TEMPLATE P31 · USE CASE RECORD

Use case record

Explains in one or two pages, in language that non-specialists can understand, what an AI use case is, what it is used for, what value it delivers, what risks it carries and who is accountable for it.

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01

Instructions for use

Aspect	Guidance
When it is used	It is created in phase 1, when the opportunity is added to the portfolio, and updated at the close of each phase up to phase 7. It is the description that feeds the use case register, the portfolio and the board dashboard.
Who completes it	AI Product Owner.
Who verifies it	AI Office, which checks above all the clarity of the language and the consistency of the data with the other evidence.

Aspect	Guidance
At which *gate* it is reviewed	At all of them, as a summary of the use case (G1 to G7).
Lite versus Enterprise	Lite may omit the fields marked **(Enterprise)**.
Tool	T01 Use case register ("plain-language description" field, 03 §3.3).
Relationship	P06 Opportunity portfolio · P07 Sphere and ambition classification · P08 Value hypothesis canvas · P12 Risk register · P17 Human oversight · P28 Value tracking · documents 10, 40 and 60.

Rules:

- **Measurement rule 10** applies: each use case explains what it is and what it is used for, in language that non-specialists can understand (00 §6).
- Clarity test: a board member without technical training must be able to explain the use case after reading block 3. No technical acronyms or product names unless they are essential.
- Value, risk and status data **are not rewritten**: they are taken from the corresponding evidence and cited. If they differ, the verified evidence prevails.
- If a use case includes several applications, one record is completed per application.

02

Identification

Field	Content	Guidance
Use case code		IA-AAAA-NNN (T01).
Application		Short name and number of the application within the use case (for example, "application 1"). Leave blank if there is only one.
AI system(s)		Identifier in the inventory (T02), where it exists.
Responsible area		
Record version		
Author		Role and name.

Field	Content	Guidance
Update date		DD-MM-YYYY.
Document status		Draft · Submitted for verification · Verified · Approved · Superseded.

03

What it is and what it is used for

Field	Content	Guidance
In one sentence		What it does, for whom and with what result. Maximum 30 words.
Problem or opportunity		What happens today and why it matters to the business.
How it was done before		Current process or alternative without AI.
What changes with AI		What the system does and what the person continues to do.
Who uses it		Users.
Who it affects		Customers, employees or other people who receive the effect.
What the system decides and what a person decides		Autonomy level A0 · A1 · A2 · A3 and, in one line, what is never delegated (P17).
What it does not do		Limits that should be made clear to avoid mistaken expectations.

Example *(illustrative example)*:

Field	Content
In one sentence	An assistant reads customer complaints, classifies them and proposes a first response that a case handler reviews before sending it.
Problem or opportunity	Complaints take an average of six days to receive a first response and dissatisfied customers leave the service.
How it was done before	A case handler read each complaint, looked up the customer's history and drafted the response from scratch.

Field	Content
What changes with AI	The system prepares the classification, the summary of the history and a draft; the case handler checks, corrects and decides.
Who uses it	Forty case handlers in the customer service area.
Who it affects	Customers who submit complaints.
What the system decides and what a person decides	A1 · Recommendation. No response is sent without the case handler's validation; the refusal of compensation is never delegated.
What it does not do	It does not decide on compensation or respond to the customer on its own.

04

Classification

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.
Ambition level		Optimise · Augment · Transform. Indicate proposed (phase 1), confirmed (phase 2) and actual (phase 7).
Intensity		Lite · Enterprise.
Regulatory classification		Prohibited · High risk · Transparency obligations · Minimal risk · Out of scope · Pending classification.
Technology		Predictive ML · Generative AI · Agent · Language and document processing · Vision · Optimisation · Embedded third-party AI · Rules (not AI).
Exposure		Internal · Employees · Customers indirectly · Customers or external persons directly.
Value type		Efficiency · Return · Avoided risk · Compliance.

Answers to the five ambition questions (00 §5.2):

#	Question	Yes · No
1	Does it change the value proposition received by the customer or end user?	
2	Is the process redesigned end to end, and not just a task?	
3	Do roles, organisational structure or who makes which decisions change?	
4	Does it generate revenue, services or markets that did not exist before?	
5	Could it be retired without affecting the business model, simply returning to the previous cost?	

05

Value

Annual amounts in euros, taken from P08 (expected) or P28 (realised). **Status:** Validated · Declared · Estimated.

Item	Type (Efficiencies · Return · Recurring cost)	Formula	Annual amount (€)	Status	Source
Annual net value = efficiencies + return − recurring cost					

Field	Content	Guidance
Expected or realised?		Expected (hypothesis) · Realised (production).
Proportion of validated value		Only if realised.
Investment (€)		Made and pending.
Additional net value per additional euro invested (Enterprise)		Expected additional annual net value ÷ additional investment required.
Released capacity		Hours and destination (realised · reassigned · pending). Reported separately and not counted.
Unquantified value		Avoided risk or compliance not translated into money; if a data point is missing, "No data".

06

Main risks

Maximum five, taken from P12. **Residual level:** Low · Medium · High · Critical.

Risk (in plain language)	Typical risk (RT-XXX-NN), if applicable	Residual level	Main control	Owner
The draft proposes an incorrect response and the case handler does not detect it *(illustrative example)*	Code from the catalogue in document 33	Medium	Mandatory review and weekly sampling of responses sent	AI Operations Owner

07

Owners

Role	Name	Area
AI Sponsor		
AI Product Owner		
AI Technical Owner		
AI Operations Owner		
AI Risk Owner		
Assigned AI Auditor (Enterprise)		

08

Status

Field	Content	Guidance
Current phase		0 to 7.

Field	Content	Guidance
Status		Registered · In phase · Awaiting gate · On hold · In production · Awaiting G7 · Stopped · Retired (03 §3.2).
Last *gate* and outcome		For example, G3 · Proceed with conditions · date (P29).
Open conditions		Number and nearest expiry.
Open incidents and nonconformities (Enterprise)		INC and NC codes.
Next milestone		What and when.

09

Quality criteria

Consistency with the evidence is checked against the criteria in document 21 for the current *gate*.

#	Check	Status (Met · Not met · Not applicable · Pending)
1	Block 3 can be understood without technical knowledge and contains no unexplained acronyms.	
2	The classification uses the values of the controlled taxonomy.	
3	The answers to the five questions are consistent with the ambition level.	
4	The amounts match P08 or P28 and have a type, formula and status.	
5	Released capacity is shown separately.	
6	The risks and the status match P12 and P29.	
7	The record is up to date as of the close of the last phase.	

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Approval and verification

Function	Role	Name	Date	Signature or reference
Author	AI Product Owner			
Verifier	AI Office			
Endorsement	AI Sponsor			

Segregation of duties: the verifier is not part of the team that builds.

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Version control

Version	Date	Changes
0.1	16-09-2026	First version of the template.