

Find the knowledge behind the work

This guide helps GrowFast advisors explore how a business task depends on people and information. It proposes questions for discussion; it does not change VGS or Day Two scoring or the standard assessment intake.

Start with work the person recognizes

Ask for a recurring task where AI is used, such as preparing a customer quote. Have the person describe what happens from the initial request to the finished result. This sequence is the workflow. Record who does the work, what information they need, and what happens if it goes wrong.

Five Continuity Measures

Owner Coverage

PLAIN QUESTION if the owner or the person who set this up were away, who could take over?

LOOK FOR a named backup, written instructions, and an example of that person completing the work.

NOTICE personal accounts or quiet corrections that only the original person knows to make.

Account Continuity

PLAIN QUESTION could the next person understand what has been promised to this customer?

LOOK FOR accessible agreements, conversation records, and unresolved customer issues.

NOTICE commitments held only in private emails or someone's memory.

Decision and Role Transfer

PLAIN QUESTION who is allowed to decide, who must approve, and when should someone ask for help?

LOOK FOR clear responsibilities and an example of an exception handled correctly.

NOTICE a suggestion from AI being treated as permission to act.

Knowledge and Workflow Documentation

PLAIN QUESTION where are the instructions and information, and who keeps them up to date?

LOOK FOR current source documents, a description of the steps, and instructions for handling a failure.

NOTICE conflicting versions or connections nobody understands how to maintain.

AI Real or Imaginary

PLAIN QUESTION what useful work does the AI do regularly, and how much checking or correction does it need?

LOOK FOR typical results, agreed quality checks, correction effort, and operating costs.

NOTICE a selected demonstration being presented as evidence of everyday performance.

Check the evidence and plan the handoff

An explanation of how a task works is a starting point. Supporting records and observed use help establish how dependable it is. Keep the findings attached to the specific task being reviewed.

Describe the strength of the evidence

GrowFast's evidence ladder describes progressively stronger support for a claim:

Asserted

someone says it works, but has not supplied evidence.

Anecdotal

there is an example or story of success, but repeated success is not established.

Documented

the information, instructions, responsibilities, and checks are written down.

Operationalized

people with the right access use the process repeatedly, with checks, updates, and a way to handle problems.

A successful test is useful evidence. It does not by itself prove dependable use over time.

Record what was found

For each important finding, record:

- The task and the claim being made about it.
- The supporting record, its location, owner, and date.
- What is missing or still depends on one person.
- What could go wrong as a result.
- Who will address the gap and by when.
- What test would show that the change worked.

An example makes the distinction clear

Suppose an AI assistant drafts customer quotes using the standard price list. The owner says it handles all quotes, but a review finds that special prices agreed with longstanding customers are stored only in the owner's email.

The gap is specific: another employee could send a quote that overlooks an existing agreement. A practical action is to record current special terms where authorized staff can find them and name someone to maintain those records. Then have another employee prepare a quote that applies the terms correctly.

This is an illustrative example, not a client result.

Use the guide without changing the assessment

Prioritize gaps according to their effect on the task and the planned transition. Record the changes and repeat the relevant test.

Before adopting these questions within formal VGS or Day Two scoring, check their fit with the existing measures, avoid counting the same issue twice, and test consistent interpretation across representative cases. Until then, use this as a guide to discussion and evidence gathering.