CARE

WHITEPAPER

Your Business Rules Are Hiding in Conversations

Turn informal approvals and prohibitions into inspectable operating conditions.

A business process becomes manageable when its participants, boundaries and dependencies are explicit.

AGENTIC CARE

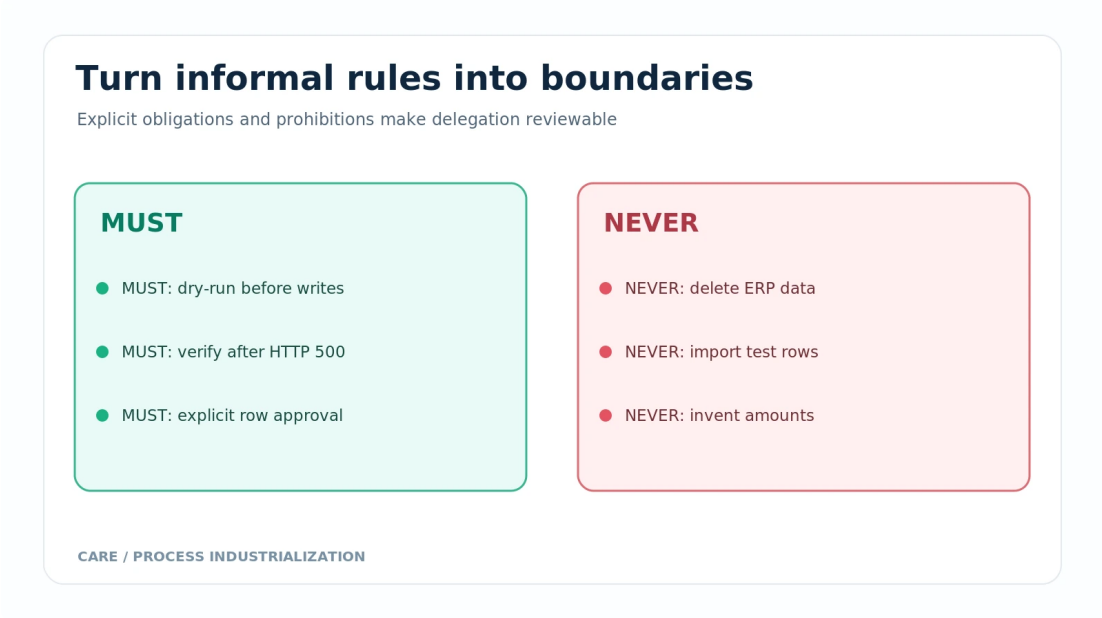
https://ai-managementsystem.com

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The rule was there, but not in the runbook

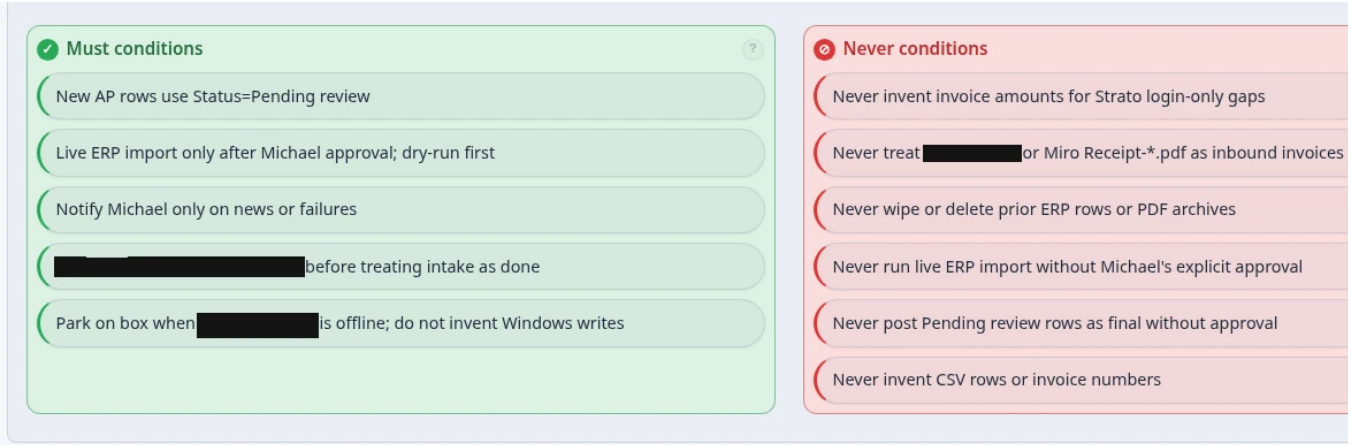
An instruction such as 'do not import until I approve the named rows in this chat' may originate during an incident. to financial control while remaining buried in chat history. A new operator or outsourced team might never see it.



Explanatory illustration (not a product screenshot): informal rules shown as explicit MUST and NEVER boun reviewable delegation.

KEY FINDING

Turn informal approvals and prohibitions into inspectable operating conditions.



Observed CARE business rules: Must conditions such as Status=Pending review and dry-run before live ERP import, an such as never inventing invoice amounts or running live import without explicit approval.



Observed CARE Standard Operating Procedure for Finance Syncing: scheduled and ad-hoc triggers plus a step table co classify, deduplicate, save PDFs, extract, sync, hand off, and notify.

Why both kinds matter

A Must rule directs execution toward an expected safeguard. A Never rule places a boundary around authority. The particularly useful when a task can be technically completed in several ways, only some of which are permissible. Co reviewed together with process steps, permissions and performance objectives.



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).

Transfer the rule, not merely the chat

The owner must still decide whether the conditions accurately express policy. Once accepted, the rules provide an e training, evaluation, change requests and handover. CARE does not replace runtime enforcement: where the conse technical controls should implement the boundary as well.

> **MANAGEMENT IMPLICATION**
>
> Management takeaway: retain the decision and verify the operating evidence before treating a delivered control.

What management can verify

The following checkpoints translate the paper's argument into a review of the actual operating arrangement. They not claims that a proposed control has already been implemented.

Checkpoint	Management question	Evidence to request
Permission	Separate permitted tools from business permission	Must/Never and authorized acto
Ambiguity	Define what qualifies as named-row approval	Unclear reply sends work to hum
Integrity	Require source values rather than generated values	Missing amounts or dates report

Where evidence is missing, record the gap and the accountable owner rather than treating the document itself as p

Start with one agent

Use a real agent and review what it produces.

1. the agent to https://ai-managementsystem.com/under-care.
2. it is finished, log into CARE and review its documentation.

Images and text generated with the assistance of ChatGPT by OpenAI.

AGENTIC CARE

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

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