



UNAUTOMATED
THE HUMAN INTELLIGENCE PROJECT

PRACTICAL GUIDE 005

AI READINESS: 30 QUESTIONS EVERY ORGANIZATION SHOULD ASK

A practical self assessment for leadership, people, tools, privacy, decisions, customers, security, and accountability.

FREE EDUCATIONAL RESOURCE

Plain language. Practical tools. Human judgment.

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AI Readiness: 30 Questions Every Organization Should Ask

Organizations often ask whether they are “ready for AI” as though readiness were a software purchase. It is broader than that. Readiness includes leadership, people, information, privacy, security, customer expectations, decision making, training, and the ability to recognize when a useful tool should not be used.

HOW TO USE THIS RESOURCE

Answer each question Yes, Partly, No, or Unknown. Add notes. Do not reduce the exercise to a single number. The pattern of your answers is more useful than an artificial score.

Leadership and purpose

QUESTION	STATUS	NOTES
1. Can we explain why we are using AI beyond saving time or reducing cost?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
2. Have leaders identified the human outcomes AI should improve?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
3. Is there a named person or group responsible for organizational AI use?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
4. Have we defined uses that are outside our values or risk tolerance?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
5. Do leaders understand enough about AI to question a confident output rather than simply accept it?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	

People and everyday use

QUESTION	STATUS	NOTES
6. Do we know which AI tools employees are already using, including unofficial ones?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
7. Have employees been told which tools and uses are approved?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
8. Do employees understand that AI output can be wrong, incomplete, outdated, or fabricated?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
9. Do people know when they must disclose meaningful AI involvement to a customer, colleague, applicant, student, patient, or other person?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
10. Can employees raise concerns about an AI use without being treated as resistant to technology?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	

Data, privacy, and security

QUESTION	STATUS	NOTES
11. Do we know what information may and may not be entered into each AI tool?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
12. Have we reviewed how approved AI providers handle, retain, or use our data?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
13. Are sensitive, confidential, personal, regulated, and proprietary data protected by clear rules?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
14. Do we have a process for reviewing new AI tools before they receive organizational data or system access?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
15. Can we respond if an AI related privacy or security incident occurs?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	

Decisions and human review

QUESTION	STATUS	NOTES
16. Have we identified decisions where AI may assist but a human must make or approve the final decision?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
17. Can a reviewer realistically disagree with an AI recommendation?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
18. Do consequential decisions have a meaningful path for explanation, correction, or appeal when appropriate?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
19. Have we prohibited uses that would improperly delegate responsibility or dignity to a machine?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
20. Do we verify important AI generated facts before acting on them?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	

Customers, communications, and trust

QUESTION	STATUS	NOTES
21. Do customers or the public know when they are interacting with AI when that distinction matters?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
22. Are AI generated customer communications reviewed when they create commitments, resolve disputes, quote prices, or affect rights?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
23. Do we have rules for synthetic images, audio, video, testimonials, or representations that could mislead people?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
24. Can we explain how AI is used in a consequential customer process if someone asks?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
25. Are accessibility, language, disability, and unequal outcomes considered when AI touches the customer experience?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	

Governance, learning, and change

QUESTION	STATUS	NOTES
26. Do we train people on our actual AI practices rather than giving only generic awareness training?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
27. Do we document major AI uses, owners, risks, and review requirements?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
28. Do we review AI policies when tools, laws, incidents, or organizational uses change?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
29. Do we measure whether AI is improving quality, service, learning, safety, or other human outcomes, not only speed?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	
30. Do we have a 30, 60, and 90 day plan for the most important gaps identified in this assessment?	☐ YES ☐ PARTLY ☐ NO ☐ UNKNOWN	

Read the pattern, not the score

There is no universal number that proves an organization is ready for AI. Look for clusters of No and Unknown answers. Those clusters usually reveal where attention is needed first.

THE HUMAN QUESTION

Which answers reveal a technology problem, and which answers reveal a leadership, communication, judgment, or accountability problem?

Build your 30 / 60 / 90 day action plan

TIME	PRIORITY	ACTION	OWNER / EVIDENCE OF PROGRESS
30 DAYS			
60 DAYS			
90 DAYS			

Conversation prompts for leadership

- Where has AI already become normal in our organization without a deliberate decision?
- What is the most consequential thing we currently allow AI to influence?
- What information would create the greatest harm if entered into the wrong system?
- Where could AI improve access, quality, service, safety, or learning rather than merely reduce labor?
- Which use would we be uncomfortable explaining publicly?
- What do our employees need from leadership in order to use AI confidently and responsibly?
- What should we deliberately preserve as human work even if automation becomes possible?

Five commitments for the next 90 days

1. _____

2. _____

3. _____

4. _____

5. _____

Notes for the next leadership review

ABOUT THIS ASSESSMENT

This self assessment is a free educational resource from Unautomated.org. It is designed to surface questions and priorities. It is not legal, regulatory, cybersecurity, employment, or professional advice, and it does not replace specialized obligations that may apply to your organization.