Rolling out AI: have you considered...

45 questions to answer before AI goes live across your organisation.

Most AI rollouts don't fail on the technology. They stall because a question nobody asked comes up after go-live: who owns this, what data can it see, how do we know it's working. Work through these before you roll AI out beyond a pilot. Any question you can't answer yet is the next thing to sort out.

1 Purpose and the first workflow

A rollout with no single workflow to prove itself on turns into a tool licence nobody uses.

- [ ] Which one workflow goes first, and why that one?
- [ ] What problem does it solve that the business already feels: time, cost, errors or capacity?
- [ ] What would we stop doing, or do less of, if this works?
- [ ] Have we said no to the use cases that come second, for now?
- [ ] Who asked for this, and will they still care in six months?

2 The process

AI added to an unchanged process leaves the bottleneck where it was.

- [ ] Have we mapped how the workflow really runs today, including the workarounds?
- [ ] Have we redesigned the workflow, or only added AI to the old steps?
- [ ] Were the people who do the work involved in the redesign?
- [ ] Where exactly does the AI act, and where does a person take over?
- [ ] What happens to the cases the AI can't handle?

3 Ownership and governance

Without a named owner, AI stays a project and never becomes part of the operation.

- [ ] Who is the one person accountable for this workflow's results?
- [ ] What may the AI decide on its own, and what needs a person's sign-off?
- [ ] How often are its outputs checked, and by whom?
- [ ] Who can switch it off, and how quickly?
- [ ] Is it recorded in an AI register alongside every other AI decision we make?

4 Data and knowledge

In a pilot someone feeds the AI context by hand. At scale, nobody does.

- [ ] What does the AI need to know to do this job well, and where does that knowledge live today?
- [ ] Is that knowledge current, and who keeps it current?
- [ ] Can the AI reach the systems it needs without people copying data in?
- [ ] Is the data good enough that we'd trust a report built on it?
- [ ] What data must the AI never see?

5 People and roles

Tools nobody uses return nothing. Most of the work of a rollout is people's work changing.

- [ ] Whose job changes, and have we told them how, before go-live?
- [ ] What will people do with the time the AI saves?
- [ ] Do we need to consult staff or their representatives about the change?
- [ ] Who trains people, and is it training on the new workflow rather than on the tool?
- [ ] Who are the respected people in the team who'll use it first and show others?
- [ ] How will we know if people are quietly working around it?

6 Risk, legal and security

The questions a regulator, auditor or customer will ask are cheaper to answer before go-live.

- [ ] Does the workflow use personal data, and have we checked whether a data protection impact assessment (DPIA) is needed?
- [ ] Does the AI make or shape decisions about people, such as hiring, credit or pricing, and how would we explain one if asked?
- [ ] Have we checked the workflow's outputs for unfair treatment of different groups of people?
- [ ] What does our AI supplier do with our data: storage location, retention, and use for training?
- [ ] Which AI tools are staff already using without approval, and what are they putting into them?
- [ ] If we serve customers in the EU, have we checked whether the EU AI Act applies?
- [ ] Does our AI use policy cover this workflow?

7 Measurement

Without a baseline you can't show the return, and the budget for the next workflow goes elsewhere.

- [ ] What did we measure before the AI went in: time, cost, error rate or volume?
- [ ] What result, by when, would count as success?
- [ ] Are we measuring use of the new workflow, not just logins to the tool?
- [ ] Who reports the result, to whom, and how often?

8 Running it

Go-live is the start. Models, prices, data and the business all change after it.

- [ ] How will we notice if the AI's quality drifts?
- [ ] What do we do when it gets something wrong: who is told, what is fixed, what is logged?
- [ ] What will it cost to run at full volume, not pilot volume?
- [ ] What happens if the supplier changes the model, raises prices or goes away?
- [ ] When do we review whether this workflow still earns its place?

9 Telling people

Staff and customers fill silence with the worst reading of what AI is for.

- [ ] What will we tell staff about why we're doing this and what it means for them?
- [ ] Will customers know when they are dealing with AI, and do they need to?
- [ ] Who answers questions once it's live?

If most of your answers are 'not yet', start smaller: one workflow, redesigned, with an owner and a baseline. That is enough to prove the approach before you roll it out further.

Free tools to help: the AI readiness scorecard, the AI governance template and the AI use policy template, all at **lardumadvisory.com/resources**.

Want a second opinion on your first workflow? Book a free 30-minute operations review at **lardumadvisory.com/assessment**.

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