

— CUSTOMER STORY

Every investigation now follows the procedure the department signed off.

The procedure is the policy

In a government department, how an investigation was done matters almost as much as the result. If the approved procedure wasn't followed, the finding is hard to defend — however correct it turned out to be.

The situation — Approved procedures, inconsistently applied

The department's IT operations team had well-written SOPs. Proving they were followed was another matter:

- Different teams interpreted the same identity-access SOP slightly differently.
- Contractors and staff had different permissions, but the tools did not reflect that.
- Review panels asked for evidence of procedure, and the team assembled it by hand afterwards.
- Anything touching citizen-facing services required approval that was tracked in email.

The move — Turn each approved SOP into a skill with RBAC

The team converted their approved access-review and service-health SOPs into workspace skills, with RBAC matching staff and contractor roles, and approval required on anything tagged citizen-facing.

"Our auditors asked the same question every year: can you show the procedure was followed? Now the skill is the procedure, and the run is the proof."

— DEPUTY DIRECTOR, DIGITAL OPERATIONS

— DEPLOYMENT SNAPSHOT

SECTOR

Central government department

ESTATE

Identity, internal and citizen services

START POINT

Approved SOPs

AUTONOMY

discover; manage with approval

GOVERNANCE

RBAC by staff vs contractor

APPROVAL

Required on citizen-facing tags

OUTPUT

Schema used as review evidence

INTEGRATIONS

Identity provider, ITSM, monitoring

— BENCHMARK RANGES

40-60%

LOWER MTTR

~90%

LESS NOISE

Day 1

NEW-HIRE RAMP

- **The method is the asset.** Once it is written down as a skill, it stops depending on who is awake.
- **Constraints travel with it.** The guardrail lives inside the skill, so no agent can quietly exceed it.

— HOW IT WAS BUILT

Translate

Each signed-off SOP became a skill, step for step, so nothing was reinterpreted along the way.

Permission

RBAC mirrors staff and contractor roles — denied skills are dropped and shown as denied.

Gate

Anything tagged citizen-facing requires approval, recorded with the run rather than in email.

Evidence

The output schema doubles as the record review panels ask for.

— WHAT CHANGED

BEFORE SKILLS BUILDER

- The same SOP interpreted differently by each team
- Tools unaware of staff vs contractor roles
- Evidence assembled by hand after the fact
- Approvals tracked in email threads
- Hard-to-defend findings when procedure was unclear

WITH SKILLS BUILDER

- One skill, one procedure, every team
- RBAC enforcing role differences automatically
- Evidence produced by every run
- Approvals recorded alongside the run
- Findings backed by the procedure itself

— WHERE THE CHANGE CAME FROM

The skill became the procedure

Converting the approved SOP directly removed room for reinterpretation.

Visible denial beat silent failure

Showing why a skill did not run made permission issues easy to explain.

The record came for free

Consistent output meant review evidence existed before anyone asked.

— WHY THIS MATTERS IN PUBLIC SECTOR & GOVERNMENT

Custom from SOP

RBAC routing

Approval gating

Output schema

manage class

Audit trail

Versioning

Declared connectors

— BOTTOM LINE

Skills Builder let a government department prove its approved procedures were followed — by making the procedure the thing that runs.

40–60% LOWER MTTR**~90%** LESS NOISE**Day 1** NEW-HIRE RAMP

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into a skill.**

Start from a built-in skill, clone it, and make it match how your team actually works.

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