

CHANNEL PURPOSE GUIDE

A reusable LPM knowledge object for defining what each communication channel is for, where truth lives, and how AI-assisted messages are governed.

Field	Value
Object type	LPM Knowledge Object
Primary LPM layers	Communication Architecture, Information Ecology, Governance Architecture, AI Amplification
Connected layers	Decision Architecture, Ownership Map, Platform Structure, Identity & Incentives
Primary use	Define the purpose, boundaries, records, owners, and AI rules for every major communication channel used by the enterprise.
Website use	Downloadable template, workshop guide, AI readiness resource, JSON object for Lapemo ingestion, and future guided skill.
Version	1.0
Owner	LPM / Lapemo
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Purpose

The Channel Purpose Guide prevents the enterprise from using every channel for every kind of communication. It defines the official purpose, boundaries, owners, source-of-truth links, AI rules, retention expectations, and retirement triggers for each major communication channel. It is built for companies scaling AI because AI will amplify unclear channels, stale summaries, hidden decisions, and unmanaged communication paths.

What this object produces

- A channel taxonomy that separates chat, email, meetings, documents, dashboards, work systems, GRC, CRM, and AI-assisted channels.
- A clear rule for where decisions, approvals, risks, evidence, commitments, and execution records belong.
- A reusable checklist for channel health, drift, ownership, source-of-truth integrity, AI safety, and record retention.
- A machine-readable object that can be ingested into Lapemo and rendered as a website template, workshop worksheet, guided skill, or in-app module.

Core principles

Principle	Meaning
Every channel needs a job	Teams, Slack, email, meetings, dashboards, docs, Jira, CRM, GRC, and AI tools should not all be used for everything.
Chat is not memory	Fast discussion can happen in chat, but durable decisions, owners, evidence, and commitments must move into a system of record.
Email is not workflow	Email can notify, summarize, or approve when no workflow exists, but it should not become the hidden operating model.
Meetings need output	A meeting that does not create a decision, escalation, alignment, artifact, or next action should be redesigned or retired.
Dashboards are evidence, not interpretation	Metrics must have owners, definitions, freshness windows, and links to decision or governance context.
AI summaries are provisional	AI can summarize, route, classify, and draft, but material communications require source links, confidence, and human review rules.
Official records need owners	Each channel-purpose rule should identify who maintains it, when it is reviewed, and where exceptions are captured.

Knowledge object field model

Use these fields when converting the guide from a static artifact into a reusable skill, website download, intake form, JSON object, CSV template, or Lapemo module.

Field	Definition	Required
Channel ID	Unique identifier for the channel, forum, tool, workspace, group, distribution list, dashboard, agent, or knowledge base	Yes
Channel name	Human-readable name of the communication channel or forum	Yes
Channel type	Chat, email, meeting, work system, documentation, dashboard, GRC, service desk, CRM, AI tool, broadcast, or executive forum	Yes
Primary purpose	The one job this channel exists to perform	Yes
Allowed use	What the channel is approved to carry	Yes
Disallowed use	What must not live only in this channel	Yes
Primary audience	The people, teams, roles, vendors, executives, customers, or AI agents who use the channel	Yes
Accountable owner	Person or role accountable for channel health, accuracy, access, rules, and retirement decisions	Yes
Decision boundary	Whether the channel can discuss, recommend, approve, announce, or only reference decisions	Required when decision-related
Source of truth	Official system, artifact, decision log, evidence pack, dashboard, ticket, or policy that backs the channel	Yes
Record retention	Where records are stored, for how long, and under what privacy or regulatory rule	Required when material
Response expectation	Expected action: inform, acknowledge, discuss, decide, approve, execute, escalate, archive, or no response	Yes
SLA / cadence	Expected response window or communication frequency	Required when action-bearing
Escalation path	Where unresolved, high-risk, blocked, or time-sensitive items move next	Required when material
Sensitivity level	Public, internal, confidential, restricted, regulated, customer-sensitive, employee-sensitive, legal-sensitive	Yes
AI involvement	None, summarized, drafted, routed, classified, recommended, sent, or executed by AI	Yes
Human review rule	When a human must approve, validate, or correct the communication before use	Required when AI-assisted or material

Field	Definition	Required
Access rule	Who can read, post, approve, export, automate, or archive content in the channel	Yes
Retirement trigger	Condition under which the channel should be merged, archived, renamed, replaced, or deleted	Yes
Review date	Date the channel-purpose rule must be reviewed	Yes
Version	Artifact version, owner, last reviewed date, and change history	Yes

Channel purpose matrix

This matrix defines what each channel is for, what it should not carry, where the durable record lives, and how AI can safely support communication.

Channel	Primary purpose	Allowed use	Disallowed use	System of record	AI rule
Teams / Slack chat	Fast collaboration and working-team coordination	Questions, triage, working notes, links, lightweight updates	Final decisions, official approvals, durable ownership, evidence of record	Decision Log, Jira, Confluence, GRC, CRM	AI summary allowed only when source-linked and owner-reviewed for material items
Email	Formal notification and external communication	Executive summaries, stakeholder notification, external messages, formal follow-up	Work tracking, hidden approvals, unresolved decision debates, long-term knowledge	CRM, Decision Log, document repository, workflow tool	AI drafting allowed. Human review required before sending material or sensitive messages
Meetings	Sense-making, tradeoff discussion, escalation, and decision forums	Debate, alignment, evidence review, decision readiness, issue resolution	Unstructured status readouts with no output artifact	Meeting notes, Decision Log, work system, escalation record	AI notes are draft only until owner validates decision, action, and evidence links
Jira / work system	Execution state and delivery accountability	Backlog, dependencies, blockers, owners, dates, acceptance criteria	Strategic decision rationale without decision log, undocumented governance exceptions	Jira, Azure DevOps, Asana, Monday, ServiceNow	AI classification and routing allowed. Human owner approves priority and commitments
Confluence / SharePoint / Wiki	Durable knowledge and operating memory	Policies, playbooks, requirements, architecture, standards, onboarding, decision context	Unowned stale pages, duplicate sources of truth, private notes posing as official guidance	Knowledge base with owner and review date	AI generated content must show owner, source links, and review date
Dashboards / BI	Evidence, trend visibility, and performance monitoring	Metrics, KPIs, adoption signals, risks, customer and financial trends	Unexplained interpretations, metric definitions hidden from users, stale snapshots	BI platform, data catalog, metric registry	AI insights must show source, freshness, confidence, and metric owner
GRC / risk tool	Control, audit, exception, policy, and risk records	Risks, controls, exceptions, approvals, audits, regulatory records	Casual discussion, unresolved debate, workarounds with no owner	GRC platform, audit system, risk register	AI can classify and summarize. Human control owner approves evidence and disposition
CRM / customer system	Customer commitments and market-facing record	Customer issues, account commitments, sales context, success plans, renewals	Internal-only decision debate, unsupported promises, undocumented AI commitments	CRM and customer support platform	AI drafts require human approval when customer-facing or commitment-bearing
AI assistant / agent channel	AI-enabled drafting, routing, summarization, classification, and task support	Summaries, first drafts, pattern detection, routing suggestions, knowledge retrieval	Final authority, unreviewed sensitive communication, autonomous policy exceptions	AI Owner Register, Decision Log, source systems	Must expose source, confidence, human owner, and action boundary

Communication class routing

Communication class	Purpose	Preferred channel	Minimum required fields
Awareness	People need to know, but no action is required	Announcement channel, email, knowledge hub	Owner, summary, source link, retention rule
Input request	A person or team must provide context, feedback, or evidence	Work system, form, team channel, meeting pre-read	Request owner, deadline, required input, response path
Decision request	A decision owner must choose between options or approve direction	Decision forum, decision workflow, executive channel	Decision type, options, evidence, rights owner, due date
Decision outcome	A decision has been made and downstream teams must align	Decision Log, announcement channel, work system link	Decision, owner, rationale, affected teams, effective date
Escalation	A blocker, risk, exception, or conflict exceeds local authority	Escalation Map, governance forum, executive path	Severity, impact, attempted resolution, required decision
Evidence update	Metric, source, dashboard, or proof point changed	Dashboard, evidence checklist, knowledge base	Evidence owner, freshness, confidence, affected decisions
Incident / control event	Operational, compliance, customer, security, or AI event needs response	Incident tool, GRC, war room, executive alert	Severity, owner, timeline, control impact, closure record
AI-generated signal	AI detects, drafts, summarizes, recommends, routes, or executes something	AI control channel, source record, owner review queue	Source, confidence, risk tier, human reviewer, action boundary

Version A: 500+ employee company

The 500+ version is designed for a scaling company that has outgrown founder-led communication but does not need enterprise bureaucracy. The goal is to stop important information from living in relationships, chats, and meetings only.

Dimension	Design rule
Design intent	Keep the channel map simple enough to use every day. Prevent founder-led, relationship-based communication from becoming hidden infrastructure.
Core channels	Teams or Slack, email, a work system, a knowledge base, a dashboard, and one leadership decision forum.
Biggest risk	Decisions and ownership live in chats, meetings, and people heads instead of durable records.
Minimum rule	No material decision, priority change, customer commitment, or AI action is official until it is recorded in the right system.
Operating pattern	One-page channel guide, monthly review, clear owner for each channel, and simple escalation triggers.
AI focus	AI may summarize meetings and chats, but the human owner must validate decisions, actions, and commitments.

- Keep the guide to one page for practical adoption.
- Limit official channels to the few that matter: chat, email, work system, knowledge base, dashboard, and leadership forum.
- Create one rule: decisions and commitments must leave chat and meetings and move into a durable record.
- Review monthly until the operating rhythm is stable.

Version B: 5,000+ employee company

The 5,000+ version is designed for functional maturity with cross-functional friction. The goal is to prevent each function from creating its own communication logic, status rituals, and shadow sources of truth.

Dimension	Design rule
Design intent	Standardize channel purpose across functions so information does not fracture by department, tool preference, or leadership style.
Core channels	Function-specific work systems, enterprise knowledge base, portfolio dashboard, GRC, CRM, service desk, executive forums, AI owner register.
Biggest risk	Each function has its own communication logic, causing duplicate status, conflicting truth, and slow escalation.
Minimum rule	Every major communication type must have a primary channel, system of record, owner, escalation path, and review cadence.
Operating pattern	Channel taxonomy by function and communication type, quarterly governance review, and clear handoff rules between systems.
AI focus	AI routing and summarization must respect sensitivity, record retention, source of truth, and human approval boundaries.

- Define channel purpose by communication type and function.
- Link major channels to owners, systems of record, escalation paths, and decision objects.
- Separate executive communication, governance communication, delivery communication, and customer communication.
- Review quarterly and during major reorgs, platform migrations, or AI workflow launches.

Version C: 10,000+ employee company

The 10,000+ version is designed for a complex enterprise with regions, business units, regulated records, many platforms, and emerging human plus AI workflows. The goal is to govern communication as enterprise infrastructure.

Dimension	Design rule
Design intent	Govern communication as enterprise infrastructure across regions, business units, vendors, regulated records, and AI-enabled workflows.
Core channels	Enterprise collaboration suite, records management, GRC, portfolio systems, data catalog, CRM, HRIS, service management, AI control plane.
Biggest risk	Communication volume overwhelms judgment, AI amplifies stale or unapproved messages, and official truth becomes fragmented across the enterprise.
Minimum rule	Channel purpose must be policy-backed, system-mapped, role-owned, retention-aware, sensitivity-aware, and monitored for drift.
Operating pattern	Enterprise channel taxonomy, automated stale-channel detection, metadata governance, AI controls, and executive visibility into communication health.
AI focus	AI can route, summarize, detect gaps, and draft communications, but cannot create final authority without governed human review and source-backed records.

- Treat channel purpose as policy-backed enterprise architecture.
- Use metadata, access rules, retention rules, AI review rules, and stale-channel detection.
- Monitor communication health at executive level: duplicate channels, stale knowledge, unmanaged AI summaries, and decisions without records.
- Review continuously through governance controls, with formal enterprise review at least quarterly.

Scoring model

Score	Channel-purpose maturity
0	Channels are informal, duplicated, personality-driven, and not connected to official records or ownership.
1	Some channels have understood purposes, but rules are tribal, inconsistent, and not maintained.
2	Primary channels are documented, but decision boundaries, AI rules, retention, and escalation paths are incomplete.
3	Channels have owners, clear allowed uses, source-of-truth links, response expectations, and review cadence.
4	Channel purpose is governed as a live operating layer with AI-assisted routing, stale-channel detection, evidence links, and executive communication-health visibility.

Suggested scoring: score each channel from 0 to 4 across purpose clarity, source-of-truth link, owner clarity, decision boundary, AI rule, sensitivity handling, retention rule, escalation path, and review cadence. Average across channels to generate a communication architecture maturity score.

Validation rules

Rule	Validation test
One-purpose rule	Each channel must have a primary purpose. If it has more than three unrelated purposes, split or redefine it.
Record rule	Material decisions, approvals, risks, commitments, and control events cannot live only in chat, email, or meeting notes.
Owner rule	Every official channel must have an accountable human owner and a review date.
AI rule	AI-generated communication must identify source, confidence, human

Rule	Validation test
	reviewer, and whether it is draft, recommendation, or approved output.
Retention rule	Sensitive, regulated, legal, customer, employee, financial, or control-bearing communication must follow retention and access rules.
Escalation rule	Channels carrying blockers, incidents, risks, or dependency failures must link to an escalation path.
Retirement rule	A channel without owner, usage, purpose, or record value should be archived, merged, or deleted.

Lapemo mapping rules

When this guide becomes a live Lapemo object, each channel-purpose record should map to the following fields.

Lapemo field	Meaning
channel_id	Unique channel or forum identifier
channel_type	Chat, email, meeting, work system, knowledge base, dashboard, GRC, CRM, AI tool, broadcast, executive forum
primary_purpose	Main purpose of the channel
allowed_use	Permitted message types and communication behaviors
disallowed_use	Content that must move to another artifact or system
source_of_truth	System or artifact that carries durable truth
accountable_owner	Role accountable for channel quality and governance
decision_boundary	Discuss, recommend, approve, announce, reference, or none
ai_involvement	None, summarized, drafted, routed, classified, recommended, sent, executed
human_review_rule	Required review rule based on materiality and sensitivity
sensitivity_level	Public, internal, confidential, restricted, regulated, customer-sensitive, employee-sensitive, legal-sensitive
retention_rule	Archive and retention requirement
escalation_path	Linked escalation route
retirement_trigger	When the channel should be archived, merged, or redesigned
review_date	Date the purpose rule should be refreshed

AI prompts for guided use

Prompt type	Reusable prompt
Classify channel purpose	Review this list of communication channels and classify each by primary purpose, allowed use, disallowed use, owner, source of truth, decision boundary, AI involvement, sensitivity, and review date.
Detect channel drift	Identify channels where the stated purpose no longer matches actual usage. Flag channels carrying decisions, approvals, risks, or commitments without links to official records.
Recommend channel consolidation	Find duplicate, stale, low-value, or overlapping channels and recommend which should be merged, archived, renamed, or governed.
Validate AI-safe communication	Check whether AI-generated summaries, drafts, or routing recommendations include source links, confidence, human review rules, sensitivity level, and action boundary.
Generate company-specific guide	Using company size, tool stack, regulatory needs, and operating model maturity, generate a channel purpose guide with 500+, 5,000+, or 10,000+ scale rules.

Workshop flow

- Inventory the top 20 to 50 channels, forums, dashboards, work systems, and AI communication paths used by the company.
- Classify each channel by primary purpose, allowed use, disallowed use, owner, and source of truth.
- Mark where decisions, approvals, risks, commitments, or evidence currently live in the wrong place.
- Define the official record for each material communication type.
- Set AI review rules for summaries, meeting notes, customer communication, executive updates, routing, and automated action.
- Assign review dates and retirement triggers for duplicate, stale, unmanaged, or low-value channels.
- Load the results into Lapemo as channel-purpose records linked to owners, systems, decision logs, evidence, and escalation paths.

Output artifacts

- Channel purpose guide for website download.
- Channel taxonomy for company onboarding.
- Communication rule set for Lapemo ingestion.
- AI-safe communication rules for summaries, routing, drafting, and agent-triggered messages.
- Channel retirement backlog for duplicate, stale, unmanaged, or low-value channels.
- Executive communication health snapshot.

Usage note

This object should not be treated as a one-time document. It should be versioned, reviewed, and connected to systems of record. The future-state Lapemo skill should flag stale channels, unmanaged AI summaries, missing owners, decisions hiding in chat, duplicate sources of truth, and channels that no longer match their purpose.