

# AI Maturity Matrix Roadmap



	Level 1 Awareness	Level 2 Active	Level 3 Operational	Level 4 Systemic	Level 5 Transformational
<b>Description</b>	<i>Early AI interest</i>	<i>AI experimentation</i>	<i>AI in production</i>	<i>AI is pervasively used</i>	<i>AI is part of org DNA</i>
<b>CULTURE</b>					
<b>Organizational Alignment</b>	<ul style="list-style-type: none"> <li>Demos of tech capability</li> <li>Document opportunities desired by your organization</li> </ul>	<ul style="list-style-type: none"> <li>ID and SWOT analysis</li> <li>Complete proof of concepts</li> <li>POV on ownership of AI</li> </ul>	Focus on intake, prioritization, development, inventory management, monitoring and value	<ul style="list-style-type: none"> <li>Working toward AI ROI from the top</li> <li>Consistent demonstrated ROI at organizational level</li> <li>Shaping organizational strategy</li> <li>Establish company identity for AI</li> </ul>	
<b>Organizational Business Case</b>	Identify spend and consolidation opportunities	POC budgets, funding, grants	Have product and resource development budget		
<b>Strategic Alignment</b>			AI development has strategic roadmap	Enterprise strategic roadmap leverages AI	
<b>Champions</b>	Identify early champions: key leadership and novel thinkers	Identify champions of org learning (e.g., experimental design enablers)	Identify leaders who can leverage AI and organize champions by AI initiatives	Champions of practice function in the day-to-day use & development of AI	All caregivers and end users know AI's value and how to embed in workflows
<b>AI Literacy</b>	Establish desire for future need of AI literacy	Establish org buy-in for AI literacy program	Build org trust, identify org personas, and establish literacy program	Quantify literacy of all AI end users within org	
<b>GOVERNANCE</b>					
<b>Ethics &amp; Equity</b>	Gaps and risks initially understood and accepted	<ul style="list-style-type: none"> <li>Principles of ethical use of AI memorialize</li> <li>Equity standards and metrics defined</li> </ul>	Ethical review board assessing products prior to implementation	Conducted regularly for vended and built solutions (w/ Automation & Alerting)	Automation of Review Process with human review by code / exceptions
<b>Responsibility Structure</b>		Key stakeholder awareness	Guidance council of key stakeholders	Align council to governance strategy and body	
<b>Prioritization Process</b>	Generate initial recommendations	Purpose of governance to diffuse information	Prioritize and compare competing priorities		Purpose to transform
<b>BUSINESS IMPLEMENTATION</b>					
<b>Change Management</b>	Feeling that staff will like technology	Top-down approach to identifying problems to tackle	<ul style="list-style-type: none"> <li>Build solutions for organizational users</li> <li>Interview users of technology</li> <li>Establish plans for communication &amp; documentation</li> </ul>	<ul style="list-style-type: none"> <li>Integrated with existing business models</li> <li>Release cycles plans</li> </ul>	AI is incorporated into enterprise change management and capital planning
<b>VALUE</b>					
<b>Value Creation</b>	Establish need for standardized value creation process and select initial methodology	<ul style="list-style-type: none"> <li>List of products implemented and producing value</li> <li>Move from influence driven to ROI driven</li> </ul>	<ul style="list-style-type: none"> <li>Establish budget process &amp; cost sharing</li> <li>Value assessment toolkit in place</li> </ul>	Sustain financing and effectively manage ROI reporting	Incorporated into enterprise business development model and revenue diversification
<b>MAINTENANCE &amp; OPS</b>					
<b>Performance Monitoring &amp; Observability</b>	Establish understanding on drift, hallucinations, and why/how AI needs to be monitored	Incorporate monitoring in POC activity and develop business case for technical and staffing needs	Plan and review cycle for assessing drift, incorporate into standard work	Develop rules for AI monitoring in all build vs buy work, and begin to automate	90% of AI use cases automatically monitored; formalized compliance and ethics reports
<b>INFORMATION ARCHITECTURE</b>					
<b>Technology Infrastructure</b>	<ul style="list-style-type: none"> <li>Data and AI solutions are digitized, scattered across internal and external pathways</li> <li>Align "off grid" desktop-based activity or point solution vendor offerings into a portfolio</li> </ul>	<ul style="list-style-type: none"> <li>Create mgmt. plan for point solution vendors</li> <li>Establish Mega Vendor AI feature support plan</li> <li>Decide on acquisition of Auto AI/ML platform or AI vendor</li> <li>Determine who will build AI development, and create plan for Cloud tool support</li> </ul>	<ul style="list-style-type: none"> <li>Select cloud infrastructure partner and deploy tech selections to support deployment</li> <li>Leverage targeted consulting to augment gaps; stabilize resourcing plan leveraging the technology</li> </ul>	<ul style="list-style-type: none"> <li>Achieve organizational compliance for use of company supported infrastructure</li> <li>Refine technology deployment choices and begin to reduce cost and run rate through standardize efficiencies and automation.</li> </ul>	