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THE CAPABILITY BRIEF

The Capability Brief

Before an AI workflow acts, write its rule sheet. On 28 October OpenAI said a ServiceNow plugin for ChatGPT is available now.

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> This week you can write a one-page rule sheet for one AI action on your work package: the old rule, the new action, its owner, the evidence and the way back. On 28 October 2026 OpenAI said a ServiceNow plugin for ChatGPT, an add-on that connects them, is available now. Enhanced capabilities are expected by the end of 2026. ServiceNow's software is where many IT teams log incidents and changes. You will hold one page a colleague can explain without the person who built the workflow, whichever side of the contract you work on.

- New: OpenAI, 28 October 2026, customers connect ChatGPT to their own ServiceNow system and choose which capabilities to make available.
- Escalating: OpenAI, 27 October 2026, Oracle is developing a way to complete approved business workflows in ChatGPT, with a finance team as its example.
- Holds: OpenAI's 28 October page reports no customer outcome. Its 22 October page on Uber says the firms "plan to share" outcomes as the rollout progresses.

Permissions settle who can act, and a rule sheet settles who answers for it

OpenAI says an IT team member will be able to find similar incidents, assess the risk of a change and update a ServiceNow record without leaving ChatGPT. It says ServiceNow applies existing business rules and permissions, so the actions people can take reflect their organisation's configuration and access.

Those controls limit what the tool may do. The announcement does not say who on your side owns the new way of working, what will show it is helping or how the team goes back.

Many IT teams keep a formal change record for each system change, and the rule sheet is something else. It says in plain words how the work now runs, for the person who must run it tomorrow.

Write the old rule and the new action side by side

State what happens now. Then state what the AI workflow may and may not do.

Done when: a colleague reads both and can say what changes in their day.

Name one owner and one piece of evidence

Put one role beside the action. That person decides when it can be switched on, changed or stopped. Then say what will show whether the action helped: response time, wrong assignments, escalations or rework.

On the client's side, the owner is the manager whose team will live with the new rule. If you work for the integrator, you draft the sheet for each AI action you build, and the client names the owner. Check with your delivery lead which evidence your firm has agreed to supply. Your part is finished when the client can run the rule without you.

Done when: a role and a measure sit beside the action, and that person has agreed to hold them. If nobody will, tell your programme lead.

Write the way back before the action goes live

State how the team returns to the old rule if the action causes harm or produces unreliable results. Name the step, who takes it and how soon.

Done when: the sheet is stored with the workflow, the owner has read it and a colleague who did not build the workflow can explain the sheet.

If 5% are wrong, 1 week of wrong assignments takes longer than the sheet

Illustrative: a service desk where an AI tool proposes an owning team for 200 incidents a week.

> Old rule: a service manager checks each incident, then assigns it to the owning team. New action: the tool proposes an assignment and does not send it; a manager sends it. Owner: the service desk manager. Evidence: wrong assignments a week, from the incident log. Way back: switch proposals off, and managers assign by hand from the next shift.

Writing that sheet takes about 1 hour. Reviewing it takes about 10 minutes a week, so 1 hour 20 minutes over 8 weeks, or 2 hours 20 minutes in all. Suppose 5% of proposals are wrong and a manager sends them anyway. That is 10 incidents a week, and at 30 minutes each to reroute, 5 hours a week. Use your own figures. The sum does not show the sheet catches those errors; the Evidence field will tell you.

Ask this at your next go-live review

Which AI action on this work package has no owner's name beside it?

On a cloud enterprise resource planning (ERP) programme? Read the Way Pointer on an assistant's decisions: https://capability.ai/record/#series-the-way-pointer

What to watch

By Thursday 31 December 2026, OpenAI and ServiceNow are unlikely to publish a named customer's measured result from this ChatGPT integration. That means a named customer and a number. If one appears, the Brief will swap it for the example above.

Sources

1. OpenAI, OpenAI and ServiceNow expand partnership across enterprise workflows, 28 October 2026. https://openai.com/index/openai-servicenow-partnership-expansion/
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3. OpenAI, Uber brings ChatGPT Work to all employees with OpenAI, 22 October 2026. https://openai.com/index/uber-chatgpt-work-rollout/

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