01 / BLANK WORKSHEET

Is this workflow ready for AI?

Choose one task. Record what you have seen and what needs attention. Use the questions on ajaia.ai/enterprise-ai-readiness-assessment for more detail.

Workflow: _____
Useful result: _____
Review point: _____

01 / A problem worth solving

What is slow, unreliable or expensive today?

[ ] Ready [ ] Needs work [ ] Unknown [ ] Not needed

Evidence / question: _____

Next action: _____

Owner: _____ Done when: _____

02 / Sources people can trust

Are the instructions and records current and consistent?

[ ] Ready [ ] Needs work [ ] Unknown [ ] Not needed

Evidence / question: _____

Next action: _____

Owner: _____ Done when: _____

03 / Clear information rules

Which information can this workflow use?

[ ] Ready [ ] Needs work [ ] Unknown [ ] Not needed

Evidence / question: _____

Next action: _____

Owner: _____ Done when: _____

04 / Access that works

Can the people doing the work use the required features?

[ ] Ready [ ] Needs work [ ] Unknown [ ] Not needed

Evidence / question: _____

Next action: _____

Owner: _____ Done when: _____

02 / BLANK WORKSHEET

Finish the review

05 / A sensible place in the process

What happens before and after the AI step?

[ ] Ready [ ] Needs work [ ] Unknown [ ] Not needed

Evidence / question: _____

Next action: _____

Owner: _____ Done when: _____

06 / A way to check the result

How will someone notice a plausible but wrong answer?

[ ] Ready [ ] Needs work [ ] Unknown [ ] Not needed

Evidence / question: _____

Next action: _____

Owner: _____ Done when: _____

07 / People who can do the task

Can users explain the result and correct a mistake?

[ ] Ready [ ] Needs work [ ] Unknown [ ] Not needed

Evidence / question: _____

Next action: _____

Owner: _____ Done when: _____

08 / Someone to keep it working

Who owns changes, questions and the next review?

[ ] Ready [ ] Needs work [ ] Unknown [ ] Not needed

Evidence / question: _____

Next action: _____

Owner: _____ Done when: _____

Next decision

[ ] Need more evidence [ ] Fix a gap first [ ] Try a small test
[ ] Improve the existing process [ ] Stop this idea for now
Reason / next review: _____

A completed worksheet records findings and actions. It does not approve a deployment. Keep private records out of a shared copy.

03 / WORKED EXAMPLE

AI drafts for support replies

Invented example. The team, findings and actions below are made up.

A support team searches help articles and rewrites similar answers. It wants AI to draft replies, with a person checking each one before sending. Three reviewers can use the approved workspace. Two help articles give different return instructions, and the team has not agreed whether real customer messages may be used.

A problem worth solving / Unknown

Finding: The team expects faster replies but has not measured searching, drafting and checking.
Action: Time a few comparable replies using the current process, standard replies and AI-assisted drafts.
Suggested owner: Support lead
Completion check: The comparison includes review time, corrections and answer quality.

Sources people can trust / Needs work

Finding: Two help articles give different return instructions.
Action: Choose the current instruction and correct the conflicting article.
Suggested owner: Help-content owner
Completion check: Both articles point to the same approved instruction.

Clear information rules / Unknown

Finding: The team does not have an agreed answer about using real customer messages.
Action: Ask for a decision about the proposed information use. Keep the first comparison test made up.
Suggested owner: Information owner
Completion check: The decision and any limits are recorded for the team.

Access that works / Ready

Finding: All three reviewers completed the intended drafting steps in the approved workspace.
Action: Recheck access if the test expands to more people or different features.
Suggested owner: Tool administrator
Completion check: Each new participant can complete the same steps.

04 / WORKED EXAMPLE

Actions before a wider rollout

A sensible place in the process / Ready

Finding: People will copy drafts into the support system and check them before sending. No automatic replies are proposed.
Action: Keep the manual handoff during the comparison test.
Suggested owner: Support lead
Completion check: Every outgoing reply still has a human reviewer.

A way to check the result / Needs work

Finding: Reviewers currently rely on their own judgement without a shared checklist.
Action: Agree checks for the source, return conditions and unsupported promises. Try a draft with a known error.
Suggested owner: Quality reviewer
Completion check: Reviewers find the known error and explain the correction.

People who can do the task / Needs work

Finding: One reviewer missed an unsupported promise in a practice draft.
Action: Practise checking and correcting another draft before the test.
Suggested owner: Team lead
Completion check: The reviewer catches the same type of mistake on a different question.

Someone to keep it working / Unknown

Finding: Nobody has accepted responsibility for questions and source updates after the test.
Action: Assign a workflow owner and agree the next review.
Suggested owner: Support manager
Completion check: The owner accepts the role and the review is scheduled.

The decision

Fix the conflicting articles and create a shared reply checklist first. Then compare standard replies with AI-assisted drafts using made-up questions. Keep real customer messages out until the information owner has agreed their use.

Review point: After the source fixes and first comparison test.

Compare the current process and standard replies with AI-assisted drafts. Include review time and corrections as well as answer quality.