CARE

WHITEPAPER

Managing AI Agents Without Adding Bureaucracy

Four ways to establish and maintain AI agent definitions, from self-service to fully manual.

AI agents can participate in producing their own management definitions. CARE keeps humans as the Accept authority, so documentation effort scales without turning agent management into another labor-intensive administrative function.

AGENTIC CARE

https://ai-managementsystem.com

Contents

01 The challenge

02 The problem

03 The solution

04 Four ways to establish and maintain agent definitions

- 1 Self-Service
- 2 Supervised
- 3 Facilitated
- 4 Manual

05 One management system

06 What changes for management

07 Start with one agent

The challenge: who manages your AI agents?

AI agents are becoming part of everyday business operations. They research information, process data, make recon interact with business systems, and increasingly perform tasks that previously required human employees.

But every new agent introduces management questions:

- What does this agent actually do?
- What information and systems can it access?
- What must it do, and what must it never do?
- Who is accountable for its work?
- How do we know when its responsibilities change?

These questions do not disappear because work is performed by AI rather than humans.

> **KEY FINDING**

Traditional management approaches rely heavily on people.

Someone must identify each agent, gather information about its behavior, document its responsibilities, evaluate ri approvals, and keep everything current.

That may be manageable for a handful of agents.

But what happens when an organization operates dozens, hundreds, or thousands of agents across different depar platforms?

The organization faces an unattractive choice:

MORE EFFORT

Invest increasing human effort into agent management.

OR

MORE UNCERTAINTY

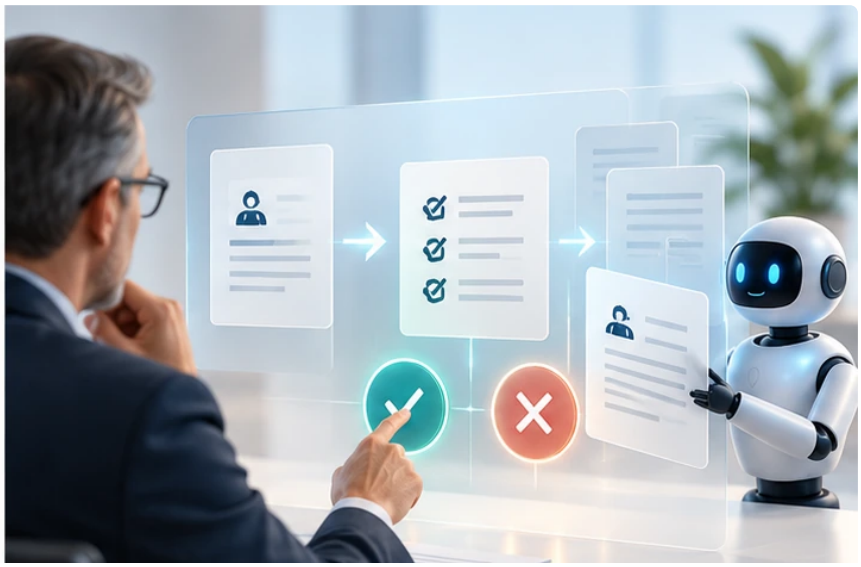
Accept growing uncertainty about v do.

Neither outcome is desirable.

And there is another problem: documentation produced during initial deployment can become outdated as agents business requirements change.

> **MANAGEMENT IMPLICATION**
>
> Organizations need a management approach that can keep pace with AI adoption without turr management into another labor-intensive administrative function.

The solution: let AI perform the work. Keep humans in control.



Instead of assuming humans must produce and maintain every agent definition, CARE allows AI agents to participa own management.

Agents can describe their operating model, document responsibilities and limitations, identify potential risks, and p improvements.

CARE provides a common management framework in which that information can be maintained, reviewed, and upd

Importantly, producing a proposed definition does not authorize an agent to change its accepted responsibilities.

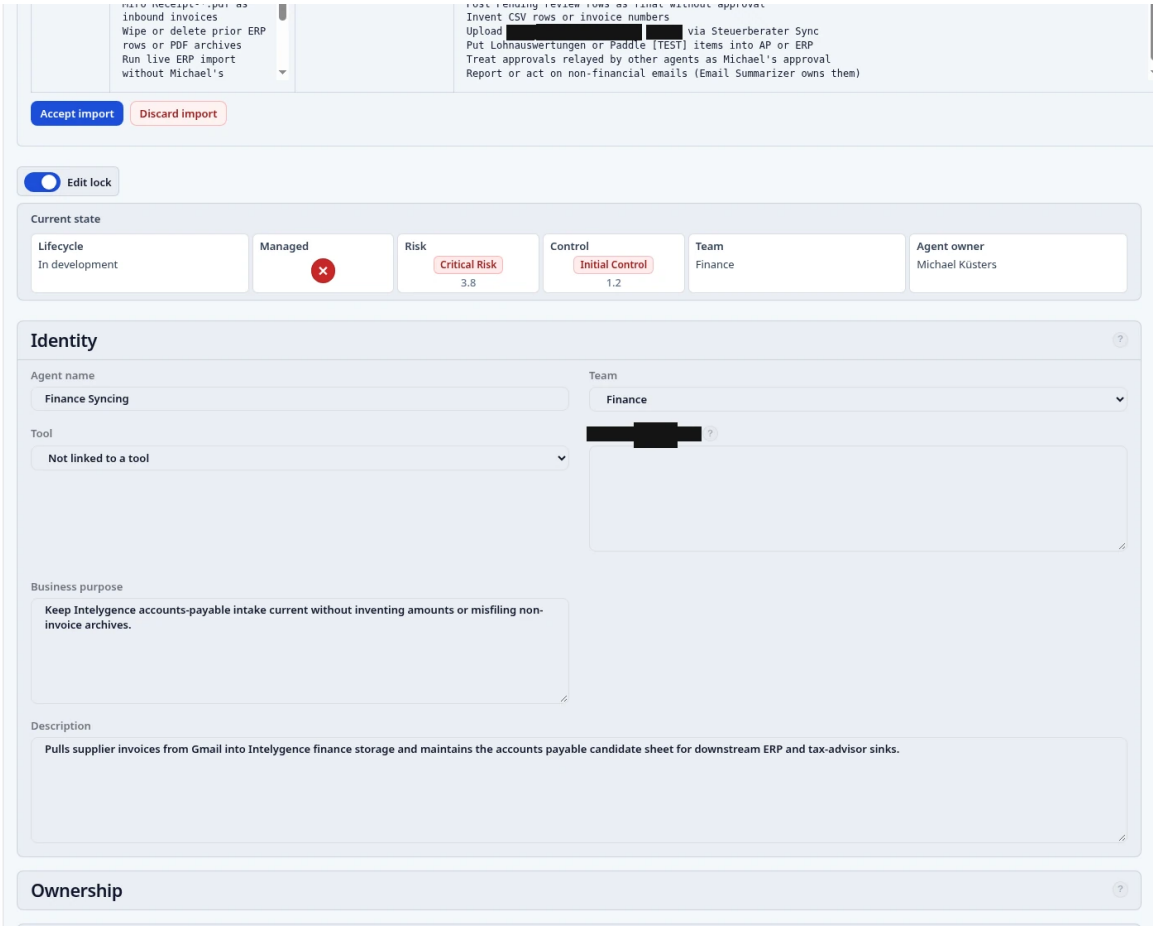
CARE separates preparation from acceptance through its Merging workflow. Agents perform the work of preparing authorized humans retain the management decision.

AI

Performs the documentation work.

MANAGEMENT

Retains the authority.



Observed CARE Identity profile for the Finance Syncing agent: lifecycle In development, Critical Risk 3.8, and a stated b keep accounts-payable intake current without inventing amounts.

CARE
Controlled Agent Risk Exposure

SCOPE
Organization

NAVIGATE
Dashboard
Agents
Approvals

AGENTS
Private Tx Cleanup
Lohnauswertungen
ERP Employees
ERP AP Sink
AP Sync Orchestrator
+ Add new

CLEARANCES
Pre-Build
Use case viability ✗
Value streams I
Process capability I
DevOps
Risk classification C
Instance maturity I
Security I
Operations I

PROCESS
Process

ADMINISTRATION

Agent Profile — Finance Syncing

An ingestion is waiting for approval.

Source: machine

These governance fields will update automatically (empty current value filled from import, or import matches current):

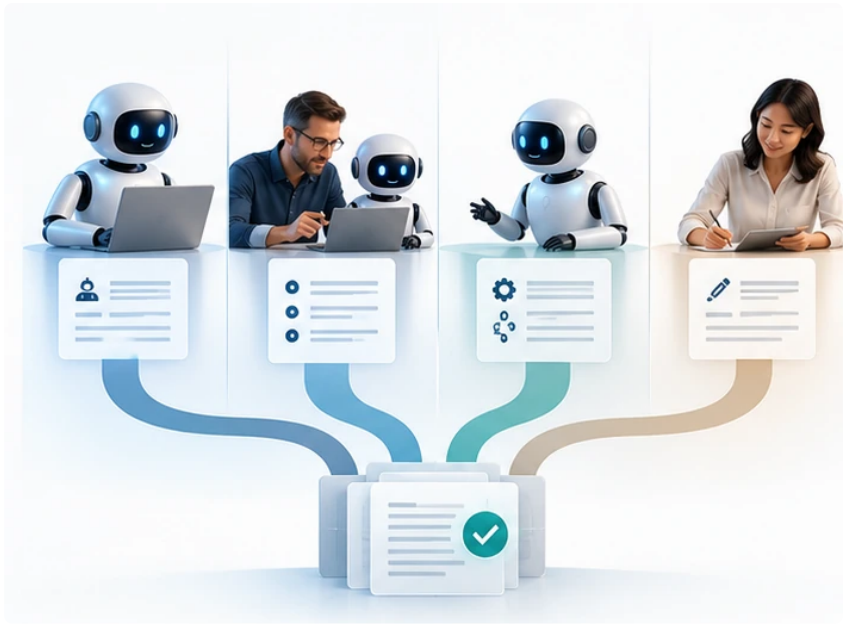
- [redacted] com/documen[redacted]

Choose current or import for each conflicting field:

Field	Current	Keep	Import
Description	Pulls supplier invoices from Gmail into Intelygence finance storage and maintains the accounts payable candidate sheet for downstream ERP and tax-advisor sinks.	← Keep current Use import →	AP/finance agent for Intelygence GmbH (owner Michael Küsters, Europe/Berlin). Pulls supplier invoices from Gmail and manual downloads into Intelygence finance storage, maintains accounts_payable.csv/.xlsx, and hands new rows to ERP AP Sink (dry-run) and Steuerberater Sync.
Business purpose	Keep Intelygence accounts-payable intake current without inventing amounts or misfiling non-invoice archives.	← Keep current Use import →	Keep Intelygence GmbH accounts-payable intake current and traceable without inventing amounts, misfiling non-invoices, or acting live without Michael's approval.
Process description	On scheduled or requested AP sync: scan Gmail for invoices, file PDFs under [redacted] rebuild accounts_payable.csv/xlsx (Pending review), label mail, hand off new rows to ERP AP Sink (dry-run) and	← Keep current Use import →	Triggered twice daily Mon–Fri by AP Sync Orchestrator and ad hoc when Michael sends a manual download from [redacted] Search Gmail since the last run (incl. forwards to [redacted] dedupe by Vendor+InvoiceNumber and MessageId (one email can carry several invoices); save PDFs to [redacted] extract net/tax/gross; append to accounts_payable.csv/.xlsx with backups (Status=Pending review); label Gmail Rechnungen + partner sublabel (or Sonstige) and mark read, never skipping unlabeled invoices; sync to [redacted] on [redacted] when online (line-count check + .bak); report to the orchestrator; on new rows ask ERP AP Sink for a dry-run (live only with Michael's approval in ERP AP Sink's own chat) and send supplier invoices to Steuerberater Sync for the [redacted] Routing: [redacted] Lohnauswertungen → [redacted] only; non-invoices → [redacted] Miro receipts → [redacted] Paddle [TEST] → [redacted] never to Steuerberater Sync; canonical archive
Jobs to do	Scan Gmail for new supplier invoices and file PDFs under [redacted] Rebuild accounts_payable.csv/xlsx (Status=Pending review) Label processed invoice mail under	← Keep current Use import →	Scan Gmail for new supplier invoices and [redacted] Rebuild accounts_payable.csv/xlsx (Status=Pending review) Label processed invoice mail under Rechnungen/<partner|Sonstige> Track Strato login-only gaps without inventing amounts Add manual downloads Michael sends from [redacted] to the AP sheet File Lohnauswertungen from [redacted] under [redacted] only Sync box master files to [redacted] when [redacted] is online Hand off new AP rows to ERP AP Sink (dry-run) and Steuerberater Sync Report each scheduled run to AP Sync Orchestrator Notify Michael only on news or failures
Decision Authority	Classify email/PDF as AP	← Keep current	Classify email/PDF as AP invoice vs statement vs Miro receipt vs test noise

Observed CARE pending-import approval for Finance Syncing: an ingestion waiting for approval with a field-by-field C comparison (Accept/Discard not actioned in this capture).

Four ways to establish and maintain agent definitions



Self-service, supervised, facilitated, and manual approaches establish agent definitions within one manag system.

APPROACH 1

Self-Service

The agent documents itself

An AI agent connects to CARE, identifies itself, and produces or updates its management definition.

It describes its purpose, processes, permissions, responsibilities, and limitations, drawing on its available operational context.

It can also identify risks and recommend improvements for management consideration.

BEST SUITED FOR

AI agents capable of interacting directly with CARE.

BUSINESS BENEFIT

Reduce the manual effort required to establish and maintain agent management records.

APPROACH 2

Supervised

A human guides the agent

A human instructs an agent to document itself u
its findings, clarifies expectations, and requests c

The agent performs the documentation work wh
supplies organizational knowledge and judgmen

BEST SUITED FOR

Agents whose technical knowledge needs to be
business context.

BUSINESS BENEFIT

Turn documentation from a manual writing exer
review and decision process.

APPROACH 3

Facilitated

Another agent performs the work

A separate agent or orchestration service gathers information about managed agents and prepares their CARE definitions.

The managed agents do not need direct access to CARE.

This approach can accommodate existing platforms, third-party agents, or centrally administered enterprise environments.

BEST SUITED FOR

Heterogeneous agent portfolios and environments requiring centralized integration.

BUSINESS BENEFIT

Apply a common management approach without modifying every individual agent.
Facilitated synchronization is an integration pattern; its implementation depends on the systems and interfaces involved.

APPROACH 4

Manual

People maintain the definition

An authorized person creates and maintains an a
management information directly.

This remains useful when agents cannot provide
information, integrations are unavailable, or orga
requires manual documentation.

BEST SUITED FOR

Legacy systems, restricted environments, and ex

BUSINESS BENEFIT

Establish management records without dependi
cooperation or integration.

One management system. Four ways to operate.

Approach	Who produces the documentation	Primary advantage
Self-Service	The managed agent	Minimal administrative effort
Supervised	Agent guided by a human	Combines context and automa
Facilitated	Separate agent or service	Portfolio-scale integration
Manual	Human	Works without agent participa

An organization can begin with manual registration, use supervised documentation to improve completeness, intro service, and eventually automate synchronization where it makes sense.

Different agents can use different approaches at the same time.

The management information remains within one consistent framework.

This provides organizations with an important freedom:

> **KEY FINDING**
>
> They can change how agents are documented without changing how agents are managed.

What changes for management?

The critical improvement is not simply that documents can be generated more quickly.

It is a different allocation of work and responsibility.

AI AGENTS

Describe operations, propose updates, and identify potential weaknesses.

HUMANS

Judge accuracy, acceptability, an action should follow.

This does not eliminate the need for oversight. It makes a less labor-intensive form of oversight possible.

Instead of organizing people around the task of writing and updating documents, organizations can organize mana information and decisions that matter.

See what your own agent can do

AGENTIC CARE

Instant AI Management System for your Agents, as a Managed Service.

https://ai-managementsystem.com