



The AI Readiness Checklist for CIOs



Checklist

If you're looking to adopt AI for your ITSM and ITOM, here's a checklist to help you assess your readiness.



Look out for the Buyer's Guide to evaluating and choosing the right ITSM platform on the last page.

1. Organizational Readiness

Vision and Strategy

AI projects align with strategic business goals, and secure executive and board-level support.

✦ Align AI initiatives with business goals.	<input type="checkbox"/>
✦ Present AI strategy to the board for approval.	<input type="checkbox"/>
✦ Develop a strategic roadmap for AI adoption.	<input type="checkbox"/>

Change Management

Develop a comprehensive change management plan and maintain stakeholder engagement.

✦ Develop a detailed change management plan.	<input type="checkbox"/>
✦ Schedule regular updates and briefings for stakeholders.	<input type="checkbox"/>
✦ Establish a change advisory board to oversee AI changes.	<input type="checkbox"/>



2.Data Readiness

Data Availability

Conduct a thorough data inventory and ensure data quality.

✦ Perform a data audit to identify sources.	<input type="checkbox"/>
✦ Implement data quality assessment tools.	<input type="checkbox"/>
✦ Clean and preprocess data for AI training.	<input type="checkbox"/>

Data Management

Establish a robust data governance framework and ensure seamless data integration.

✦ Create data governance policies.	<input type="checkbox"/>
✦ Establish data stewardship roles.	<input type="checkbox"/>
✦ Consolidate and update your KB (knowledge base).	<input type="checkbox"/>
✦ Consolidate and update your CMDB (configuration management data base).	<input type="checkbox"/>



Data Security and Privacy

Ensure compliance with data regulations and implement state-of-the-art security measures.

✦ Conduct a compliance audit.	<input type="checkbox"/>
✦ Implement encryption and access controls.	<input type="checkbox"/>
✦ Regularly review and update security protocols.	<input type="checkbox"/>

3. Technical Readiness

Tools and Platforms

Evaluate and select AI tools and platforms that meet business needs and ensure integration capabilities.

✦ Research and shortlist AI tools.	<input type="checkbox"/>
✦ Ensure seamless integration with HRIS, CRM, and legacy systems.	<input type="checkbox"/>
✦ Conduct integration tests with existing systems and implement API connections, if necessary.	<input type="checkbox"/>
✦ Develop custom integration scripts if needed.	<input type="checkbox"/>
✦ Pilot AI tools with a small team before full deployment.	<input type="checkbox"/>



4. Human Resources Readiness

Skills and Expertise

Implement ongoing training programs.

- ✦ Schedule training sessions and workshops for AI awareness.

Collaboration

Form cross-functional teams within IT for AI projects.

- ✦ Establish cross-functional teams.

- ✦ Define roles and responsibilities.

- ✦ Conduct regular cross-functional meetings to ensure alignment.

5. Process Readiness

Project Management

Use Agile or Scrum methodologies and define key performance indicators for AI projects.

- ✦ Implement Agile or Scrum frameworks.

- ✦ Set specific KPIs for each AI project.

- ✦ Use project management tools to track progress and milestones.



Ethical Considerations

Develop an ethics framework for AI use and detect and mitigate bias in AI systems.

✦ Formulate an AI ethics policy.	<input type="checkbox"/>
✦ Conduct bias detection tests.	<input type="checkbox"/>
✦ Implement bias mitigation techniques such as fairness-aware algorithms.	<input type="checkbox"/>

Operational Processes

Automate routine IT workflows, improve incident response times, and leverage AI insights to enhance service quality.

✦ Identify workflows for automation.	<input type="checkbox"/>
✦ Use AI analytics to monitor and improve service quality.	<input type="checkbox"/>



6. Financial Readiness

Budget

Secure and allocate budget for AI initiatives and conduct detailed ROI analysis for AI projects.

✦ Create a detailed budget proposal.	<input type="checkbox"/>
✦ Perform ROI analysis on pilot projects.	<input type="checkbox"/>
✦ Track AI-related expenses and savings.	<input type="checkbox"/>

7. Implementation Readiness

Pilot Testing

Plan and execute pilot projects to test AI solutions and collect and act on feedback.

✦ Design pilot project plans.	<input type="checkbox"/>
✦ Gather and analyze pilot feedback.	<input type="checkbox"/>
✦ Adjust AI solutions and processes based on pilot results.	<input type="checkbox"/>



Deployment and Monitoring

Develop a clear deployment plan and set up continuous monitoring processes for AI systems.

✦ Create a deployment roadmap.	<input type="checkbox"/>
✦ Implement monitoring tools and dashboards.	<input type="checkbox"/>
✦ Schedule regular performance reviews and updates.	<input type="checkbox"/>

Metrics and Reporting

Define metrics for performance and generate regular reports.

✦ Set up performance metrics.	<input type="checkbox"/>
✦ Schedule regular reporting intervals.	<input type="checkbox"/>
✦ Use analytics tools to generate and share reports.	<input type="checkbox"/>



8. Security and Compliance

Data Security

Ensure proper data processing and storage and implement role-based access controls.

✦ Configure role-based access controls.	<input type="checkbox"/>
✦ Ensure PII is processed properly and data is stored securely.	<input type="checkbox"/>
✦ Regularly audit access logs.	<input type="checkbox"/>

Compliance

Ensure compliance with relevant regulations and maintain detailed audit logs.

✦ Perform regular compliance checks.	<input type="checkbox"/>
✦ Maintain and review audit logs regularly.	<input type="checkbox"/>
✦ Implement automated compliance monitoring tools.	<input type="checkbox"/>



9. User and Staff Training

Training Programs

Develop comprehensive training programs for IT staff and end-users.

✦ Design and schedule training programs.	<input type="checkbox"/>
✦ Provide resources and support for continuous learning.	<input type="checkbox"/>

Support and Assistance

Ensure availability of vendor support

✦ Negotiate support contracts with vendors.	<input type="checkbox"/>
✦ Set up a support process for AI-related issues.	<input type="checkbox"/>

10. Vendor and Support Considerations

Vendor Reliability

Thoroughly evaluate vendor reliability and track record and ensure clear service level agreements.

✦ Assess vendor history and references.	<input type="checkbox"/>
✦ Define SLAs and performance benchmarks.	<input type="checkbox"/>
✦ Regularly review vendor performance against SLAs.	<input type="checkbox"/>



Support Availability

Ensure 24/7 technical support availability and availability of vendor-provided training resources.

✦ Establish 24/7 support channels.	<input type="checkbox"/>
✦ Ensure access to training and documentation.	<input type="checkbox"/>
✦ Set up a dedicated support team for AI issues.	<input type="checkbox"/>

11. Risk Management

Risk Assessment

Identify potential risks associated with AI deployment and develop strategies to mitigate identified risks.

✦ Conduct risk assessments specific to AI (e.g., model failure, data breaches).	<input type="checkbox"/>
✦ Develop and implement risk mitigation plans (e.g., fallback systems, redundancy).	<input type="checkbox"/>



Contingency Planning

Develop comprehensive backup plans and ensure business continuity in case of AI system failures.

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|---|--------------------------|
| ✦ Create contingency plans for AI system failures. | <input type="checkbox"/> |
| ✦ Regularly test and update backup procedures. | <input type="checkbox"/> |
| ✦ Establish disaster recovery protocols specific to AI systems. | <input type="checkbox"/> |



Hope you found this helpful.

We've also published a detailed guide on choosing the right ITSM software in 2024.

[Download the guide](#)

