



Operations, Augmented



YOU GOT THE APPROVAL. BUILT THE FRAMEWORK. ENABLED THE TEAM.

**A few years later, AI shipped inside the same tool.
Nobody opened a new review.**

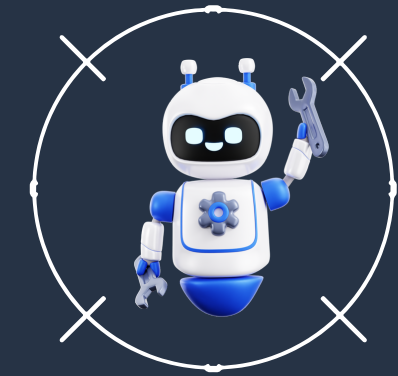
Same approval.
Completely different risk profile.



Presented By
Luis Figueroa



THE GOVERNANCE WORK THAT HAS TO HAPPEN FIRST



Before anyone touched the tool, you had to answer three questions:

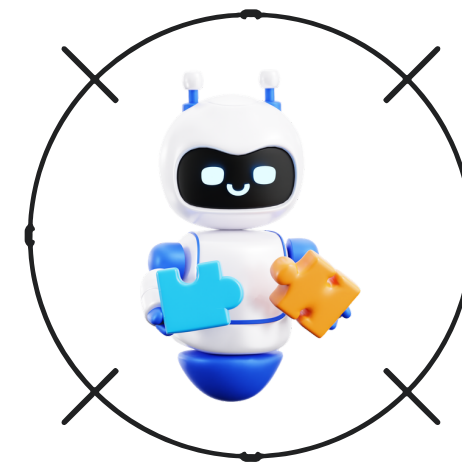
- ↘ Can this data be shared with external partners?
- ↘ Are other privacy or soliciting protections handled at the source?
- ↘ Is there a documented access framework in place?

Each one required a different team and a different answer.

That process existed for a reason.



WHAT THE APPROVAL ACTUALLY COVERED



Legal reviewed:

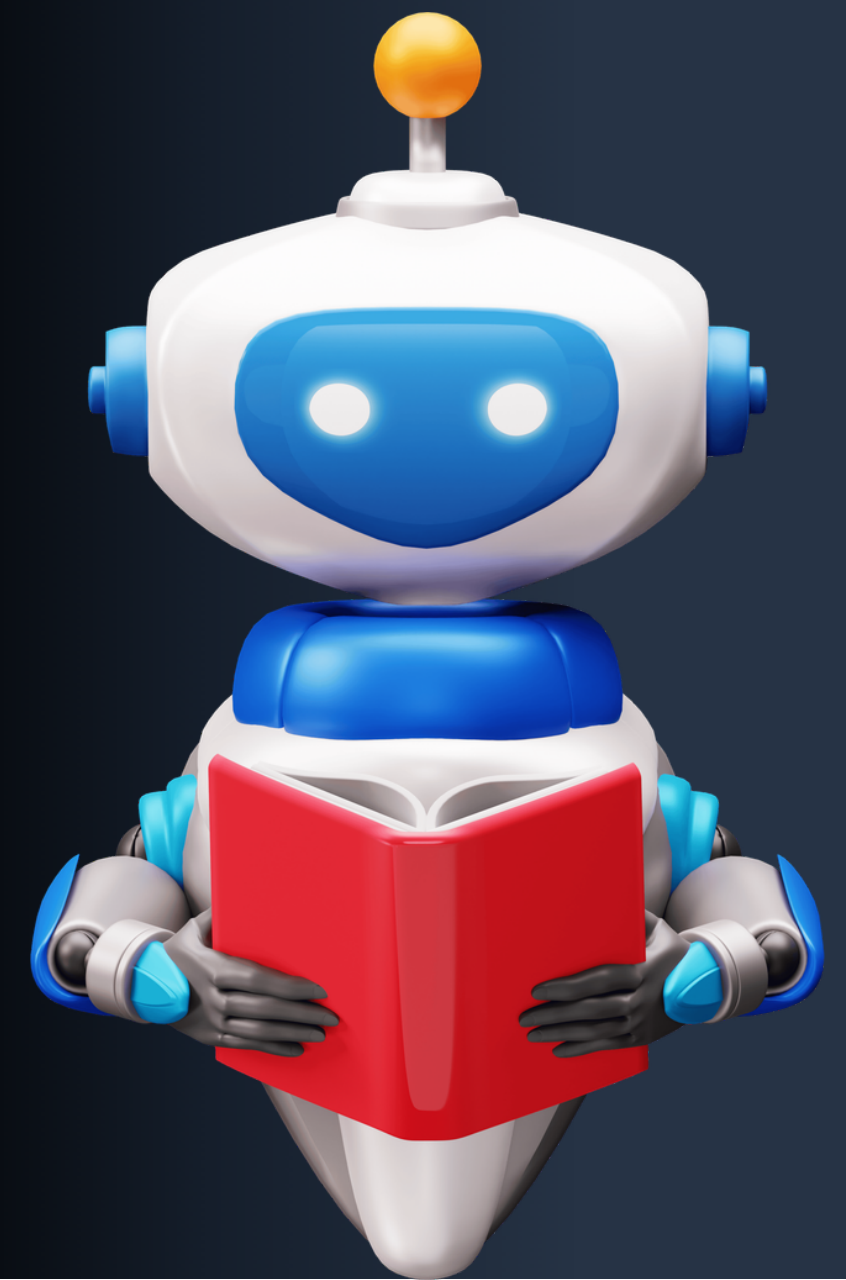
A prospecting list. Filtered data.
Defined access for an external
partner channel.

Compliance signed off on:

The source database. The access
controls.
The documented framework.

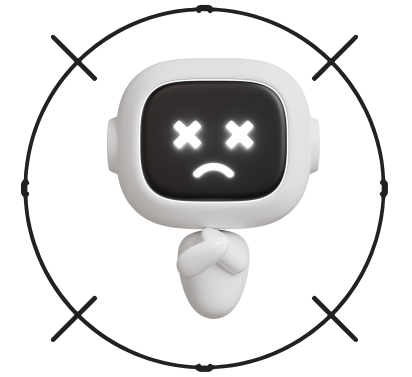
What it was built around:

A specific tool.
Doing a specific thing.





THEN THE TOOL CHANGED



A few years later, an AI integration shipped inside the same tool.

Overnight it combined internal account data with external search intelligence:

Objection prep

Account activity

Customer reviews

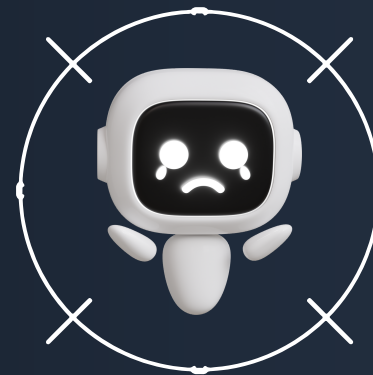
All in one place

The product team wasn't thinking about the governance framework when they pushed that update.

**That's not
their job.
It's yours.**



THE GAP NOBODY CLOSED



It's a reality many organizations are navigating in real time.

Governance frameworks and AI adoption rarely move at the same pace.

01

The focus shifted to adoption. Push the AI. Enable the field. Show value.

03

In the same organization, some AI tools required tiered access approvals before anyone could touch them. Others were restricted entirely for certain teams based on the sensitivity of their work.

05

Were the right questions ever asked about the tool already in the field.

02

Did anyone loop back to legal? Was the original approval ever revisited?

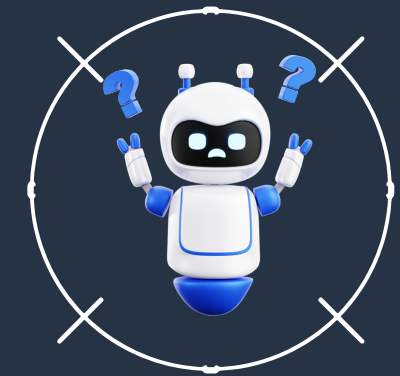
04

Governance was happening – just not uniformly, and not always at the moment it needed to.





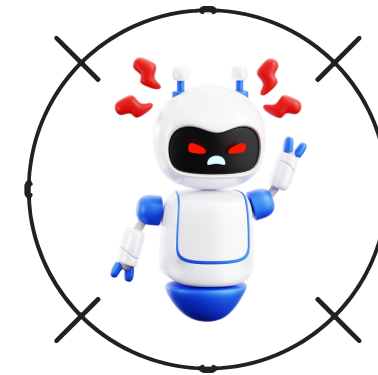
GOVERNANCE ISN'T A ONE-TIME EVENT.



- ✧ An AI integration shipping inside an already-approved tool is a new governance decision – whether anyone treats it that way or not.
- ✧ **Fix the process first** means auditing whether yesterday's approval still covers what today's tool actually does.



SAME APPROVAL. DIFFERENT RISK PROFILE.

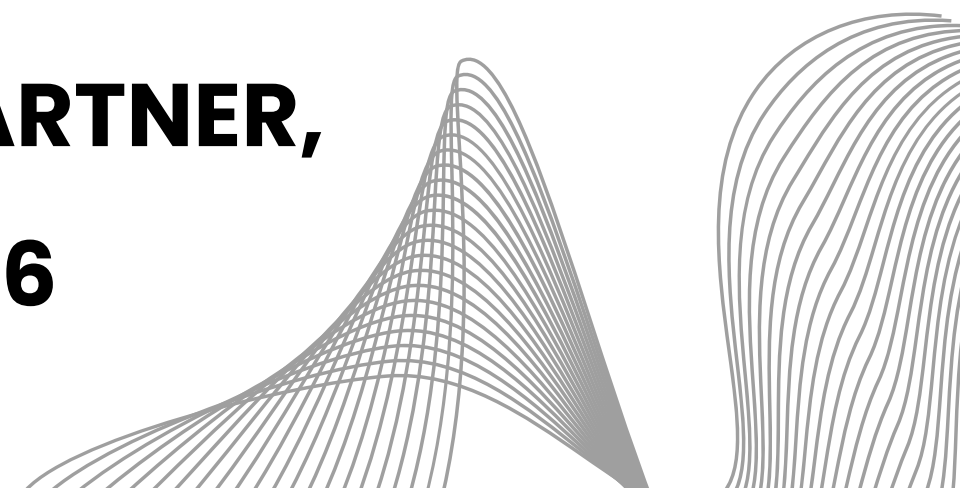


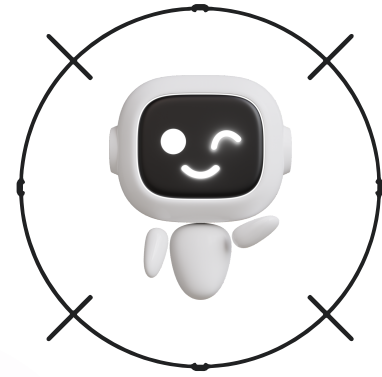
- The tools are already inside your organization.
- The question worth asking isn't whether to adopt AI.
- It's whether your approvals, contracts, and frameworks still cover what those tools can actually do today.

Where is your organization in that gap?

**88% OF ORGANIZATIONS
HAVE INTEGRATED AI INTO
THEIR FUNCTIONS.
YET ONLY 12% DESCRIBE
THEIR GOVERNANCE AS
MATURE.**

**– MCKINSEY/GARTNER,
2025–2026**





AI AND RESPONSIBILITY



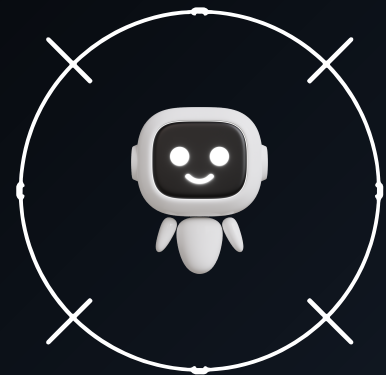
Determining responsibility is a major ethical issue in AI deployment.



The lack of transparency in AI decision-making limits accountability.



Clear regulations, explainable systems, and human oversight are essential



OPERATIONS, AUGMENTED - FOLLOW ALONG.

Augmenting Human Potential, One Workflow at a Time



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✦ With great power comes great responsibility, especially in AI.