INTELLIGENT SYSTEMS PRESS™
EXECUTIVE ASSESSMENT SERIES

EA-007: AI Workforce & Operating Model Assessment™

Is Your Enterprise Organized, Skilled, and Accountable to Deliver Sustainable AI Value?

Purpose

A practical executive assessment for evaluating whether leadership, roles, skills, decision rights, collaboration, workforce practices, adoption mechanisms, and performance systems are aligned to operationalize responsible AI at enterprise scale.

Educational Executive Self-Assessment | Version 1.0

www.intelligentsystemspress.com

About This Assessment

AI workforce readiness is the enterprise capability to align people, roles, structures, decision rights, skills, incentives, and operating routines around responsible AI-enabled work. This assessment helps leaders determine whether AI is being treated as a coordinated organizational transformation or as a collection of disconnected technology initiatives.

How to Complete It

1. Rate each statement	Use the 1-5 scale based on current, observable enterprise practice - not future intent, isolated pilots, or vendor assurances.
2. Score each domain	Add the five ratings in each domain. Every domain score ranges from 5 to 25.
3. Calculate the total	Add all eight domain scores. The overall workforce and operating-model score ranges from 40 to 200.
4. Interpret the pattern	Review the total and the distribution. Any domain below 15 represents a material organizational dependency that may limit adoption, accountability, trust, or value realization.
5. Select 90-day actions	Choose a limited number of executive actions that clarify ownership, strengthen capability, remove operating friction, or accelerate responsible adoption.

Rating Scale

1 Strongly Disagree	Practice is absent or contradicted by current evidence.
2 Disagree	Practice is inconsistent, informal, or limited to isolated areas.
3 Partly Agree	Practice exists in several areas but is not yet enterprise-wide.
4 Agree	Practice is generally reliable, measured, and consistently applied.
5 Strongly Agree	Practice is integrated, evidence-driven, and continuously improved.

Recommended use: Complete individually first, then compare results as an executive team. Differences in ratings are evidence of role, accountability, capability, adoption, or operating-model misalignment and should be discussed before averaging scores.

Domain 1: Executive Sponsorship & Transformation Ownership

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

The enterprise has a clearly identified executive sponsor accountable for AI-enabled transformation outcomes across business, technology, risk, and workforce dimensions.					
Leadership communicates a consistent enterprise narrative explaining why AI matters, where it will be used, how it will change work, and what responsible use requires.					
AI priorities are governed as enterprise operating-model decisions rather than delegated solely to technology, innovation, or data teams.					
Executive leaders resolve cross-functional barriers involving funding, policy, ownership, risk tolerance, talent, process redesign, and adoption.					
Leadership behavior, resource allocation, and performance expectations reinforce the stated AI transformation agenda.					

Domain score: _____ / 25

Evidence or observations:

Domain 2: Roles, Decision Rights & Accountability

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

AI-related roles, responsibilities, and decision rights are documented across business owners, product leaders, data teams, technology, legal, risk, security, privacy, quality, and human resources.					
Every AI use case has a named business owner accountable for outcomes, adoption, controls, and ongoing performance after deployment.					
Escalation paths are defined for model limitations, control failures, workforce concerns, ethical issues, incidents, and value-realization gaps.					
Human accountability remains explicit for decisions supported, recommended, automated, or materially influenced by AI.					
Role overlap, ownership gaps, and conflicting authority are routinely identified and resolved before they delay delivery or weaken control.					

Domain score: _____ / 25

Evidence or observations:

Domain 3: Workforce Skills & Capability Development

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

The enterprise has identified the AI literacy, domain, data, technical, risk, governance, and change capabilities required for priority roles.					
Workforce capability assessments distinguish between foundational literacy, role-specific proficiency, specialist expertise, and executive decision competence.					
Learning programs are connected to actual workflows, tools, use cases, responsibilities, and measurable performance expectations.					
Employees have structured opportunities to practice responsible AI use through guided experimentation, coaching, communities of practice, and approved environments.					
Skill investments are updated as technologies, regulations, risks, business priorities, and workforce needs evolve.					

Domain score: _____ / 25

Evidence or observations:

Domain 4: Cross-Functional Operating Model & Collaboration

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

Business, technology, data, risk, legal, security, privacy, quality, and workforce teams collaborate through an established AI operating cadence.					
Multidisciplinary teams engage early enough to shape requirements, controls, adoption plans, and operating impacts before major commitments are made.					
AI initiatives use consistent intake, prioritization, design, review, approval, deployment, and monitoring processes across the enterprise.					
Teams have shared definitions of readiness, value, risk, ownership, evidence, and operational acceptance for AI-enabled capabilities.					
Cross-functional dependencies and unresolved decisions are visible, actively managed, and escalated through accountable governance forums.					

Domain score: _____ / 25

Evidence or observations:

Domain 5: Work Design, Process Integration & Human Oversight

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

Priority AI initiatives begin with a clear understanding of the current process, user needs, decision points, constraints, controls, and performance baseline.					
Roles and workflows are intentionally redesigned to define what AI performs, what people perform, and how exceptions, overrides, and handoffs are managed.					
Human oversight is proportionate to the impact, uncertainty, reversibility, and risk of the AI-supported task or decision.					
Employees receive clear procedures for reviewing AI outputs, recognizing limitations, documenting judgment, and escalating concerns.					
AI-enabled work is tested in realistic operational conditions before broader deployment, including workload, usability, control, and failure-mode considerations.					

Domain score: _____ / 25

Evidence or observations:

Domain 6: Change Adoption, Communication & Workforce Trust

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

Change plans address employee concerns about role impact, job redesign, accountability, surveillance, fairness, learning demands, and career implications.					
Communication distinguishes approved capabilities and expected uses from experimentation, prohibited uses, and unresolved policy areas.					
Employees and managers are meaningfully involved in identifying use cases, redesigning work, testing solutions, and improving adoption practices.					
Feedback channels allow people to report usability issues, harmful outcomes, control concerns, workload shifts, or unintended consequences without retaliation.					
Adoption is measured through sustained behavior, workflow use, confidence, proficiency, and outcome improvement - not access, licenses, or training completion alone.					

Domain score: _____ / 25

Evidence or observations:

Domain 7: Talent Strategy, Capacity & External Partnerships

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

Workforce planning identifies which AI capabilities should be built internally, purchased, partnered, contracted, or shared across the enterprise.					
Critical roles have realistic capacity for AI transformation work in addition to existing operational responsibilities.					
Recruiting, retention, succession, and career pathways support the mix of business, technical, governance, risk, and change expertise required for scale.					
External vendors, consultants, and partners transfer knowledge, document decisions, and strengthen internal capability rather than create unmanaged dependence.					
Talent and sourcing decisions consider long-term operating ownership, maintainability, control, resilience, and total enterprise cost.					

Domain score: _____ / 25

Evidence or observations:

Domain 8: Performance, Incentives & Continuous Improvement

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

AI-enabled roles and teams are evaluated against balanced measures of value, quality, risk, adoption, control effectiveness, and workforce impact.					
Incentives do not reward speed, automation, or cost reduction at the expense of safety, quality, fairness, accountability, or sustainable work design.					
Leaders review whether AI changes decision quality, cycle time, rework, workload, customer outcomes, employee experience, and operational resilience.					
Lessons from adoption challenges, incidents, overrides, user feedback, and performance variance are incorporated into training, process, policy, and design improvements.					
The workforce and operating model are periodically reassessed as AI capabilities, enterprise priorities, risks, and external expectations change.					

Domain score: _____ / 25

Evidence or observations:

Scoring & Organizational Readiness Interpretation

Record each domain score. Treat any domain below 15 as a priority dependency even when the overall score is higher.

1. Executive Sponsorship & Transformation Ownership	____ / 25
2. Roles, Decision Rights & Accountability	____ / 25
3. Workforce Skills & Capability Development	____ / 25
4. Cross-Functional Operating Model & Collaboration	____ / 25
5. Work Design, Process Integration & Human Oversight	____ / 25
6. Change Adoption, Communication & Workforce Trust	____ / 25
7. Talent Strategy, Capacity & External Partnerships	____ / 25
8. Performance, Incentives & Continuous Improvement	____ / 25
Total workforce and operating-model score	**____ / 200**

Overall Organizational Readiness Levels

180-200	**AI-Ready Operating Enterprise**	Leadership, roles, skills, work design, adoption, talent, and performance systems operate as an integrated enterprise capability.
150-179	**Well Aligned**	Strong organizational foundations support most priorities, with targeted capability or adoption gaps to resolve before broader scaling.
110-149	**Developing**	Important workforce and operating practices exist, but accountability, skills, collaboration, work design, or adoption remains uneven.
70-109	**Fragmented**	AI activity is constrained by unclear ownership, inconsistent skills, disconnected teams, weak change practices, or limited operating integration.
40-69	**Not Ready**	Foundational leadership, accountability, capability, work-design, and adoption mechanisms are insufficient for reliable enterprise AI use.

Important: This assessment is a discussion and prioritization tool, not a certification. Organizational readiness should be validated using current evidence, workforce input, role analysis, process observation, skills data, change-adoption measures, risk review, and use-case-specific operating requirements.

Executive Reflection & 90-Day Action Plan

Use the readiness pattern to identify the few leadership actions that will most improve organizational alignment, workforce confidence, accountability, and sustainable AI value.

Readiness strengths

Which leadership, role, capability, collaboration, work-design, adoption, or performance practices already support responsible AI at scale?

Critical constraints

Which weaknesses in ownership, skills, capacity, workflow design, trust, incentives, or operating integration most limit AI outcomes?

Decisions required from leadership

What role, investment, policy, workforce, sourcing, risk-tolerance, or operating-model decisions cannot be delegated?

90-Day Priority Actions

Executive commitment: We will review progress by _____ and reassess affected domains using current evidence.

Continue Your AI Workforce Transformation Journey

AI creates sustainable enterprise value when leadership, Process Intelligence, roles, skills, work design, governance, technology, trust, performance, and continuous improvement operate as one connected system.

Explore the Intelligent Systems Press collection and Free Resources library
www.intelligentsystemspress.com