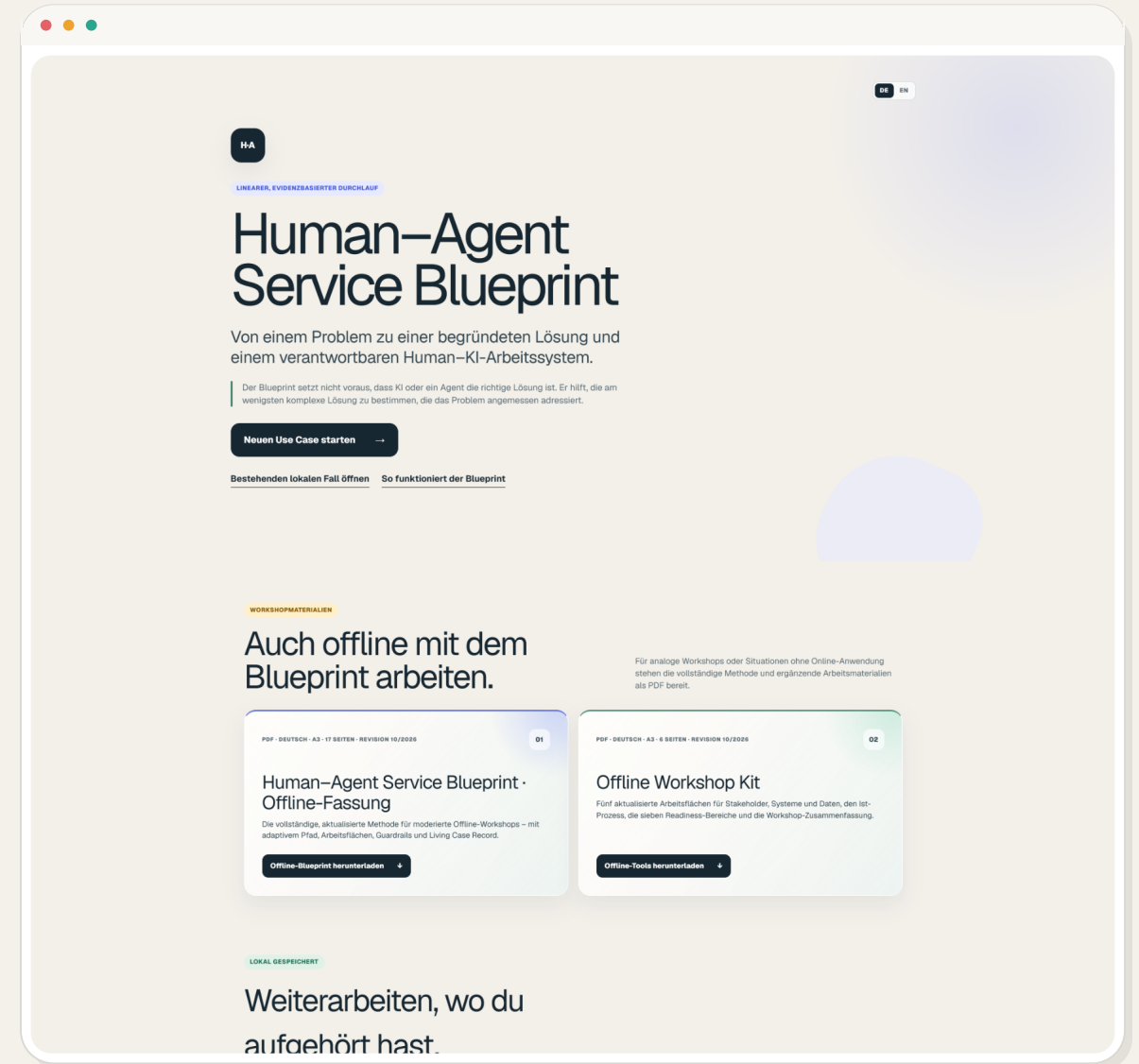


Human-Agent Service Blueprint

Von der Problemqualifikation zu einem begründeten, verantwortbaren Mensch-KI-Arbeitssystem.

Nicht jede AI-Idee braucht einen Agenten. Der Blueprint hilft, die einfachste tragfähige Lösung zu finden - und sie als gemeinsames Arbeitssystem zu gestalten.



A decision-support method for AI work systems.

The thesis turns recurring problems observed in real service-design projects into a guided method: qualify the problem first, then design human and AI contributions, test readiness, choose the minimal architecture and keep responsibility visible.

Core principle: AI can recommend and explain. People still deliberate, approve and decide.

01 · INTERACTIVE METHOD

Web application

Guided end-to-end workflow with adaptive next steps, persistent case state, glossary and exportable outcomes.

02 · HYBRID WORKSHOP

Online + offline

The digital version reduces coordination and documentation effort; the offline kit keeps collaborative deliberation available in workshops.

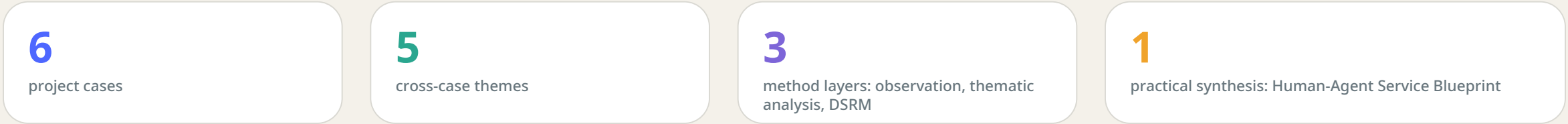
03 · DECISION OUTPUT

Living Case Record + Snapshot

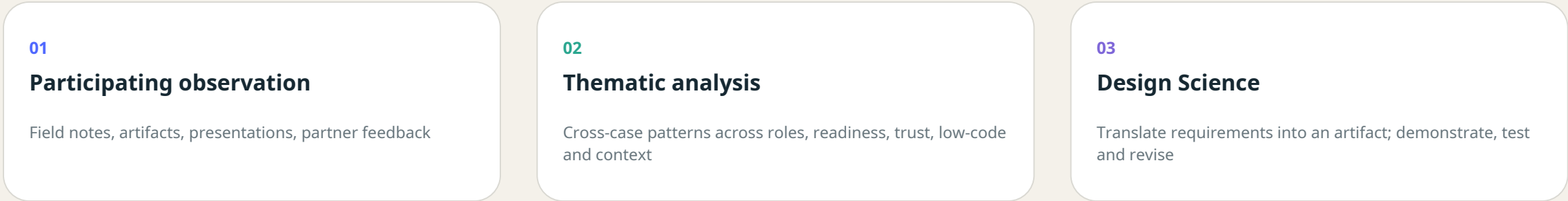
A traceable case record stays editable throughout the process; milestones can be frozen into a concise decision snapshot.

The method grew out of field evidence - not from a blank canvas.

The research followed six partner-backed innovation projects and compared how Human-Agent ideas changed when they met real process, data, API, governance and collaboration constraints.

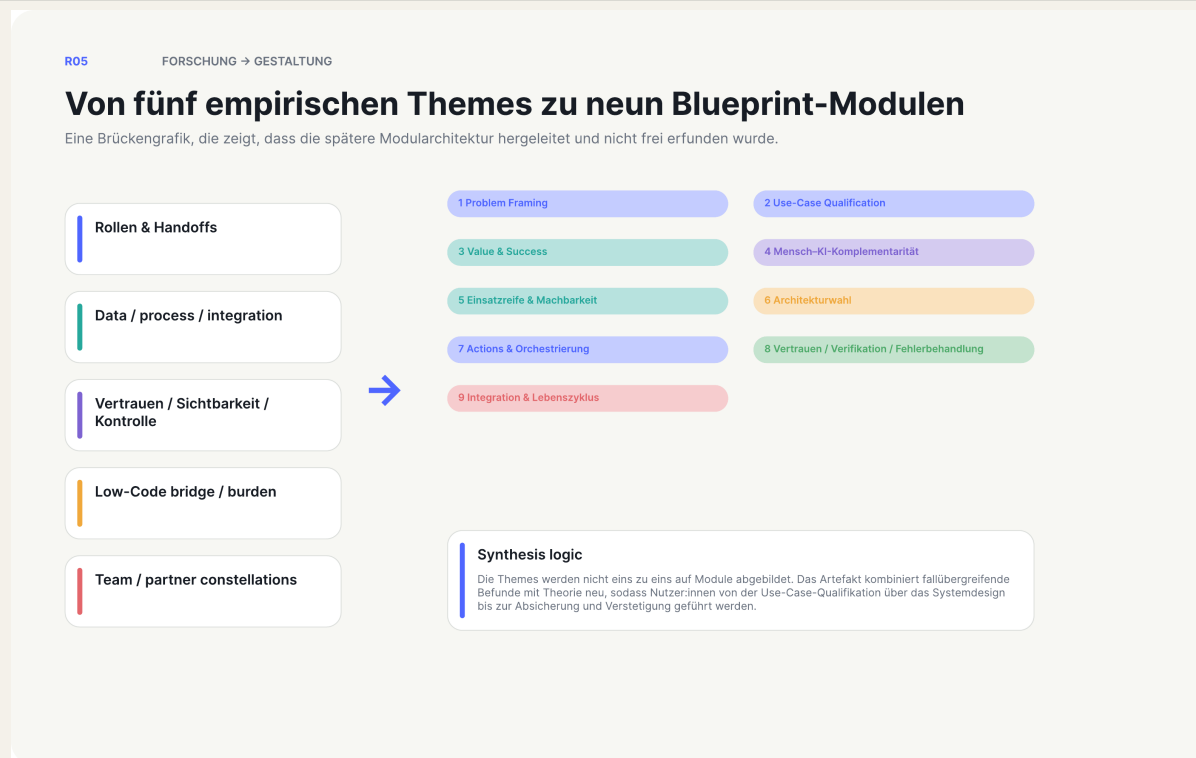


METHOD CHAIN



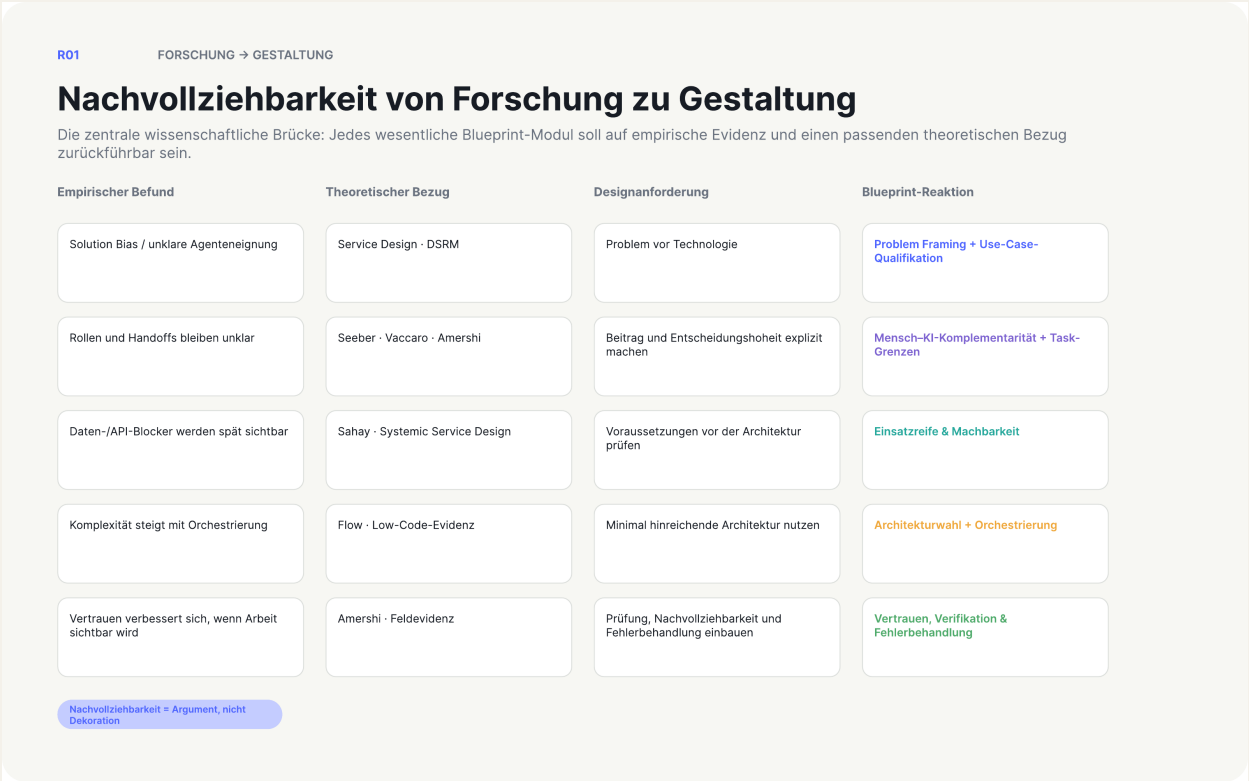
Five recurring patterns became a connected system of modules.

The themes were not copied one-to-one into screens. They were combined with theory and translated into decision points that move from problem qualification to system design and lifecycle responsibility.



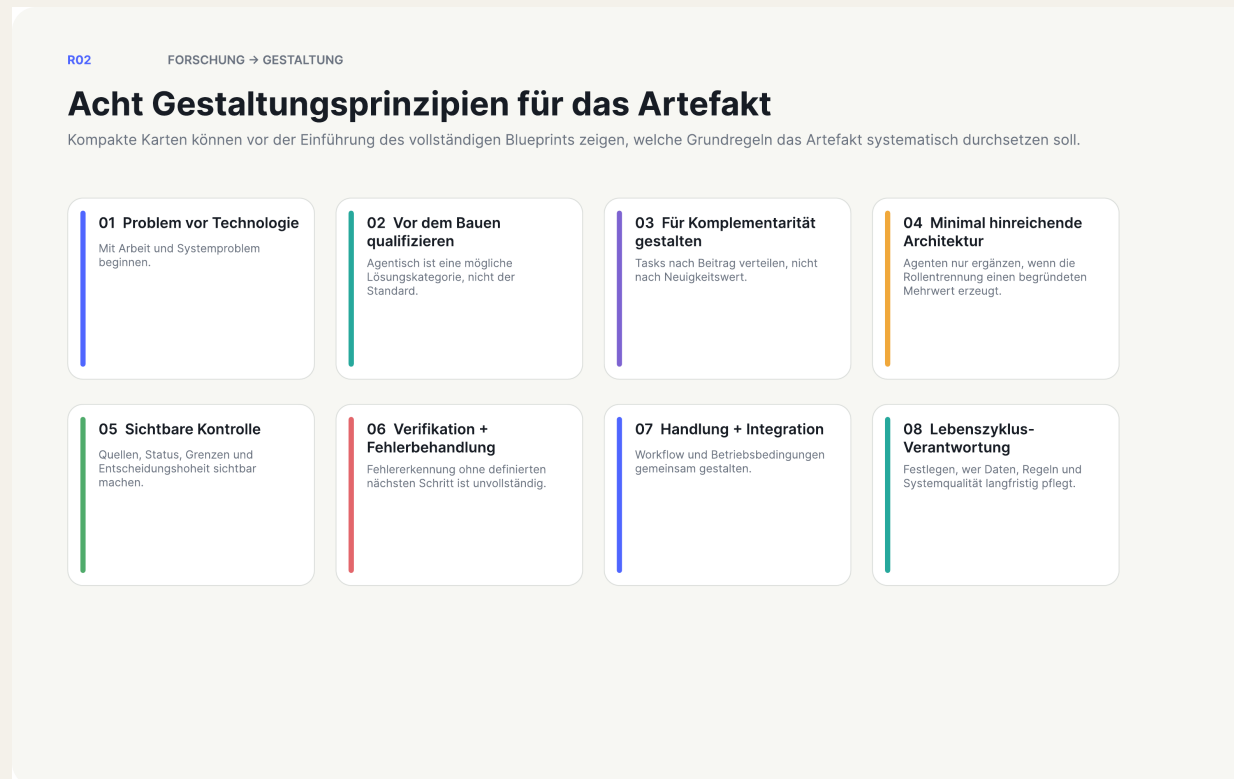
Every major design move can be traced back to evidence.

The portfolio version keeps the research story short, but the artifact itself was built with a clear research-to-design chain: finding theory design requirement blueprint response.



Eight rules keep the method grounded.

The blueprint is intentionally biased toward clarity, proportionality and accountable collaboration - not toward maximal automation.



Complexity is earned, not assumed.

The method explicitly treats No AI, classical automation, AI assistance, single-agent and multi-agent patterns as legitimate outcomes. Architecture only escalates when a simpler category cannot meet the required result, control and robustness.

R03

FORSCHUNG → GESTALTUNG

Das einfachste System wählen, das die Aufgabe erfüllt

Die Grafik schützt vor der Annahme, dass „mehr Agenten“ automatisch leistungsfähiger oder angemessener bedeutet.

Keine KI

Problem besser durch Prozess- / Serviceveränderung lösbar

1

Automatisierung

deterministic repeated steps

2

KI-Assistenz

menschgeführte Aufgabe mit generativer / analytischer Unterstützung

3

Single Agent

abgegrenztes mehrstufiges Ziel mit Tools / Kontext

4

Agent + menschliche Prüfung

Agentenaufgabe, bei der eine substanziell sinnvolle Prüfung erforderlich ist

5

Multi-Agent

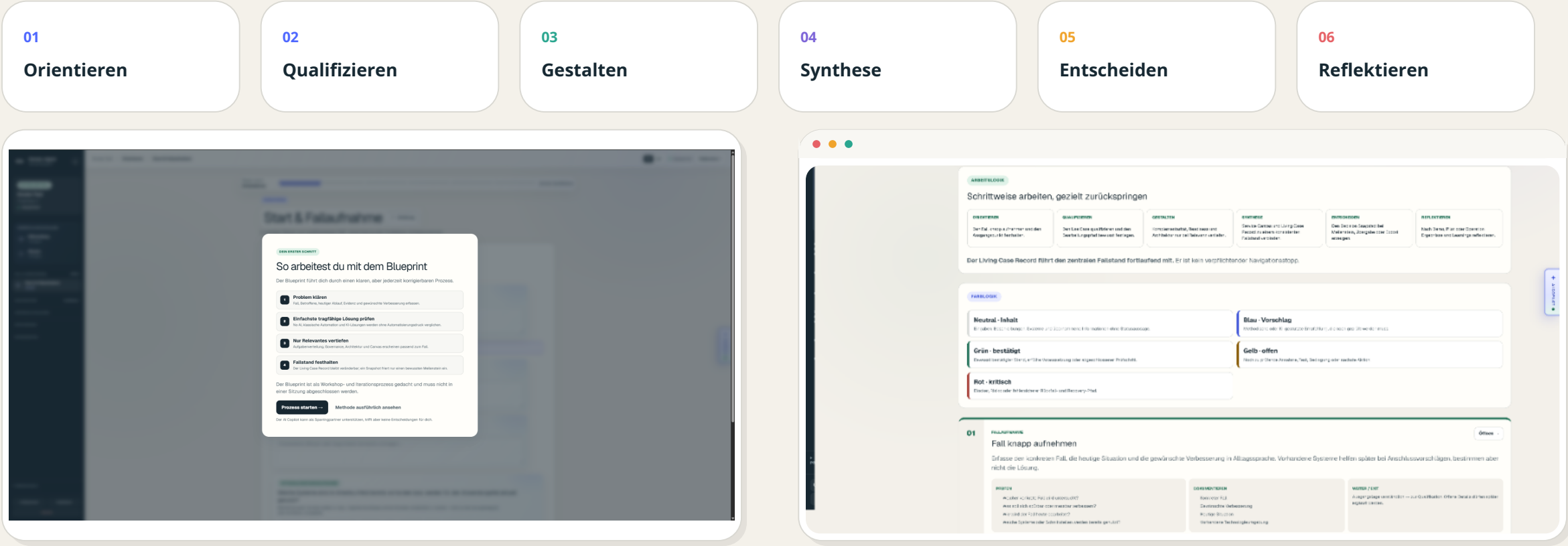
klar getrennte spezialisierte Rollen und Abhängigkeiten rechtfertigen Orchestrierung

6

Entscheidungsregel: Architekturkomplexität nur erhöhen, wenn eine einfachere Kategorie das erforderliche Ergebnis, die Kontrolle und Robustheit nicht ausreichend erfüllt.

A guided process that stays editable and correctable.

The web version keeps a stable macro-flow while opening depth only where the case needs it. A shared case state follows the user across the journey instead of forcing repeated data entry.



Start with the work problem - then decide what deserves deeper design.

The process captures the concrete case, desired improvement and current situation before any architecture is chosen. Qualification then makes success criteria, system boundaries, stakeholders, plausibility and solution hypotheses explicit.

The screenshot shows the 'Start & Fallaufnahme' phase of the QUALIFY process. The interface is titled 'Start & Fallaufnahme' and includes a progress bar at the top. The main content area is divided into several sections:

- Welcher Use Case wird untersucht?** (Which Use Case is being investigated?): This section asks for the specific problem or situation to be addressed.
- Bestandteile** (Components): This section lists the components of the system, including the 'interne Service-Team' and the 'externe Service-Team'.
- Grundlegende Verbesserung** (Basic Improvement): This section asks for the desired improvement or goal of the project.
- Heutige Situation** (Current Situation): This section asks for the current situation and the challenges faced.
- OPTIONALE BESTANDTEILE** (Optional Components): This section lists optional components that can be added to the system.

The interface also includes a sidebar on the left with navigation options and a bottom bar with a 'Weiter zur Qualifikation' (Continue to Qualification) button.

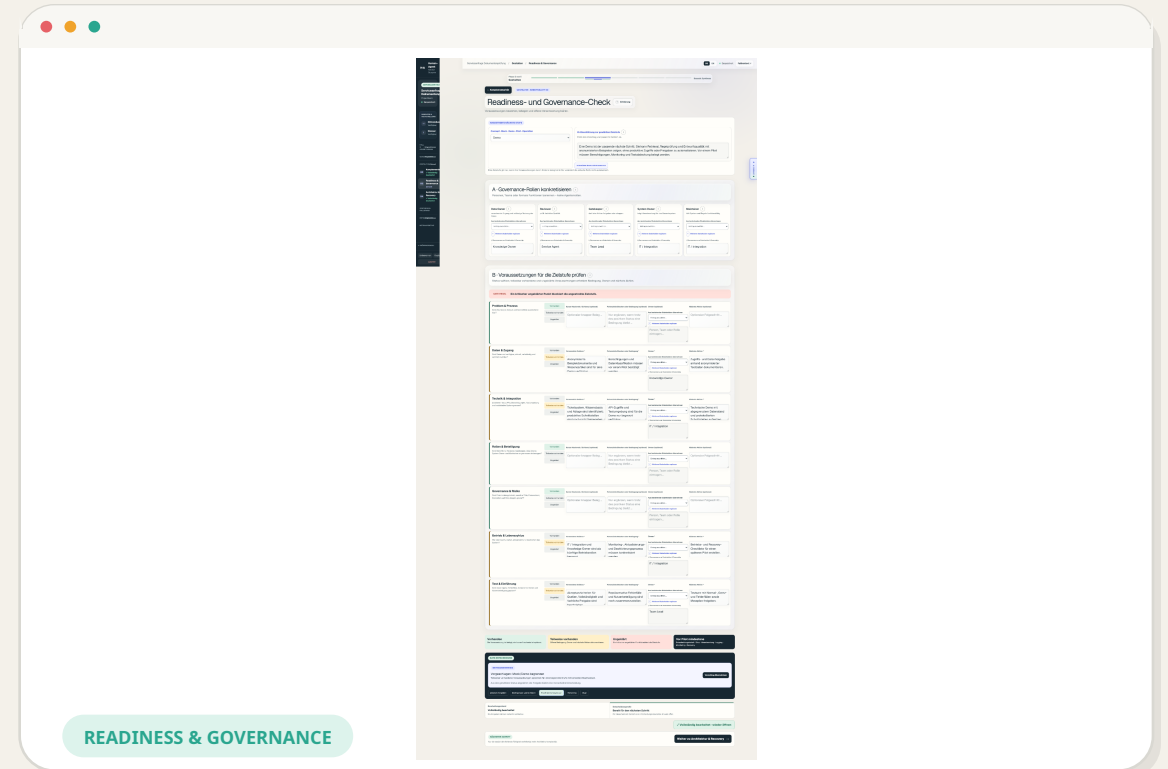
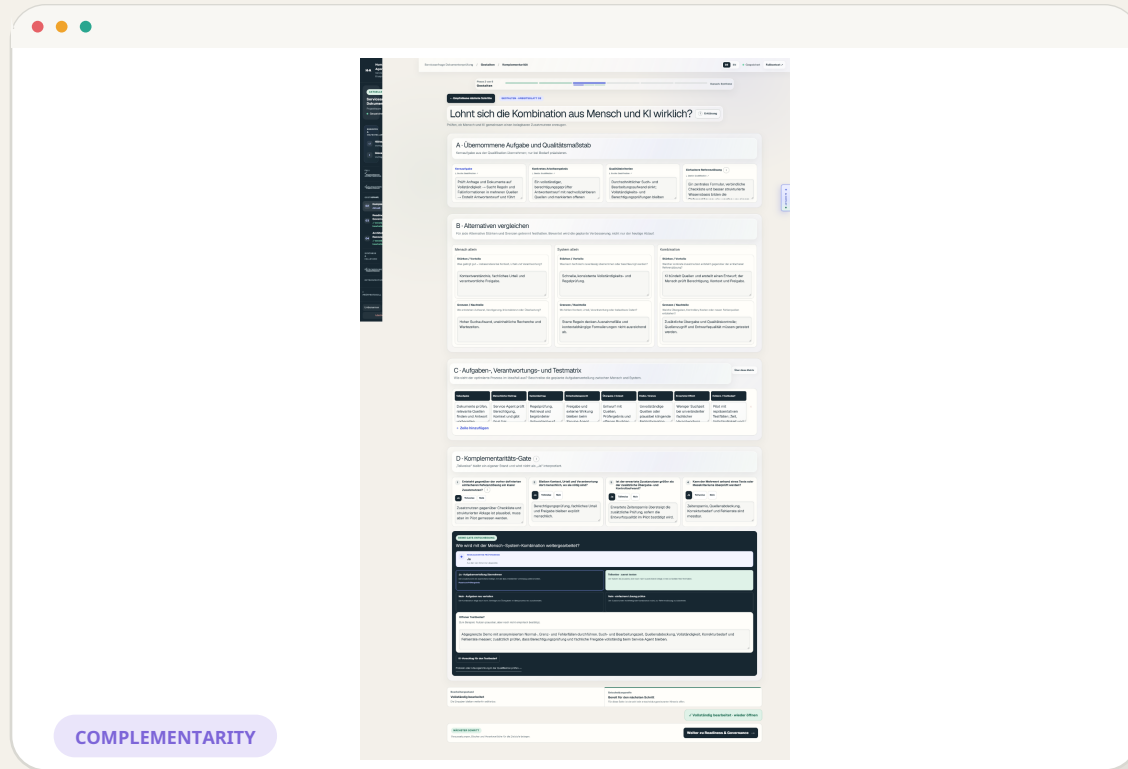
The screenshot shows the 'Problem- und Use-Case-Qualifikation' phase of the QUALIFY process. The interface is titled 'Problem- und Use-Case-Qualifikation' and includes a progress bar at the top. The main content area is divided into several sections:

- Problem- und Use-Case-Qualifikation**: This section provides a detailed overview of the problem and the use cases.
- A-Erfolg und Systemgrenze** (Success and System Boundary): This section defines the success criteria and the system boundary.
- Empfohlene nächste Schritte** (Recommended next steps): This section provides recommendations for the next steps in the process.

The interface also includes a sidebar on the left with navigation options and a bottom bar with a 'Weiter zur Qualifikation' (Continue to Qualifikation) button.

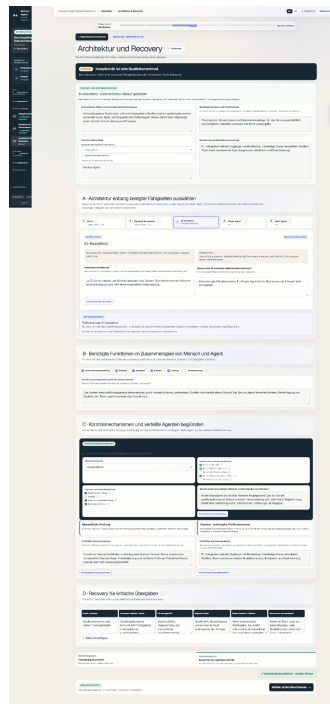
Design the collaboration before designing the agent.

Two questions drive the core of the system design: Where does the human-AI combination create real additional value? And are data, access, roles, governance, lifecycle and testing conditions mature enough for the target stage?



Architecture decisions include failure paths from the start.

The blueprint treats AI assistance, single-agent and multi-agent patterns as bounded capabilities. Verification, human review, fallback and escalation are designed alongside the happy path - not added after it.

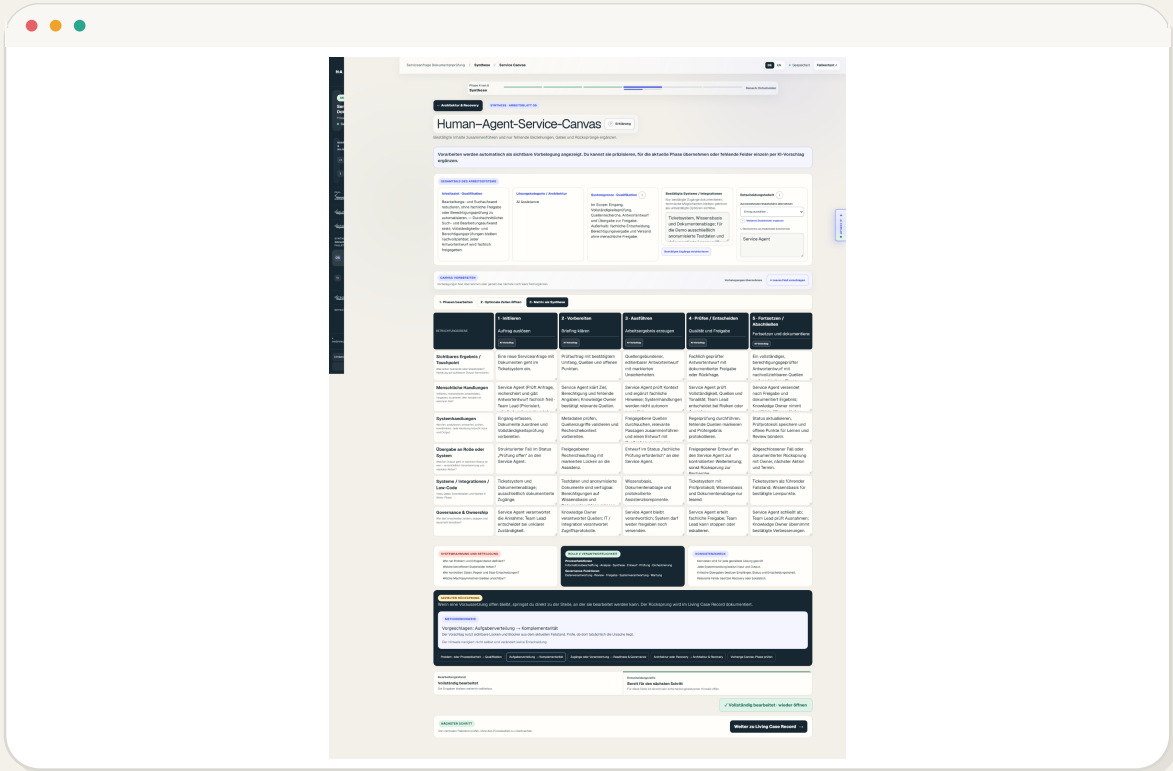


Minimal sufficient architecture

Add agentic complexity only when a simpler pattern cannot satisfy the task. Every critical handoff needs a defined next step when something goes wrong.

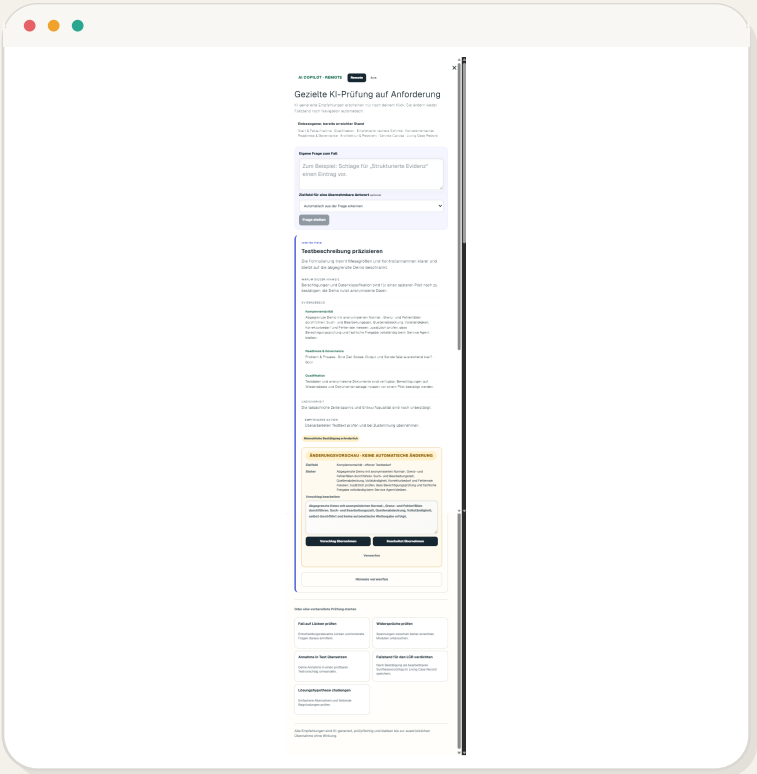
The system is synthesized twice: as a service view and as a living case.

The Human-Agent Service Canvas consolidates phases, human actions, system actions, handoffs, integrations and ownership. The Living Case Record carries the evolving evidence, assumptions, risks, current decision and next action across the process.



The AI Copilot is a sparring partner - not an autopilot.

It can inspect the current case, surface contradictions, turn assumptions into tests and suggest rewrites. Recommendations always show their evidence basis and remain explicitly reviewable before anything is adopted.



AI recommends evidence explains humans deliberate humans decide.

Targeted

Ask one case-specific question instead of generic guidance.

Evidence-linked

Reference what is already known, missing or contradictory.

Previewable

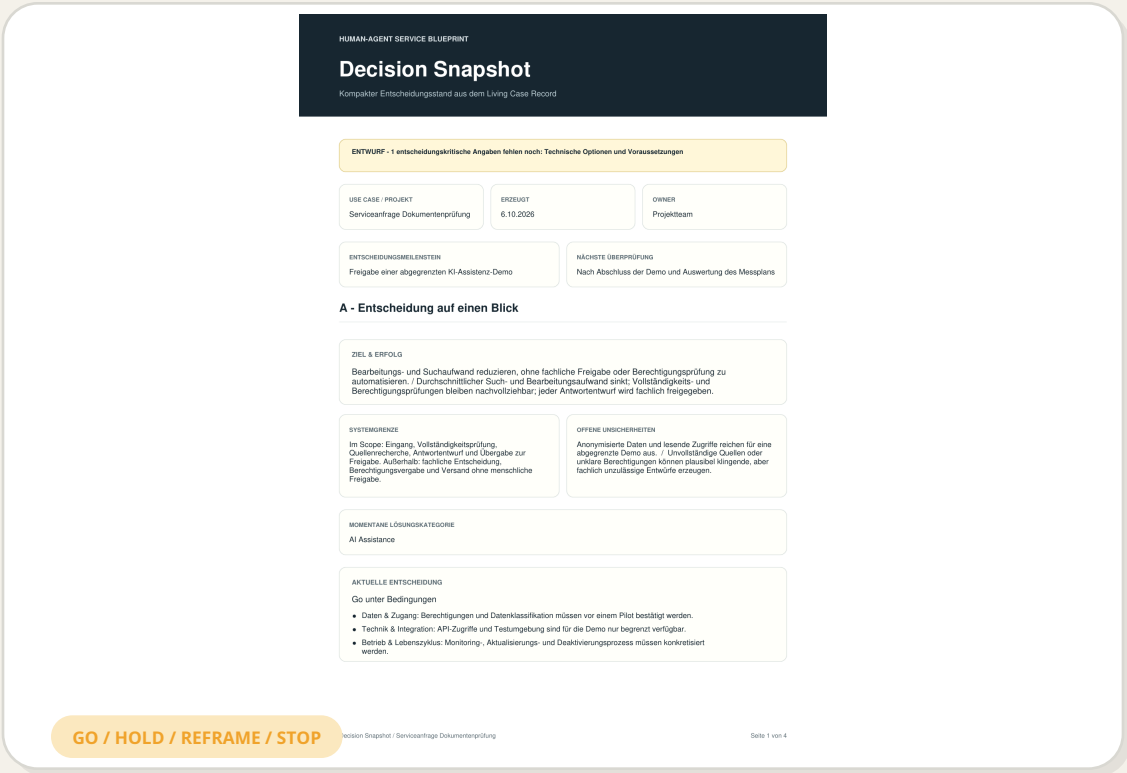
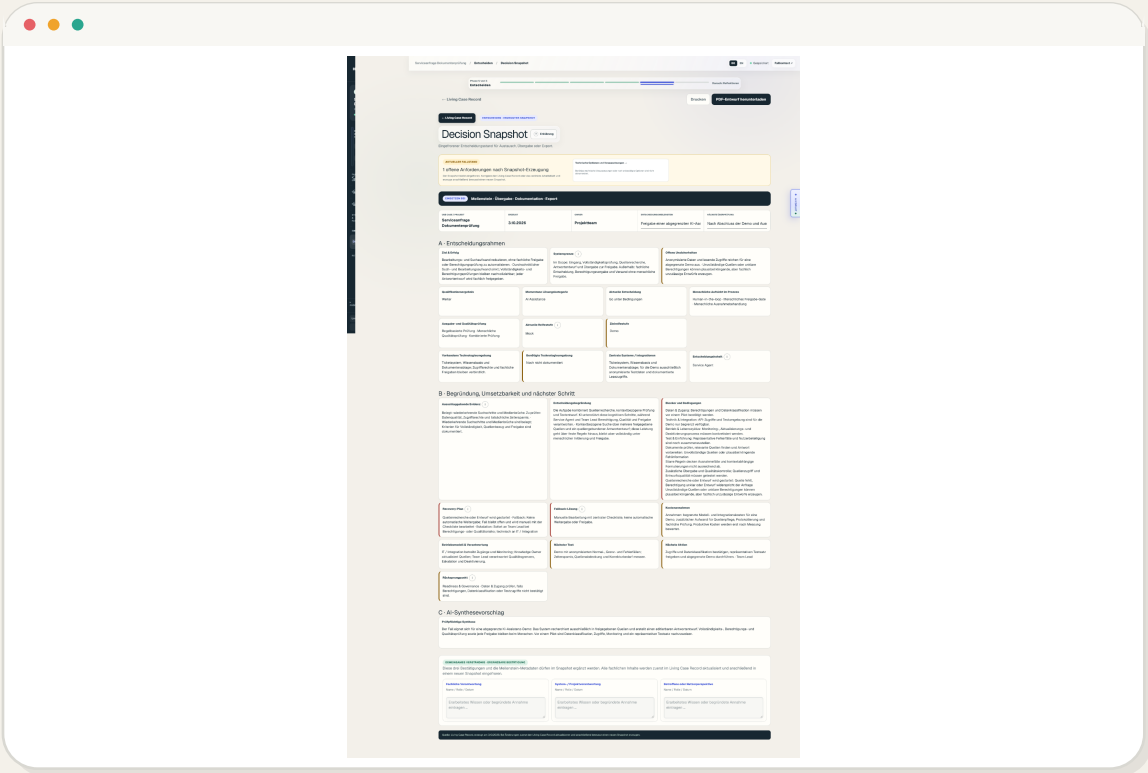
Show the proposed change before it touches the case.

Optional

Remote AI can be switched off; the core method remains usable.

A Decision Snapshot turns the journey into a portable decision artifact.

A milestone can be frozen without losing the richer Living Case Record. The snapshot states what is being decided, why, under which conditions, what remains uncertain, who owns the next action and where the team must return if evidence changes.



The blueprint continues after the decision.

Retrospective fields compare plan and reality, capture confirmed or rejected assumptions, document incidents and recovery, and translate learning into concrete changes. The same method is available as an offline workshop kit for collaborative sessions.

The screenshot shows the 'Retrospektive' section of a digital tool. It includes a header with 'Retrospektive' and a sub-header 'Nachdem Sie das Sprint-Rückblick und Retrospektive abgeschlossen haben'. Below this is a section 'A: Plan und tatsächliche Umsetzung vergleichen' with a table for tracking progress. Section 'B: Annahmen, Nutzen und Stakeholderwirkung prüfen' contains several input fields for assumptions and stakeholder impact. Section 'C: Vorfälle, Recovery und tatsächliche Kontrollnutzung' includes a table for recording incidents and recovery actions. Section 'D: Learning in eine konkrete Änderung übersetzen' has a table for translating learning into concrete changes. The interface is clean and modern, with a light gray background and blue accents.

The screenshot shows the 'Workshopmaterialien' section of a digital tool. It features a header 'Workshopmaterialien' and a sub-header 'Auch offline mit dem Blueprint arbeiten.' Below this is a section 'Human-Agent Service Blueprint - Offline-Fassung' with a button 'Offline-Blueprint heruntergeladen'. To the right is a section 'Offline Workshop Kit' with a button 'Offline-Toolkit heruntergeladen'. The interface is clean and modern, with a light gray background and blue accents.

Digitize coordination, not
deliberation.

What this project demonstrates

A service-design approach to AI that connects problem framing, collaboration, technical feasibility and responsible operation in one end-to-end method.

Research synthesis

Translate qualitative evidence into explicit design requirements.

Service & systems design

Model boundaries, handoffs, roles, integrations and lifecycle conditions.

AI product design

Use AI as an advisory layer without giving away human decision authority.

Digital prototyping

Turn a method into a persistent, testable web experience plus offline tools.

