TEMPLATE P01 · USE CASE CHARTER

Use case charter

Formally authorises an AI use case and sets its objective, scope, preliminary ambition, budget and owners.

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01

Instructions for use

Aspect	Guidance
When it is used	In phase 0 (Context and constraints), before requesting G0. It is updated if the scope, the authorised budget or the owners change, and when scaling at G7 (new phase 0 for the extended scope).
Who completes it	The AI Product Owner, with the AI Sponsor, who is accountable for its content.

Aspect	Guidance
Who verifies it	Lite: AI Office. Enterprise: AI Auditor.
Who decides	Lite: AI Sponsor. Enterprise: AI Committee.
Gate at which it is reviewed	Authorisation. (G0)
Tool	T01 · Use case register (the identification and classification fields feed the use case record).
Lite versus Enterprise	Lite may omit the fields marked **(Enterprise)**. The rest is mandatory in both intensities.
Related templates	P02 (constraints), P03 (roles), P04 (intensity), P05 (inventory), P07 (ambition), P29 (*gate* decision), P31 (use case record).

Completion rules:

- Without an approved G0 the use case is not authorised: it may not consume budget or access production data (01 §6.2).
- The figures in this charter are orders of magnitude and are marked as *estimated*. The value commitment is formulated in P08.
- "No data" is not zero: if a field is not known, write "no data" and state when it will be obtained.
- Rows and text marked *(illustrative example)* are fictitious and must be deleted before the charter is submitted.

02

Identification

Field	Content	Guidance
Use case code		Format IA-AAAA-NNN, assigned by the use case register (T01). It is not reused.
Use case name		Short, descriptive name, without internal acronyms.
Sponsoring area		Business unit that has the need.
Document version		0.1, 0.2... while in draft; 1.0 when submitted to G0.
Date		DD-MM-AAAA.

Field	Content	Guidance
Author		Name and role in SEVEN-G.
Phase and status		Registered or In phase (03 §3.2). `(phase 0)`
Evidence location		Link to the company's document repository.

03

Business problem or opportunity

Field	Content	Guidance
Understandable description		What it is and what it will be used for, in language for non-specialists (measurement rule 10). Three to five sentences. Reused in P31.
Business need		The problem or the opportunity, not the technology. *Illustrative example: the response time to customer queries about the status of their orders exceeds 24 hours in peak season.*
Process or decision affected		Specific business process, task or decision.
People affected		Internal users, customers or other external persons, and how they are affected.
Why now		Reason for the opportunity or urgency.
Consequence of not acting		What happens if the use case is not authorised.

04

Objective and strategic fit

Field	Content	Guidance
Use case objective		Business outcome pursued, in one sentence. Metrics and thresholds are set in P08.
Fit with the AI thesis		Reference to the AI thesis and to the ambition approved in C2 for the sphere.

Field	Content	Guidance
Primary sphere		01 Customer · 02 Product and service · 03 People · 04 Operations · 05 Data · 06 Knowledge · 07 Decision · 08 Regulation, ethics and accountability · 09 AI governance
Secondary sphere		Same list, or "none".
Preliminary ambition level		Optimise · Augment · Transform. It is formally classified with P07 in phase 1.
Type of AI use		AI use case · Third-party AI embedded in processes · Corporate use of general-purpose AI · Regularisation of unauthorised use (01 §1.2).
Inclusion in the portfolio (C3)		Yes · No. If it does not appear in the prioritised portfolio, justify why it is proposed outside the cycle.
Related use cases (Enterprise)		IA-AAAA-NNN codes with dependencies or shared outcomes. If they share value, the allocation will be declared in P08 (rule 5).

05

Scope

Field	Content	Guidance
In scope		Processes, units, channels, geographies and users included.
Out of scope		Express exclusions. Anything not included is understood to be excluded.
Planned AI systems		Provisional name and link to its P05 record (inventory registration).
Planned suppliers		Third parties that could provide models, platforms or services. They will be assessed with P14 in phase 3.
Initial assumptions		Facts taken as true which, if they fail, change the charter.

06

Preliminary expected value

Field	Content	Guidance
Expected value type		Efficiency · Return · Avoided risk · Compliance (taxonomy in 03 §3.3). There may be several.
Preliminary hypothesis		One sentence. *Illustrative example: a response assistant will resolve a significant share of order queries without human intervention.*
Order of magnitude of value		Annual range in euros, with *estimated* status. A potential without investment, hypothesis and timeframe is not a data point (rule 4).
Order of magnitude of investment		Range in euros.
Expected time to first evidence of value		Months to the pilot (phase 5).

07

Authorised budget and timelines

Field	Content	Guidance
Budget authorised at G0		Spending cap up to the next decision point (usually G2 or G3). It is not the total budget.
Investment threshold approved in C2		If the total planned investment exceeds it, Enterprise intensity applies (P04, criterion 8).
Target dates for G1 and G2		Consistent with the reference time limits per phase approved in C2 (03 §3.6).
Planned cost categories (Enterprise)		Licences · model consumption · compute and infrastructure · data · build staff · operations staff · suppliers and services · control and compliance · adoption and training.
Source of funding (Enterprise)		Area budget, portfolio budget or other.

08

Owners and bodies

Role	Person and position	Guidance
AI Sponsor		Accountable for the value and the investment.
AI Product Owner		Accountable for the value hypothesis and adoption.
AI Technical Owner		May be designated in phase 3 if the solution is not yet known.
AI Operations Owner		May be designated before phase 4.
AI Risk Owner		Second line. May not be part of the team that builds.
AI Auditor (Enterprise)		Independent of the team and with no reporting line to the sponsor.
Body that decides GO		Sponsor (Lite) · AI Committee (Enterprise).

Details, incompatibilities and substitutes are recorded in P03.

09

Constraints, intensity and inventory

Field	Content	Guidance
Main constraints		Summary of P02: regulatory, ethical, data, budgetary, time and technological.
Red lines		What the use case will not do under any circumstances.
Determined intensity		Express · Lite · Enterprise, with the criterion or eligibility that determines it (P04). If Express, section 14 is also completed.
Preliminary regulatory classification		Prohibited · High risk · Transparency obligations · Minimal risk · Out of scope · Pending classification. In phase 0 it is usually "Pending classification"; it is resolved in P11.
Inventory registration		Reference of the P05 record and registration date.

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Initial risks and dependencies

No.	Risk or dependency	Type	Owner	Planned treatment
1		Risk · Dependency		
2				
(illustrative example)	The assistant's responses could contain incorrect information about delivery times.	Risk	Product owner	To be assessed in P12; in the pilot, human review of a sample.

The formal risk assessment is carried out in phase 3 with P12. Only known risks are noted here so that the G0 decision-maker is aware of them.

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Conditions of the authorisation

Field	Content	Guidance
What G0 authorises		Activities, budget and access permitted up to the next *gate*.
What it does not authorise		For example, access to production data or contracting suppliers before G3.

No.	Condition	Time limit	Owner	Status
1				Open · Fulfilled · Expired
(illustrative example)	Designate the technical owner before starting phase 3.	30 days	Sponsor	Open

An expired, unfulfilled condition turns the outcome into **Iterate** (01 §7.4). The decision is recorded in P29.

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Quality criteria

The verifier checks at least the following. The formal G0 criteria are in document 21 (see criteria G0.xx).

#	Check	Status
1	The need is formulated in business terms, not technology terms.	Met · Not met · Not applicable · Pending
2	There is a description understandable to non-specialists.	
3	The sphere, the preliminary ambition and the type of use follow the controlled taxonomy.	
4	The fit with the AI thesis and with the portfolio is justified.	
5	The scope includes express exclusions.	
6	The figures have *estimated* status and are not presented as a commitment.	
7	The authorised budget has a cap and a decision point.	
8	There is a committed sponsor and the assigned roles appear in P03 without incompatibilities.	
9	P02, P04 and P05 exist and are consistent with this charter.	
Sphere map and ambition levels (10)	The document has an author, date and version, and existed before the *gate* was requested.	

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Approval and verification

Function	Role in SEVEN-G	Name and position	Date	Signature or reference
Prepares	AI Product Owner			
Accountable for content	AI Sponsor			

Function	Role in SEVEN-G	Name and position	Date	Signature or reference
Verifies	AI Office (Lite) · AI Auditor (Enterprise)			
Decides	AI Sponsor (Lite) · AI Committee (Enterprise)			

Segregation of duties: the verifier has not prepared the charter; the verification date is earlier than the decision date; in Enterprise the sponsor presents, but does not decide on their own use case.

14

Living record (Express intensity only)

In an Express use case (01 §9.4) this section replaces the templates of phases 0 to 5: it is filled in stages and updated at each gate, and the evidence the company already has is referenced instead of copied (21 §4.3). Each row indicates the criteria of the reduced list (21 §2.5) for which it provides evidence. At Lite and Enterprise this section is not used.

Block	Minimum content	Criteria	Completed at
Context and opportunity	Business problem, process affected, non-AI alternative and why AI adds something; screening for prohibited practices.	G0.01, G0.04, G1.01, G1.03, G1.07	Entry (G0–G2)
Express eligibility	The six conditions in P04 §5.1 answered "Yes" and who confirms them.	G0.07	Entry (G0–G2)
Owners	Sponsor, product, technical and risk owners by name; incompatibilities checked.	G0.05, G0.06	Entry (G0–G2)
Register and inventory	Code IA-YYYY-NNN and inventory record; no budget consumed before the decision.	G0.08, G0.09	Entry (G0–G2)
Value hypothesis	What changes, in which metric, by how much and when; measured baseline; value with formula; stop criterion with threshold and date.	G2.01, G2.03, G2.04, G2.06, G2.08	Entry (G0–G2)
Risk and compliance	Regulatory classification, legal basis if there is personal data, risks assessed with the scale in document 33 (in T06) and plan for High risks; [GEN] generative AI risks and autonomy; [TER] minimum clauses with the supplier.	G3.03, G3.06–G3.09, G3.11–G3.13 and the "Yes ◆" criteria of [GEN] and [TER]	G3

Block	Minimum content	Criteria	Completed at
Minimum design and testing	Human oversight, transparency, security and traceability; test results and robustness tests; [GEN] evaluation and defences.	The "Yes ◆" criteria of G4 and G5	Go-live (G4–G5)
Rollback and operation	Stop mechanism, rollback plan tested with its actual time, incident plan and literacy of those who use the system.	G4.09, G5.11, G5.17, G5.19	Go-live (G4–G5)
Approval	Date and decision of each gate with risk clearance at G3, G4 and G5 (in T01).	G5.22, G5.23	Each gate

> **Why it matters.** A small use case that had to fill in thirty templates would end up not being registered. The living record keeps in a single document everything the core requires and an audit asks to see, without asking for anything twice.

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Version control

Completed document

Version	Date	Author	Changes

Template

Version	Date	Changes
0.1	16-09-2026	First version. Structure aligned with 01 §6.2 and with the controlled taxonomy of 03 §3.3.
0.2	01-10-2026	New section 14, living record of Express use cases (01 §9.4), which replaces the templates of phases 0 to 5 with the criteria of the reduced list (21 §2.5).