Agent Impact Map / Guide

Mapping the agent's complete socio-technical context, from stakeholders and decision-making roles to intentional boundaries, to ensure a responsible design from day one.

A mapping of the full socio-technical system of agent interactions to better understand the implications on user workflows.

Instructions

01 Identify all human and non-human actors involved in the agent ecosystem (users, agents, databases, data sources, organizational stakeholders).

02 Map the interactions, data flows, and dependencies between these actors across the full workflow.

03 Highlight friction points, risks, and unintended consequences that may emerge within the system.

Methodology

This methodology uses socio-technical systems mapping to analyze how human, organizational, and technical components interact across an agent-supported workflow. Designers begin by identifying all relevant actors, data flows, and contextual constraints, then visualize their interdependencies to reveal how agent behaviors shape user actions and decision points. Through these mappings, friction points, risks, and opportunities are surfaced, allowing designers to understand the broader implications of agent integration. The resulting richer priorities and shared foundation for making informed design decisions and aligning emerging agent technologies with real user needs and operational realities.

Worksheet adaptation: notes for friction, risks, and responses support the source instructions. The repeated data-sharing prompt is present in the source diagram.

The framework



Reading the map. The agent sits at the center. The first level describes entities; the second level describes activities. The worksheet retains those rings and all eight prompts, with blank response areas.

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Agent Impact Map

Map the entities and activities around your agent. Connect related entries and mark friction, risk, or unintended consequences.

Designed for / agent	*Designed by / team*	*Date*	*Version*

How to use this canvas

1. Name the agent. 2. Add actors and activities. 3. Draw flows and dependencies. 4. Mark friction and risks.

First level / entities

Identify data, people, teams, and affected workflows in the inner ring.

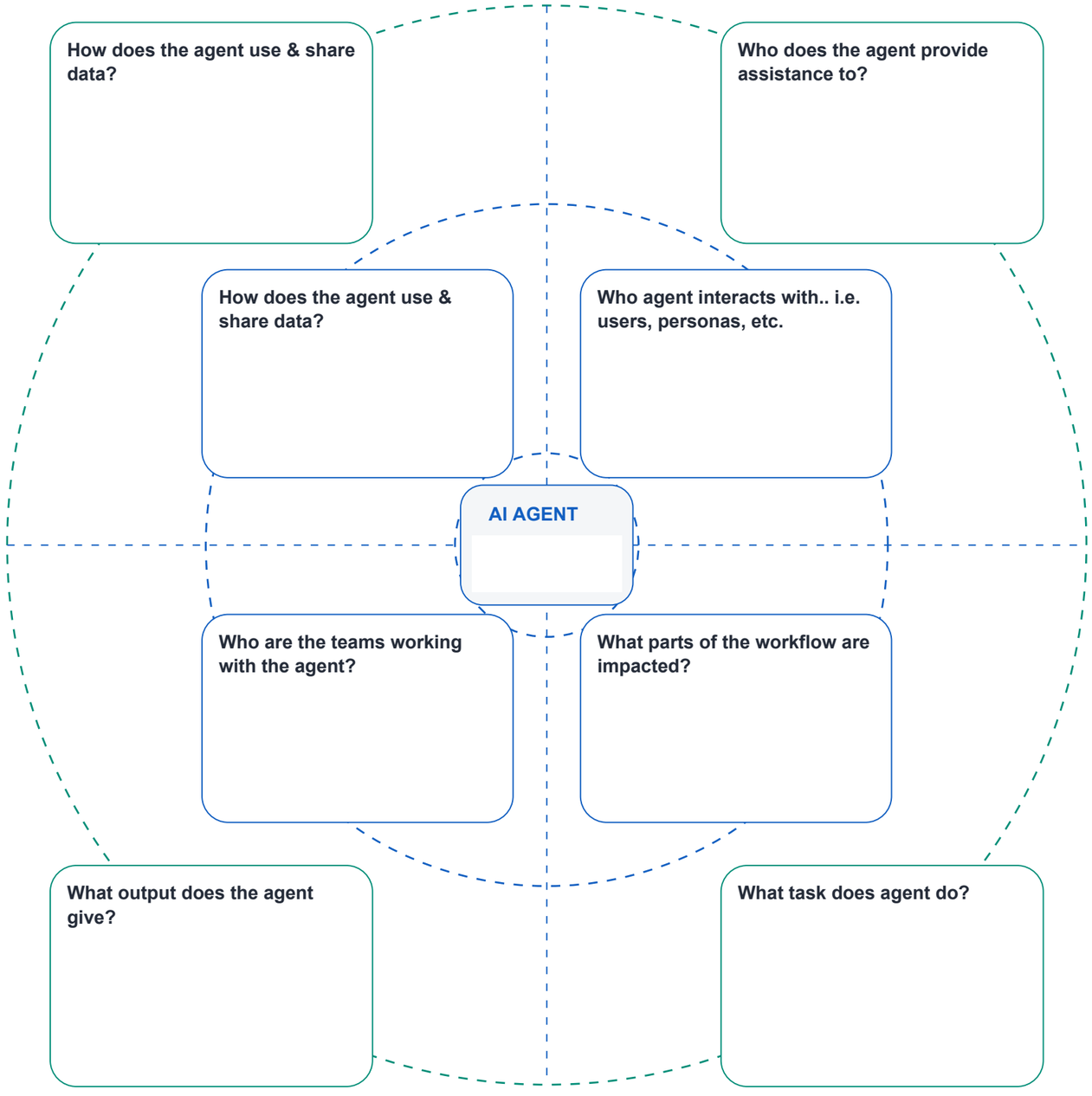
Second level / activities

Describe data sharing, assistance, tasks, and outputs in the outer ring.

Connection key

Label each arrow: interaction, data flow, or dependency.

Use the same actor names across the map. Add IDs to connect the map to the notes at right.



Friction points

Where does the workflow become difficult or unclear?

Risks & unintended effects

What could go wrong, and who is affected?

Design responses

What will you change, investigate, or monitor?

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