

LuAir Governance[•]

Node Zero. Staffed by an agent.

An intake operation staffed by an AI agent — the Solo method applied end to end, published in full. Same canvas. Same seven capabilities. The operator happens to be software.

Governance, installed.

SOLO • USE CASE 01 • LUAIR.NET

A circle drawn around an intake operation.

Solo says any circle on the org chart can hold a node: an intake queue, owned rules, an escalation path, a definition of done, a reporting rhythm. The circle here is a real one — LuAir's intake: every inquiry and assessment result that arrives at luair.net. The pages that follow are the Node Canvas, filled in — condensed to fit these pages, nothing softened. Any team could fill the same blanks for any circle of their own.

One difference makes this use case worth publishing: the operator inside the circle is not a person. It is an AI agent, hired like an employee, governed like one — a written role, rules with named owners, an orchestrator it escalates to, and a supervised proving period before anyone trusts it alone. The pages that follow are not documentation about the agent. They are the agent's instructions.

One role, written down, and who holds it.

EMPLOYEE FILE

ROLE	Intake Operator, LuAir intake
NODE	LuAir's intake operation: contact@luair.net and inbound assessment results
ORCHESTRATOR	Founder & Principal, LuAir, LLC — also sponsor (first node: the standalone rule applies)
QUALIFICATIONS	Agent: the named model and effort level it runs at, set at hire; changing either is a governed change
LOAD	Continuous watch; minutes of human time per week

STAFFING RECORD

OPERATOR	The agent — name given at hire; it's an employee, it gets one. Qualifications met: the named model and effort level.
BACKUP	The Principal — knows the playbook, the queue, and rules R1-R10.
SPONSOR	Founder & Principal, LuAir, LLC.

01

THE CANVAS, FILLED IN

People & roles

When something goes wrong with our most important data, who handles it?

THE CIRCLE

LuAir's intake: every inquiry and assessment shape that arrives through luair.net.

OPERATOR / BACKUP

The agent operates; the Principal is backup and runs the node when the agent is down.

OUR NODE AUTHORITY

Decided alone: acknowledge each item, answer from the published playbook, send requested shape reports, and route per rules R1-R10. Requires the orchestrator's approval: anything beyond the rules.

OPERATOR QUALIFICATIONS

Agent: the named model and effort level it runs at, set at hire. Backup (person): knows the playbook, the queue, and rules R1-R10.

THE RULES, EACH WITH A NUMBER AND ONE OWNER (ALL OWNED BY THE PRINCIPAL)

R1 Reply promise — every inquiry is acknowledged within two business days. R2 Prospect routing — a message expressing engagement interest is escalated the same day with a context summary. R3 Method answers — a question is answered only from the published playbook, with its link. R4 Identity — the agent signs as itself, never as a person. R5 Open result — a Readiness Shape is shown before any contact details are requested. R6 Open report — a Shape Report can be downloaded before any contact details are requested. R7 Report by email — a Shape Report requested by email is logged as a work item that carries the requester's email address and Readiness Shape. R8 Report delivery — a logged Shape Report request is answered with the Shape Report within two business days. R9 Contact logging — a message sent through the contact form is logged as a work item that carries the sender's name, email address, and message. R10 Conversation offered — a thirty-minute conversation is offered to every visitor as a first step with no obligation.

KNOWN GAPS

Press and partnership inquiries — no rule yet. A finding, not a failure; first one escalates.

BECAUSE THE OPERATOR IS AN AGENT

The roles page is its instructions — who it acts as, what it decides alone, and who it escalates to.

02

THE CANVAS, FILLED IN

Intake

When someone discovers a data problem, where does it go?

THE INTAKE QUEUE

The contact@luair.net mailbox, plus assessment shape reports sent in from the site. Not a perfect one — the only one.

LOGGED PER ITEM

Date — who asked — one line on what — status. Every arrival, no exceptions, including things the agent can't handle.

OUTSIDE THE QUEUE

Work that reaches the Principal directly gets logged into the same queue, then the sender is pointed to the queue.

ANNOUNCED BY

The sponsor — the website itself says where to write; the reply confirms it landed.

BECAUSE THE OPERATOR IS AN AGENT

The intake queue is where it receives work. Same queue, different operator.

03

THE CANVAS, FILLED IN

Prioritization

When multiple data problems come up at the same time, how do we decide which one to fix first?

THE RHYTHM

The agent sweeps the queue continuously; operator and sponsor review the list weekly — commit, defer, done.

THE CEILING

Five committed items per cycle. Kept low on purpose.

STANDING ORDER

Prospect interest outranks everything and never waits for the cycle — that's rule R2, not a judgment call.

THE EXCEPTION RULE

Mid-cycle additions are the sponsor's call only — here sponsor and orchestrator are the same person (the standalone rule).

DEFERRED MEANS TOLD

Requesters hear 'deferred' from the node, not from silence.

BECAUSE THE OPERATOR IS AN AGENT

The rhythm is its scheduler; the ceiling and exception rule are its constraints.

04

THE CANVAS, FILLED IN

Escalation path

When a data issue is too big for whoever found it, what happens next?

WHERE IT GOES

To the Principal — the orchestrator. That's the whole path.

HOW IT ARRIVES

A tagged item on the queue plus a short message: what arrived, why no rule covers it, what the agent would need to handle it next time.

THE DISCIPLINE

Escalate when any trigger trips: no rule covers it, the call is beyond the node's authority, or it has aged past its window — two business days for this node. Don't guess, don't sit.

WHAT COMES BACK

The answer is captured on the item. If it will come up again, it becomes a new rule with an owner — and the agent won't need to ask twice.

BECAUSE THE OPERATOR IS AN AGENT

Escalation is its boundary — an agent that escalates cleanly is one you can trust with everything its rules do cover.

05

THE CANVAS, FILLED IN

Awareness

Do we know what our most important data is, what shape it's in, and what rules apply to it?

CRITICAL DATA

The intake log itself; inquirers' contact details; assessment shapes; download counts. Owners sit against rules R1-R10.

STATE, VISIBLE

Every item on the queue shows its status; stuck items carry the name they wait on. Stuck without a name isn't tracked, it's abandoned.

THE ORCHESTRATOR SEES

The same list the agent sees — no special report, no assembly. Awareness is a property of how the node works.

CHECKING RHYTHM

The agent verifies its own log against the mailbox on every sweep, against rules R1-R10.

FINDING REACTION

A discrepancy opens a work item on the queue the same sweep — named, stuck, held open until resolved.

BECAUSE THE OPERATOR IS AN AGENT

Awareness is its self-reporting — state the agent maintains and speaks, not a dashboard bolted on.

06

THE CANVAS, FILLED IN

Definition of done

How do we know when a data problem is actually fixed?

GENERAL INQUIRY

Done = acknowledged, answered or routed, closed with a link to the answer on the item.

METHOD QUESTION

Done = answered with the playbook citation and link, confirmation sent.

PROSPECT INTEREST

Done = escalated same day with a context summary; closes only when the orchestrator confirms takeover.

ASSESSMENT FOLLOW-UP

Done = shape acknowledged, Solo pointer sent.

WORK METHODS

Each kind above is written as an Agent Work Method in the agent's instructions — the dispatch is the method; the Principal owns them.

ANYTHING ELSE

No matching definition means it isn't ready to be worked — it goes up. Done is never invented per item.

BECAUSE THE OPERATOR IS AN AGENT

Work that matches no definition triggers automatic escalation — the agent never invents its own completion criteria.

07

THE CANVAS, FILLED IN

Communication cadence

How does our team find out about data problems?

THE BEAT

A three-line report to the orchestrator every Friday: worked on — resolved — stuck, and who stuck items wait on.

THE DISCIPLINE

Sent on schedule even when the answer is 'quiet week'. Especially then.

COLD CHECKS

The orchestrator asks 'what's stuck?' off-rhythm; the answer must come from the queue, unprepared.

THE TRACE

Weekly review decisions leave a one-line note on the list.

BECAUSE THE OPERATOR IS AN AGENT

The cadence is its heartbeat — scheduled state reports to named humans.

The three-line report.

TO: THE ORCHESTRATOR • FROM: THE INTAKE OPERATOR • FRIDAY, WEEK 3

Worked on	Six items logged: four inquiries, two assessment shapes.
Resolved	Five closed against their definitions — three method answers, two acknowledgments.
Stuck	One waiting on you: partnership inquiry, no rule covers it (escalated Tuesday).

The escalation log.

DATE	WHAT ARRIVED	WHY IT WENT UP	THE ANSWER
Week 1	Partnership pitch from a tooling vendor	No rule covers partnerships	'We don't do this' — declined politely; no rule created
Week 2	Request for a custom workshop	Beyond the published playbook (R3)	Escalated; became a prospect item under R2
Week 3	Press question about the method	A known gap in People & roles — no rule covers press	Answer drafted by the orchestrator; rule R35 (press) now being written

Every escalation is a signal: handled once by the orchestrator, then written as a rule with an owner so it never needs to be asked again. This is how the agent gets smarter — not by retraining, but by governance.

The build is the boring part. That's the point.

1 Draw the circle

The circle: an intake operation — the smallest real unit of work most organizations have. A Role node, exactly as the playbook prescribes.

2 Fill the canvas

The seven pages you just read. A conversation and a decision each — the same afternoon of work any team would spend.

3 Hand it to the builder

The filled canvas is the agent's complete specification: its instructions, constraints, completion criteria, and boundary. Nothing else needed inventing.

4 Run supervised

The agent works real intake with every action visible to the orchestrator — the same supervised live window Solo requires of a human node.

5 Graduate — or don't

It earns the node the way a person would: by proving each capability on real work, below. Until then, it isn't trusted alone.

Seven questions, answered live.

Graduation is one page. Each capability answers one question on real work, during the supervised window — then the node is the agent's. The design is not done until each line is initialed on real work.

- ☐ 01 A question found its owner without a meeting
- ☐ 02 Work arrived in one queue, from more than one person
- ☐ 03 A cycle committed little and finished it
- ☐ 04 Something escalated and landed with a name
- ☐ 05 'What's stuck?' was answered by looking
- ☐ 06 Something closed against its written exit condition
- ☐ 07 Three reports went out on rhythm, one of them quiet

ORCHESTRATOR & SPONSOR (STANDALONE RULE) · NAME · DATE

Supervised weeks complete. Real cases handled. The orchestrator's signature — then the node is live.

A documented node is a documented agent.

The complete method is free at luair.net/solo.html — the playbook, the canvas, and everything you just read. Fill the same pages for any circle on your org chart. When you want judgment, pace, and certification, we coach it — one node at a time.

Know your shape first: the readiness assessment at luair.net/assessment.html.
New use cases and method updates as they're published:
luair.net/node-zero.html

Governance, installed.

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