

A RECOGNISABLE SCENARIO

Six agents work. The estate does not.

Your agents can each be useful while the estate around them becomes harder to see, own and explain inside Halo, the IT service management platform your teams run.

SIX HALO AGENTS ARE LIVE OR IN PILOT ACROSS SERVICE, SALES AND OPERATIONS

- ✓ Resolving routine tickets
- ✓ Answering from internal knowledge
- ✓ Following up customers and opportunities
- ✓ Reviewing change risk
- ✓ Updating records and service data
- ✓ Drafting supplier and contract correspondence

FINANCE

What did your AI estate cost last month?

SECURITY

Who approved each agent's access and authority?

OPERATIONS

Who owns an agent when its behaviour is wrong?

That is when agent creation becomes AI service management.

We plan, prepare, introduce, operate, assure and evolve AI services in Halo so the portfolio stays as manageable as the agents are useful.

PLAN · PREPARE · INTRODUCE · OPERATE · ASSURE · EVOLVE

THE SHIFT

Building an agent is a project. Running an AI service is an operating model.

Go-live is where ownership, value, access, change, incidents and cost start to matter. The more agents you add, the more those things need to stay visible.

A PROJECT

Build the agent

Scoped, configured, demonstrated and handed over.
Success is measured by whether it works.

AN OPERATING MODEL

Run the AI service

Owned, catalogued, governed, measured and reviewed.
Success is measured by whether it keeps working,
safely, at a cost you can explain.

ILLUSTRATIVE GROWTH TRAJECTORY — NOT BENCHMARK DATA

3

experiments

12

production agents

30+

AI services

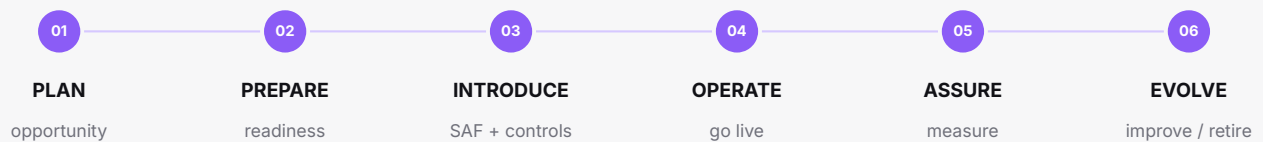
What changes with scale?

You stop asking only whether each agent works. You start needing a portfolio view of ownership, authority, cost, quality and change.

ONE OPERATING MODEL

A continuous path from idea to accountable AI service.

Keep experimentation fast, then add enough service-management structure for repeatable production use.



01 PLAN	Define the use case, desired outcome and proof of value.	Opportunity case
02 PREPARE	Assess data, knowledge, ownership, risk, access, cost and regulatory readiness.	AI service definition
03 INTRODUCE	Embed service context and ownership in Halo, then add register, controls and workflows.	Production-ready service
04 OPERATE	Run with audit, exception handling, agent change control, incidents and human escalation.	Controlled live service
05 ASSURE	Review value, unit economics, quality, intervention, risk and adoption.	Assurance decision
06 EVOLVE	Optimise, expand, restrict, pause or retire using operating evidence.	Portfolio action

Worked example — L1 Ticket Resolver: Plan + Prepare

Routine L1 requests show a clear opportunity. Readiness depends on dependable knowledge, service context and a defined escalation path. Regulatory applicability must be confirmed before go-live.

THE CONTROL PLANE

The lifecycle belongs inside Halo.

AI Ninjas turns the lifecycle into Halo configuration, workflow and operating data around live agent behaviour.

THREE LAYERS

SERVICE CONTEXT	Halo Service Automation Framework (SAF): Service Data Model (SDM) + Target Operating Model (TOM)	What the service is, what it supports, and who owns, supports and approves it.
AI CONTROL ENVELOPE	Autonomy + permissions + thresholds	What the agent may read, recommend, update, communicate, approve or execute.
LIVE AGENT	Halo agent + tools + model	The runtime worker reasoning and acting inside the defined service boundary.

SIX HALO ARTEFACTS — DELIVERED IN SEQUENCE

- 1 AI Service Register**
Inventory, ownership, autonomy, systems and review dates.
- 2 AI Introduction Workflow**
Readiness, risk/value, approvals, go-live.
- 3 Agent Change Control**
Version behaviour changes with approval and rollback.
- 4 AI Incident Workflow**
Detect, contain, suspend, investigate, restore and review.
- 5 AI Service Catalogue**
Expose the governed portfolio for discovery and support.
- 6 Assurance Dashboard**
Value, cost, intervention, exceptions and risk trends.

Worked example — L1 Ticket Resolver: Introduce

The L1 Ticket Resolver is registered against the relevant Halo service and TOM roles. It is autonomous only for approved request classes; low-confidence and policy exceptions escalate to L1.

BEFORE SCALE

Good agents still fail in bad operating environments.

Production AI depends on trusted knowledge, service data, controlled authority, safe change and a clear response when behaviour goes wrong.

DATA + KNOWLEDGE

Are sources current, trusted, permissioned and usable?

AUTONOMY + ACCESS

What may it see, decide and do — and where must a human intervene?

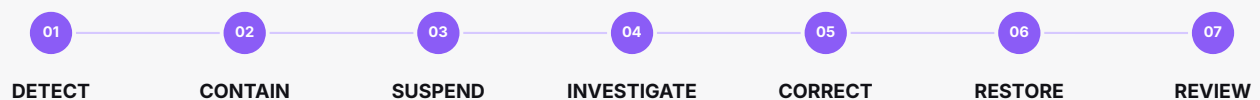
CHANGE + RELEASE

How are behaviour-changing updates tested, approved, versioned and rolled back?

INCIDENT + CONTAINMENT

How do you stop bad behaviour quickly, investigate and restore safely?

WHEN AN AGENT MISBEHAVES



Worked example — L1 Ticket Resolver: Incident

A knowledge defect causes an incorrect instruction. The incident path suspends that request class, preserves evidence, routes affected tickets to people, fixes and validates the source, then restores under change control.

The goal is fast containment and safe recovery — not a committee before every action.

FROM ONE AGENT TO A PORTFOLIO

Once agents multiply, the register becomes operational infrastructure.

A portfolio view separates lifecycle state from management decision and puts value beside cost, so you can scale what works.

AI SERVICE REGISTER — ILLUSTRATIVE

SERVICE	OWNER	AUTONOMY	STATE	DECISION	MONTHLY	UNIT ECONOMICS
L1 Ticket Resolver	Service Desk	Autonomous	LIVE	EXPAND	£740	£1.85 / resolution
Customer Follow-up	Sales Ops	Supervised	LIVE	IMPROVE	£185	£15.40 / qualified opp
Service Data Updater	Service Ops	Supervised	LIVE	EXPAND	£150	£0.18 / record updated
HR Knowledge Agent	People	Advisory	LIVE	RESTRICT	£120	£0.62 / answered question
Change Risk Reviewer	Change Mgr	Advisory	PILOT	ASSESS	£95	£1.98 / review
Supplier Correspondence Agent	Commercial Ops	Supervised	LIVE	IMPROVE	£210	£7.00 / drafted response

Illustrative figures for portfolio discussion; validate with your own usage and cost data.

Worked example — L1 Ticket Resolver: Portfolio view

LIVE is the lifecycle state; EXPAND is the assurance decision. Cost sits beside unit economics, turning spend into value per outcome.

AI SERVICE MANAGEMENT MATURITY

1 EXPERIMENTING Inventory and ownership incomplete. What exists?	2 OPERATIONALISING Agents entering live workflows. Can we trust it?	3 GOVERNED Register, change, incident and assurance embedded. Can we scale it?	4 SCALED Portfolio optimisation is evidence-led. Is it creating value?
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ASSURE THE ESTATE

Turn evidence into decisions — then know what to buy next.

AI Service Assurance keeps live services accountable to value, cost, quality and risk. The AI Service Readiness and Portfolio Assessment is the fixed-scope entry point.

VALUE	COST	QUALITY	RISK
Outcomes Revenue, capacity, quality.	£ / unit Spend and cost per outcome.	Success % Success and intervention.	Exceptions Exceptions and incidents.

Review monthly for fast-moving estates or quarterly when stable. Service owners remain accountable. Every review ends with EXPAND, IMPROVE, RESTRICT or RETIRE.

START HERE — FIXED ENGAGEMENT

AI Service Readiness and Portfolio Assessment

£4,950 + VAT

Two-week delivery window | Launch scope: up to 10 AI services in one Halo environment

The scorecard is self-scored and tells you where you think you are. The assessment is consultant-scored against your live estate and tells you what is actually running, what it costs, and what to do in the next ninety days.

CUSTOMER INPUT

- 90-minute kickoff + two working sessions
- Agent definitions + relevant Halo service data
- Available usage / cost data + policies
- Named operational and business owner(s)
- Typical customer effort: 4-6 hours

NAMED DELIVERABLES

- | | | |
|---|-----------------------------|--|
| 1 | AI Service Register | Current and planned estate. |
| 2 | Maturity Level | Scored four-level position. |
| 3 | Risk + Value Classification | Autonomy, access, impact and economics. |
| 4 | Readiness Gap Report | Data, knowledge, change, incident and governance gaps. |
| 5 | Prioritised 90-day Roadmap | Scale, improve, restrict or retire. |

DESIGN PARTNERS — FIRST 3

£2,950 + VAT for the assessment in exchange for an agreed reference and case study after delivery.

AI Service Foundation

Install the register, introduction workflow, change and incident controls.

AI Service Assurance

Recurring review of value, cost, quality, intervention and risk.

AI Service Evolution

Optimise, expand, remediate or retire from operating evidence.

AI SERVICE LIFECYCLE

Scale AI without losing control, value or momentum.

Plan, prepare, introduce, operate, assure and evolve AI services in Halo — with the register, controls and evidence to make the estate manageable.

Jon Adlum

Co-Founder & Director, HaloNinjas | AI Ninjas

HaloNinjas is a Halo partner and service-management consultancy. AI Ninjas extends that experience into operational AI, AI engineering and AI-native products. We run live AI agents in our own operations; this lifecycle grew from questions we had to answer ourselves.

NEXT STEP

Complete the AI Service Maturity Scorecard or book a 30-minute AI Service Portfolio Briefing.

ai.haloninjas.com

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