Saz: An Agentic Workflow Engine

Bounded Autonym for Ops: A Practical Pattern with Saz

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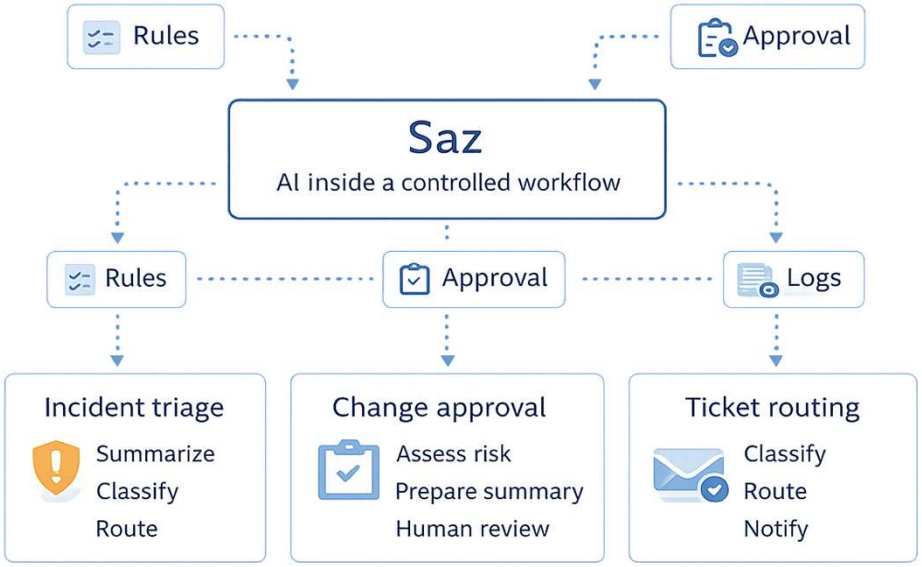
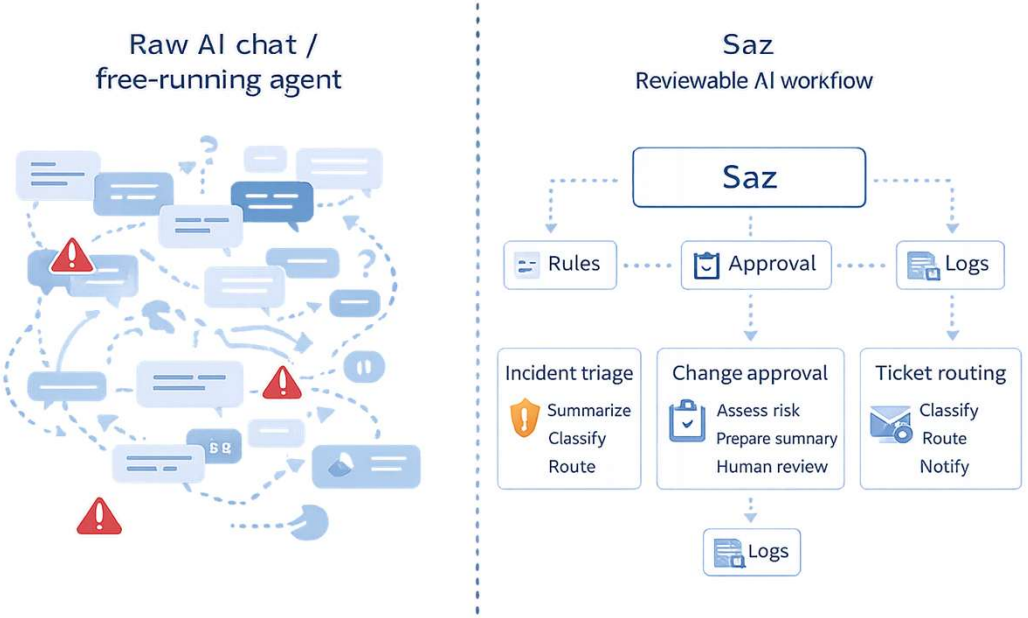
Saz: AI Inside a Controlled Workflow

- A self-hosted workflow engine for AI-assisted operations
- It helps with tasks like incident triage, change approval, and ticket routing
- Workflows are defined in YAML
- AI works inside checks, rules, and approval points
- Personal open-source side project, not an official GÉANT product



Why Build Saz for Operations

- Ops teams handle repetitive analysis, routing, and preparation work
- AI can help speed that up
- But raw chat tools and free-running agents are a bad fit for ops
- Saz exists to keep AI inside a workflow people can review and control
- The goal is assistance, not surrender

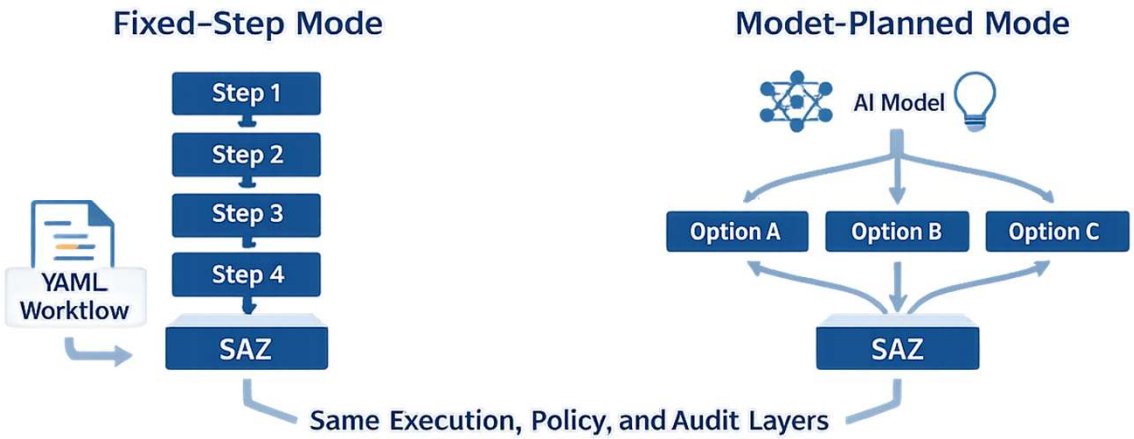


Why Raw AI Is Risky in Operations

- Missing context leads to bad decisions
- Models can call the wrong tool or assume the wrong thing
- Cost can grow without limits
- Without logs, nobody can explain what happened
- “Looks smart” is not enough for operational work

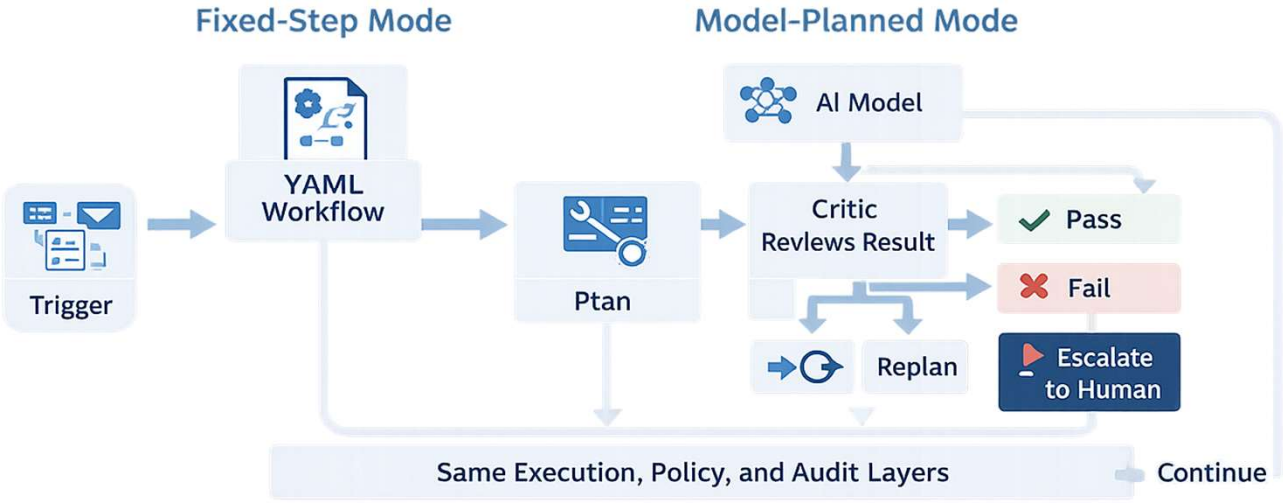
Two Ways Saz Runs a Workflow

- **Fixed-step mode**: follow predefined YAML steps
- **Model-planned mode**: let the model propose the next steps
- Fixed-step mode avoids graph-planning LLM cost
- Both modes still use the same execution, policy, and audit layers
- Choose the mode per workflow



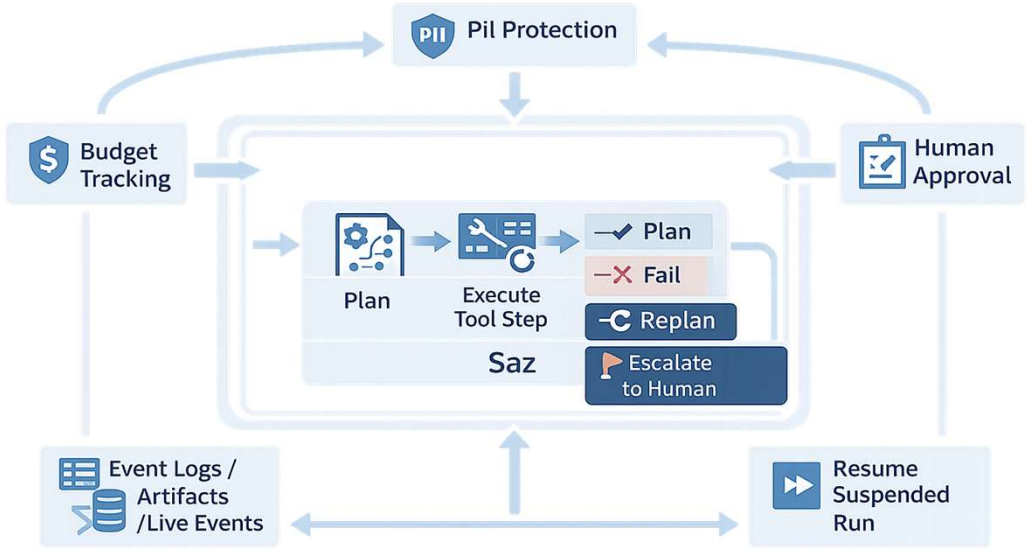
The Runtime Loop: Plan, Execute, Critique, Continue

- Start from a ticket, form, webhook, or manual trigger
- Build or load the next plan
- Ground the step into a real tool call and run it
- Critic reviews the result
- Result can be: **pass, fail, replan, or escalate to human**



Policy, Approval, and Audit Around the Loop

- Budget tracking for tokens, time, steps, and spend
- PII controls: detect, redact, tokenize, selectively restore
- Human approval can suspend a run
- Runs can later resume through the API
- Every run produces events, logs, and saved artifacts

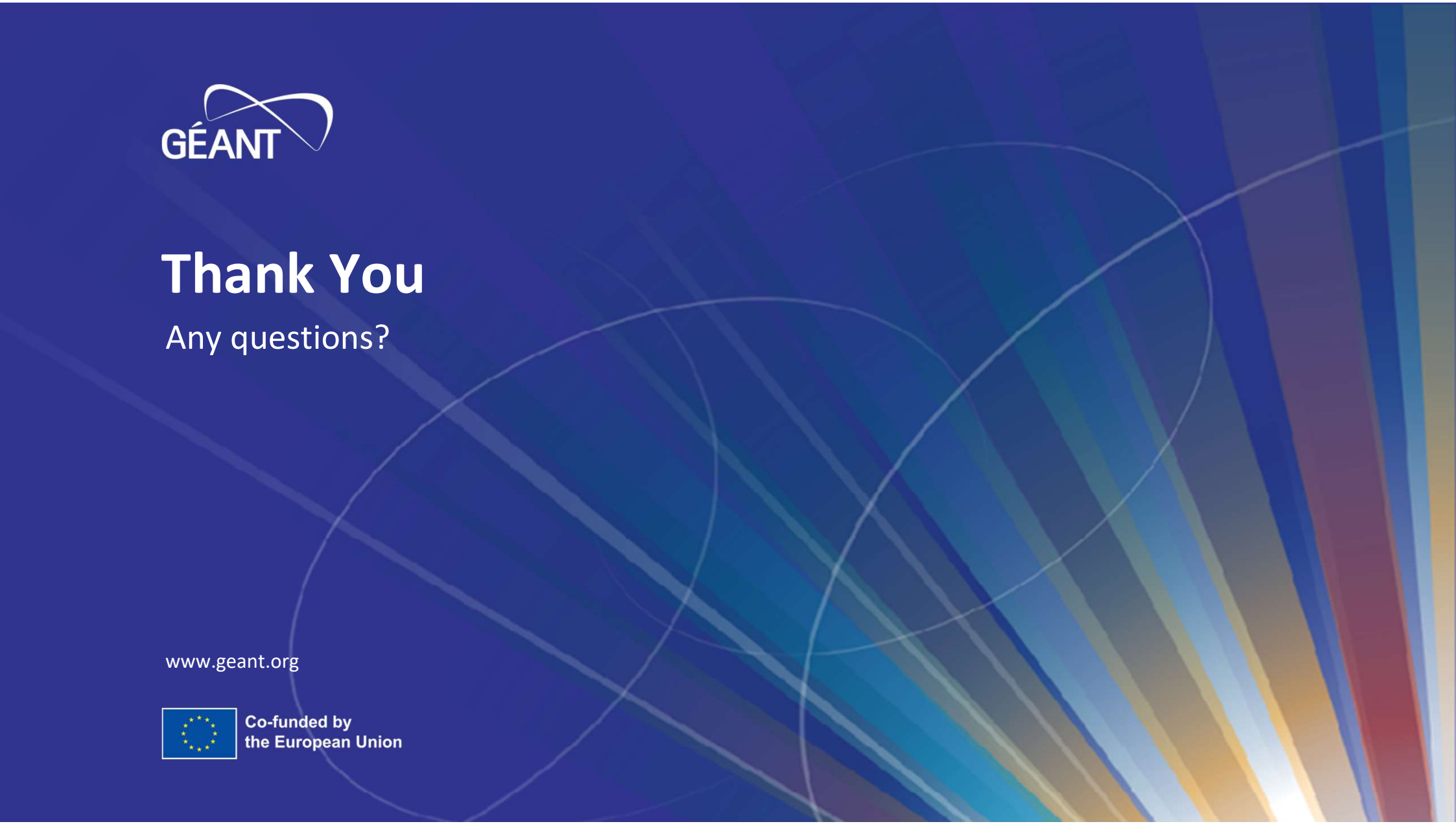


Three Concrete Workflows in Saz

- **Incident triage**: agentic flow for classify, assess, and route
- **Change approval**: deterministic flow with human approval and callback
- **Support tickets**: deterministic flow for classify, route, score, draft, send
- Different workflows, same control pattern
- Start with boring workflows on purpose

Humans Stay Above the Loop

- AI should help structure, speed up, and prepare work
- Humans keep approval, accountability, and risk ownership
- The value is controlled leverage, not machine authority
- If you cannot explain a run, you should not trust the workflow
- The pattern to copy is bounded, auditable assistance



Thank You

Any questions?

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