

Non-Human Resources

The workforce your company never
hired, and whose job it is now

The second workforce

Management of a worker

Start date, a manager, a job description, a review, a procedure for the day the person leaves.

Custody of an asset

Finance reads the invoices.

Sales drafts the follow-up.

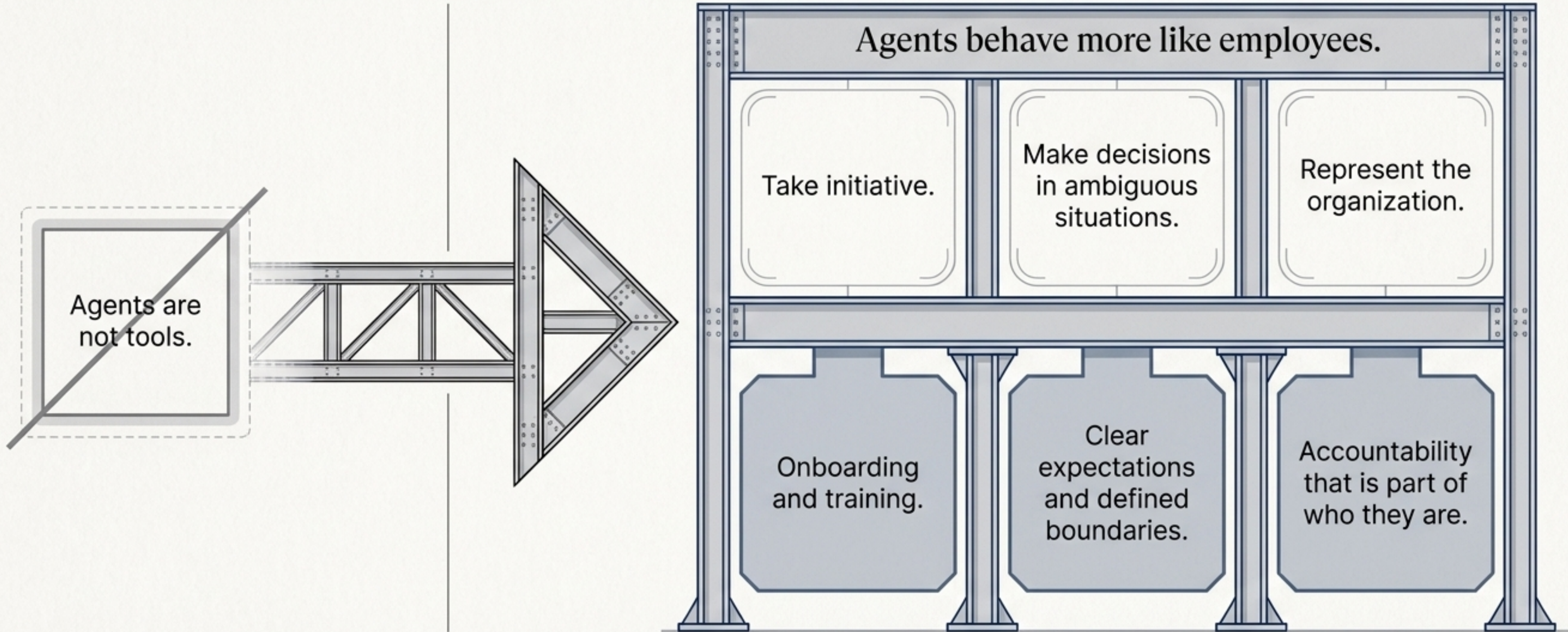
Department answers benefits questions.

Software given hands and permission.

Licensed, patched and kept on an inventory.

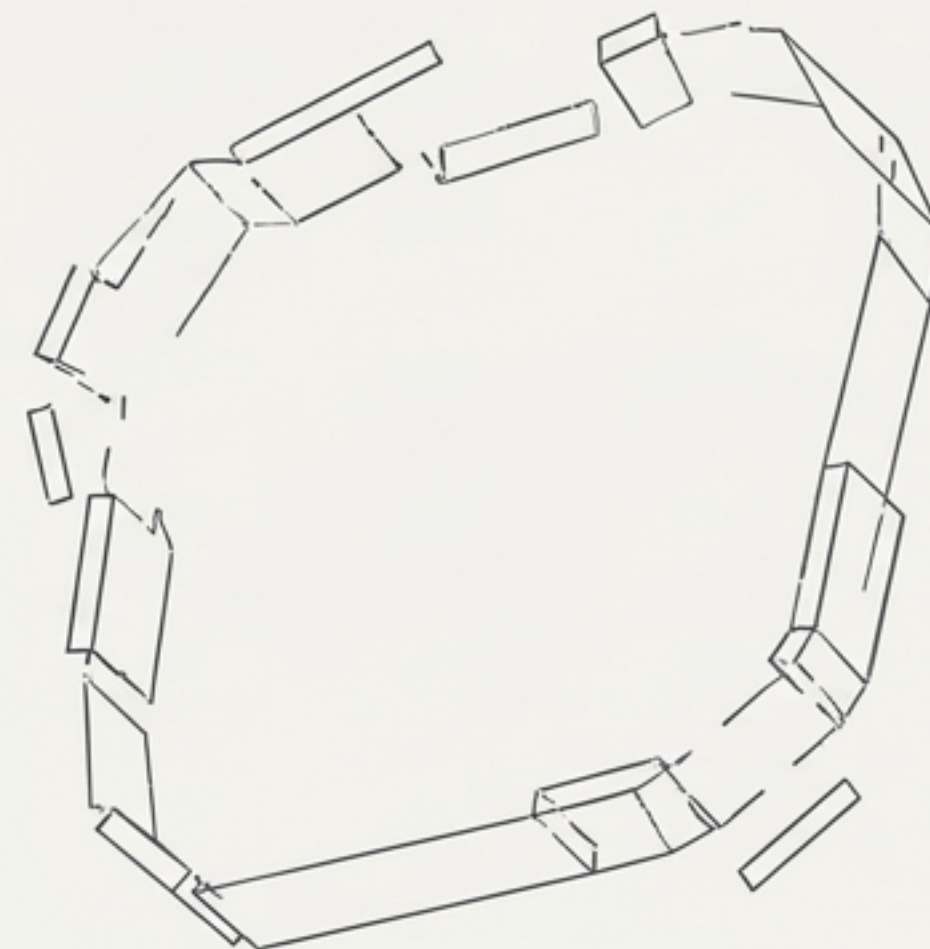
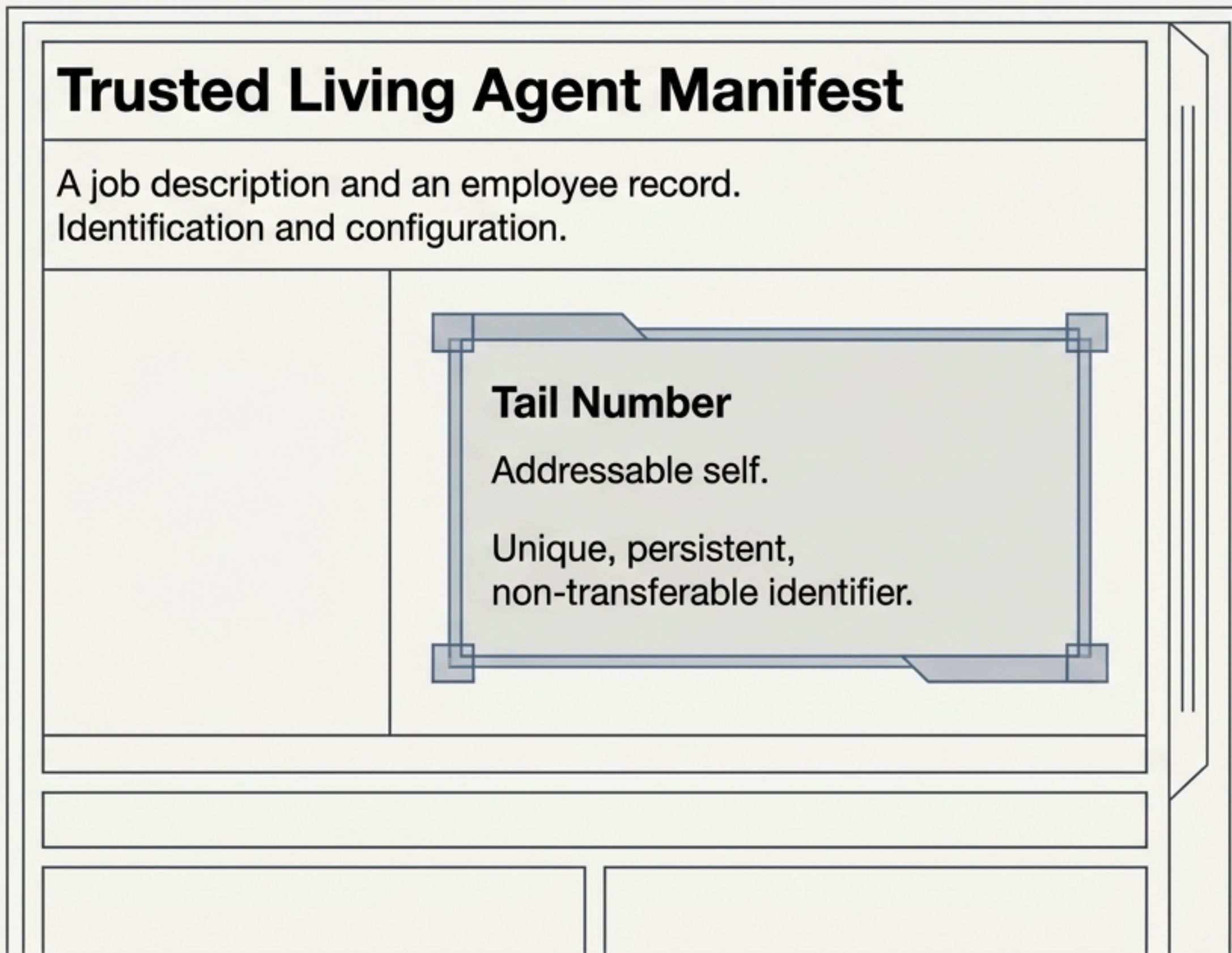
Left with a workforce no function is responsible for.

Govern them like employees



This isn't anthropomorphism. It's architecture.

The job description



The UFO problem

Unidentified flying object.

Surveillance can see the blip but cannot name it, attribute it or decide whether to ground it.

What you hire for

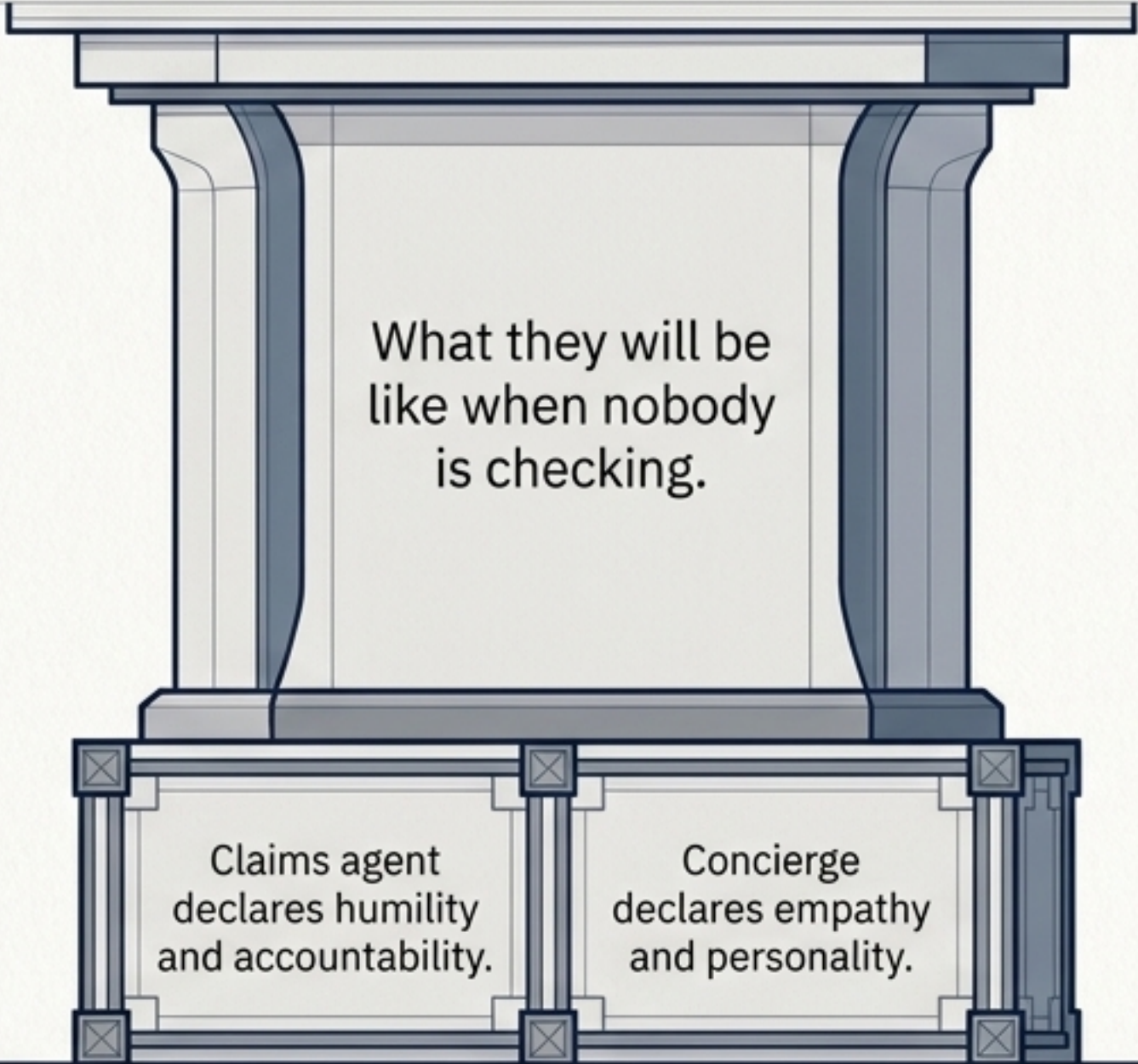
Permissions govern what an agent may do.



Access list.

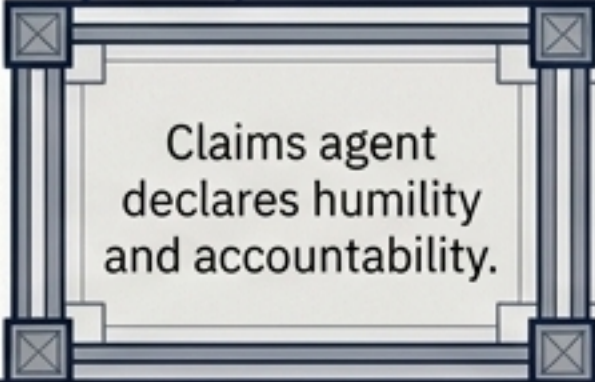
A diagram of a classical column. The column is light gray with a darker gray base and capital. The shaft is decorated with a grid of lines and 'X' marks, suggesting a structured or restricted access system.

Character describes what it should be.



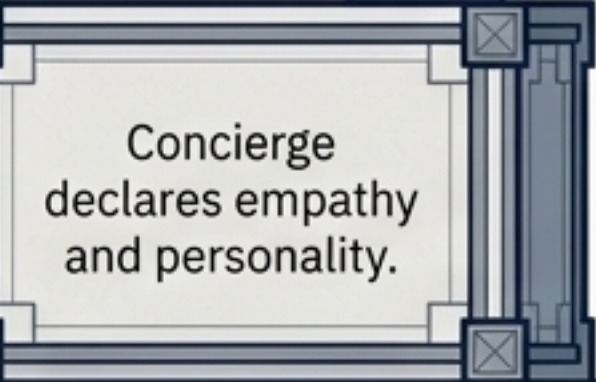
What they will be
like when nobody
is checking.

A diagram of a classical column. The column is light gray with a darker gray base and capital. The shaft is smooth and unadorned, representing a state of being without external constraints.



Claims agent
declares humility
and accountability.

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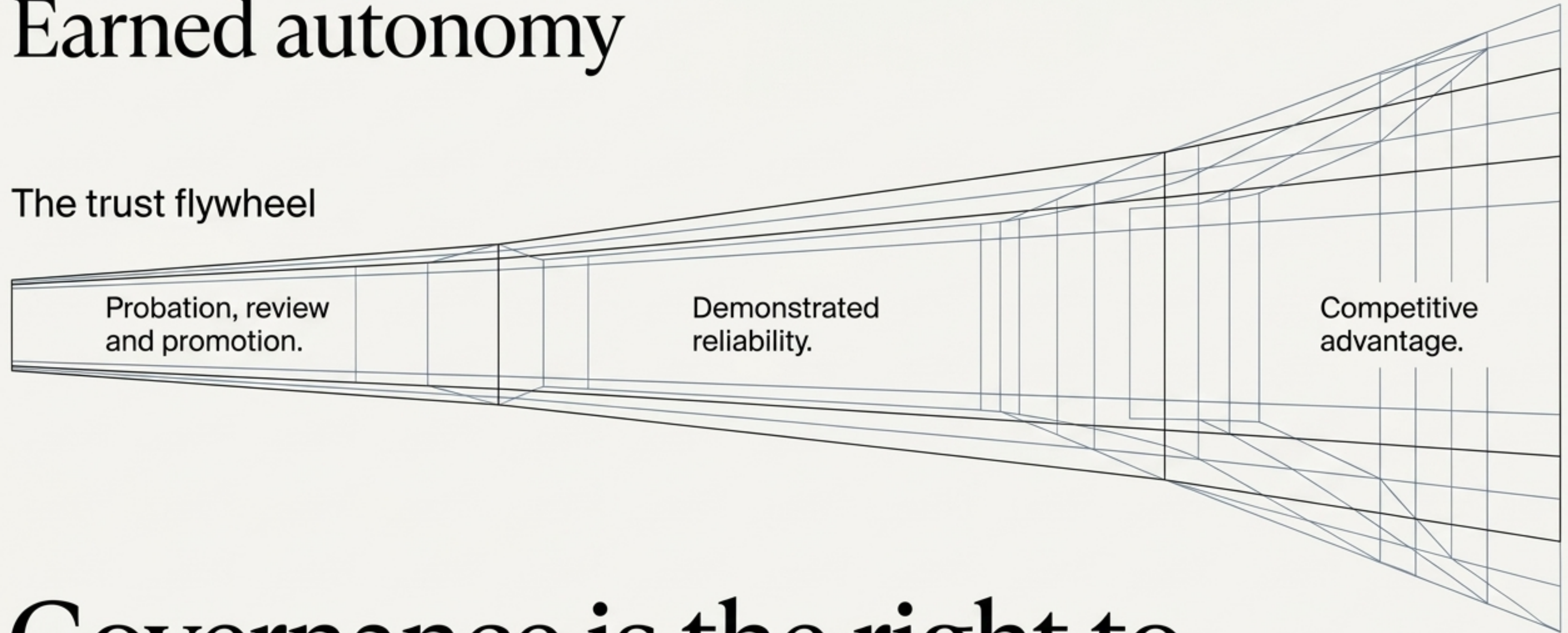


Concierge
declares empathy
and personality.

A diagram of a classical column. The column is light gray with a darker gray base and capital. The shaft is decorated with a grid of lines and 'X' marks, suggesting a structured or restricted access system.

Earned autonomy

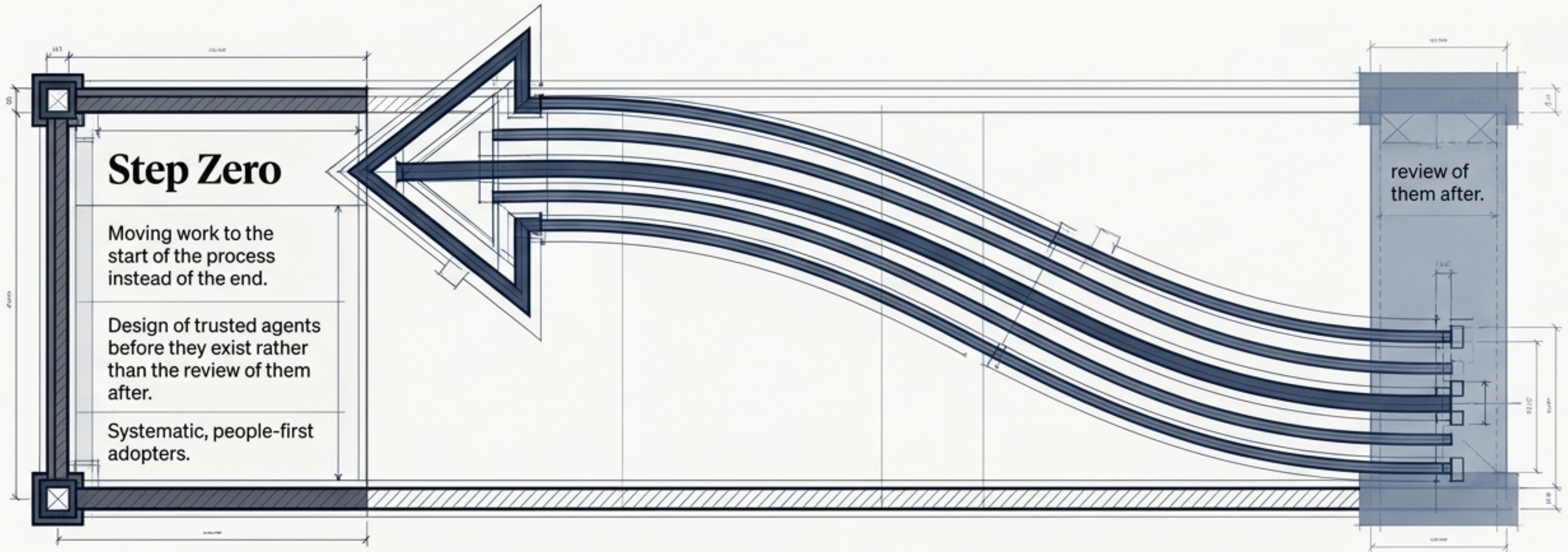
The trust flywheel



Governance is the right to
delegate faster than anyone else.

The shift left

Agents are a workforce; human resources shifts left into the creation of trusted agents.



The owner

		A named owner, a written role, a boundary and a review date.		A register of agents lets lets you trust.		Standards set for digital colleagues become standards you hold yourself to.		

How many agents are working in your company this afternoon, and who would you call to find out?