BA

BA Advisory Desk
Business Analysis Services

SAMPLE DELIVERABLE

AI Assessment and Governance Framework

A practical executive package for evaluating AI opportunities, readiness gaps, governance needs, implementation controls, and responsible adoption priorities.

CLIENT PRIVACY
Client names and identifying details are anonymized.

DELIVERABLE TYPE
Assessment, governance model, roadmap, and control framework.

TYPICAL BUYER
Transformation, operations, technology, risk, or executive teams.

SITUATION

AI interest was rising, but ownership, risk, and business value were unclear.

The organization wanted to move beyond disconnected AI pilots. Leaders needed a structured way to assess candidate use cases, identify readiness gaps, agree on governance, and define a practical first wave roadmap.

IMMEDIATE NEED

Prioritize use cases that solve real business problems.

LEADERSHIP CONCERN

Control data, privacy, accuracy, vendor, and adoption risks.

READINESS INDEX

Good business sponsorship. Governance, data access, and repeatable intake need strengthening before scale.

HIGH VALUE CANDIDATES

14

Use cases captured and grouped.

FIRST WAVE READY

5

Practical pilots with clear owners.

GOVERNANCE GAPS

9

Policy, risk, and decision gaps.

ROADMAP HORIZON

120

Day implementation view.

Recommended direction: approve a controlled first wave of AI use cases, establish a lightweight governance board, define risk tiers, and require documented business owners, data controls, and human review rules before deployment.

Readiness assessment across business value, data, governance, people, and implementation risk.

Business value 82	**Executive sponsorship** 76	**Data readiness** 61
Process clarity 64	**Change readiness** 59	**Vendor control** 57
Technology fit 70	**Governance maturity** 54	**Auditability** 52

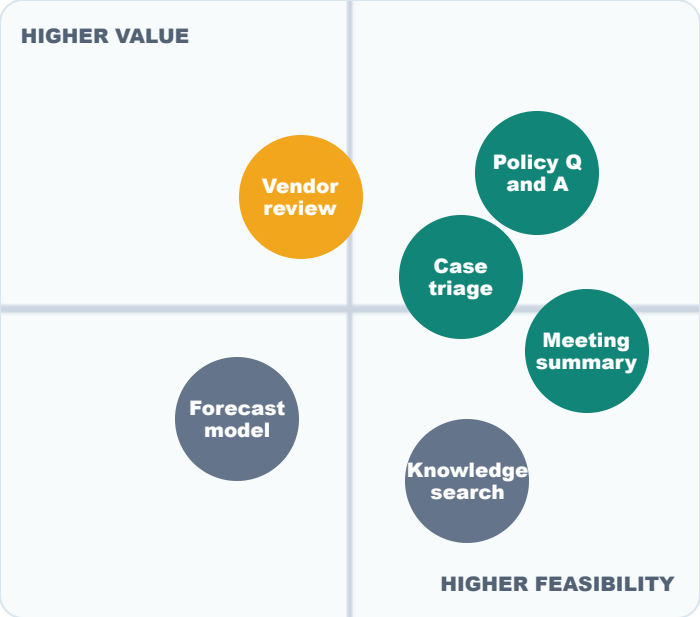
Strengths to build on

- Clear executive interest in practical, measurable AI outcomes.
- Several repeatable workflows have enough volume to justify assessment.
- Delivery leaders understand where manual review and rework slow decisions.
- Technology team can support controlled pilots if intake and governance are clear.

Gaps to close before scale

- No standard AI use case intake, scoring, or approval method.
- Data ownership and retention rules vary across business areas.
- Human review expectations are not defined by risk tier.
- Benefits, adoption metrics, and control evidence are not tracked consistently.

Prioritize AI opportunities by business value, feasibility, control effort, and adoption readiness.



First wave candidates

USE CASE	VALUE	CONTROL NOTE
Policy and procedure assistant	High	Approved content only, citations required, no final decision authority.
Case intake triage support	High	Human review before routing. Bias and exception checks required.
Meeting summary and action extraction	High	Consent, retention, and privacy rules required before rollout.
Vendor response review support	Medium	Support scoring evidence, but do not replace evaluation committee decisions.
Knowledge search across internal material	Medium	Access control and source ranking must be proven before scaling.

Prioritization principle: start where the work is repeatable, business value is visible, source material is controlled, and human review can be built into the operating process.

Sample deliverable. Matrix labels and use case examples are anonymized.

Governance model designed to move quickly while protecting clients, staff, data, and decisions.

Governance bodies and roles

ROLE	PURPOSE	CORE DECISION
Executive sponsor	Owns business value and funding priority.	Approve pilot wave and success measures.
Business owner	Owns workflow design and adoption.	Confirm process fit and human review points.
Data owner	Confirms source quality and access boundaries.	Approve data use and retention rules.
Risk and compliance lead	Reviews privacy, control, and audit needs.	Assign risk tier and control evidence.
Technology lead	Confirms integration, security, and support model.	Approve environment and technical guardrails.

Intake gate

Every AI use case starts with business problem, owner, data source, risk tier, users, and expected outcome.

Approval gate

Higher risk use cases require documented controls, human review, acceptance tests, and operating owner signoff.

Scale gate

Production use requires benefit evidence, control evidence, adoption readiness, and support model confirmation.

Governance model shown as a sample operating structure. Final model is tailored to each client environment.

Risk based control model for practical adoption.

RISK TIER	EXAMPLE USE	REQUIRED CONTROLS	APPROVAL ROUTE
Tier 1 Low risk productivity	Meeting notes, draft summaries, internal brainstorming, document cleanup.	User review, no confidential data unless approved, standard retention, source check.	Business owner approval.
Tier 2 Operational support	Case triage support, policy lookup, knowledge search, vendor response synthesis.	Approved data sources, access control, human review, exception process, logging.	Business owner plus data owner.
Tier 3 Decision influencing	Eligibility support, scoring assistance, risk flagging, compliance interpretation.	Formal testing, bias checks, documented human decision authority, audit evidence, legal or compliance review.	Governance board approval.
Tier 4 Restricted or not approved	Automated final decisions, sensitive personal decisions, unsupported public advice.	Not approved unless a formal exception and control design are approved.	Executive risk acceptance.

Data controls

- Source approval
- Access rules
- Retention rules
- Restricted data handling

Output controls

- Human review
- Source traceability
- Confidence checks
- Exception handling

Operating controls

- Owner assigned
- Monitoring rhythm
- Training material
- Incident path

Risk tiers are sample categories and should be validated against the client's legal, privacy, and policy requirements.

AI implementation still needs strong Business Analysis discipline.

Business requirements

ID	REQUIREMENT	ACCEPTANCE SIGNAL
BR 01	Each AI use case must have a named business owner and measurable business outcome.	Owner and KPI recorded before approval.
BR 02	AI outputs that influence decisions must be reviewed by an authorized human role.	Workflow includes review step and signoff evidence.
BR 03	Users must understand permitted use, restricted data, and escalation rules.	Training and usage guide available before launch.
BR 04	Benefits must be tracked against baseline effort, quality, speed, or risk reduction.	Baseline and reporting cadence approved.

Control and non functional requirements

ID	REQUIREMENT	ACCEPTANCE SIGNAL
NFR 01	Access must respect current role based permissions and data classification rules.	Permission test completed.
NFR 02	Outputs must show source references where source based answers are required.	Citation checks pass sample set.
NFR 03	Usage logs must support review of adoption, exceptions, and control performance.	Log fields and review owner confirmed.
NFR 04	Critical workflows must include rollback or manual fallback procedures.	Fallback steps documented and tested.

Practical BA takeaway: AI programs fail when the business problem, user workflow, data boundaries, decision rights, and acceptance measures are unclear. The assessment turns these into manageable delivery requirements.

Sample requirements demonstrate the type of clarity clients can expect from an AI governance engagement.

Phased roadmap for controlled AI adoption.

DAYS 0 TO 30

Set foundation

- Confirm sponsor and governance board.
- Create use case intake template.
- Define risk tiers and approval routes.
- Select first wave candidates.

DAYS 31 TO 60

Design pilots

- Document requirements and controls.
- Confirm data sources and owners.
- Define user journey and review steps.
- Prepare test and adoption plan.

DAYS 61 TO 90

Run controlled pilots

- Launch limited user group.
- Track quality, speed, and exceptions.
- Review output issues weekly.
- Refine controls and training.

DAYS 91 TO 120

Scale or stop

- Compare results to baseline.
- Approve scale candidates.
- Close low value pilots.
- Publish governance pack and roadmap.

Recommended first executive decision

Approve first wave pilot design for 3 to 5 use cases with documented controls and success measures.

Recommended delivery guardrail

No AI use case should move to production without business owner signoff, data owner approval, risk tiering, and adoption support.

Executive dashboard structure for tracking AI value and control health.

TIME SAVED
22%
Measured against baseline handling effort.

QUALITY LIFT
18%
Measured by rework and exception reduction.

CONTROL COMPLIANCE
91%
Required review steps completed.

USER ADOPTION
64%
Active target users in first pilot cycle.

METRIC	WHY IT MATTERS	OWNER	REVIEW RHYTHM
Cycle time saved	Shows whether AI reduces manual handling time without damaging quality.	Business owner	Weekly during pilot.
Output correction rate	Highlights quality issues, prompt issues, source issues, or user training gaps.	Delivery owner	Weekly during pilot.
Control exception count	Shows where human review, data handling, or source rules were missed.	Risk lead	Biweekly.
Adoption and satisfaction	Confirms whether target users trust and use the new workflow.	Change lead	Monthly.
Benefit realization	Connects pilot work to value, cost avoidance, quality, or risk reduction.	Executive sponsor	Monthly.

Dashboard rule: report value and control health together. AI adoption should not be called successful if speed improves while review quality, policy compliance, or user trust declines.

Metrics shown are sample dashboard measures for an AI governance engagement.

Recommended decisions and next steps.

Decision log

DECISION	RECOMMENDATION	STATUS
Governance board	Create a lightweight board with business, data, risk, and technology representation.	Approve
Risk tiers	Use four risk tiers to control approval and evidence requirements.	Approve
First wave pilots	Start with policy assistant, case triage support, meeting summaries, vendor review, and knowledge search.	Refine
Production scale	Delay scale until control evidence and benefit reporting are operating.	Hold

Open questions

- Which business area owns final benefit realization for each pilot?
- Which data sources are approved for first wave use cases?
- What privacy, retention, and audit requirements apply by jurisdiction?
- Which user groups need training before any pilot goes live?
- What threshold triggers stop, redesign, or scale decisions?

Week 1

Confirm sponsor, owners, governance board, first wave use cases, and success measures.

Week 2

Complete use case briefs, risk tiering, data review, user journey, and control requirements.

Week 3

Approve pilot design, training material, dashboard measures, and launch readiness checklist.

This package gives leadership a structured basis for deciding where AI can create value, what needs to be controlled, and how to proceed without losing delivery discipline.