

Generative AI Canvas / General Purpose

// Challenge / Opportunity

What challenge are you facing, or what opportunity are you exploring? Why does it matter?

The Contracts & Governance inbox receives a high volume of enquiries from colleagues. Many repeat the same questions about templates, approval steps or policy interpretation, but still need careful, accurate responses.

This takes time away from more complex or strategic work.

// Current Way of Working

How does this work today? Where does it work well, and where are the difficulties?

Staff read each enquiry, search internal guidance, templates and previous correspondence, then draft a response.

The process is accurate but slow, and similar questions are answered repeatedly.

// Key Inputs / Resources

What information, data, context or expertise would be needed for AI to help here?

- Anonymised historical enquiries.
- Contracts and governance policies, templates and guidance.
- Examples of previous high-quality responses.

// AI Role / Approach

Where could AI help, and what would it need to do?

AI could group recurring enquiries, suggest FAQ topics and draft response templates, and match questions to existing policies or guidance.

It could also flag areas where guidance appears unclear or incomplete. Staff would check and refine every output.

// Potential Value

If this worked well, what would improve?

- Faster handling of routine enquiries.
- More consistent tone and advice.
- Better visibility of recurring questions and pressure points.
- Less duplicated effort across the team.

// Risks / Responsibilities

What could go wrong, and what would need particular care?

All enquiries would need to be anonymised before use.

Staff would need to review AI-generated material, especially where policy interpretation is involved, to catch errors or invented guidance.

// Success Criteria

How would you know whether this was genuinely useful?

- Recurring categories identified across a substantial share of enquiries.
- A validated FAQ and response-template library that staff use.
- Shorter turnaround times for routine questions.
- Positive feedback from colleagues on clarity and consistency.

// Next Step

What is the smallest useful thing you could do next?

Run a small pilot with a limited anonymised set of historical enquiries. Use AI to identify recurring themes and draft an initial FAQ set, then review the outputs internally and test them with colleagues.

// What Could This Make Possible for You?

If this worked, what would you have more time or headspace for? What would you want to do more of – or worry about less?

- Less time spent re-explaining the same processes.
- Better visibility of where colleagues most often need help.
- More confidence that routine questions are handled consistently.
- More time for complex, strategic work.

