

AI Literacy & Enablement Framework

WHITE PAPER

Built on a single rule of thumb: **Does it add value?** How organizations turn AI capability into measurable operational impact.

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Business And Impact.

Moving from vanity adoption metrics to real workflow ROI.

01 // PROBLEM STATEMENT

The Measurement Problem

Many AI programs begin by tracking what is easiest to count: licenses activated, training completed, prompts submitted, or employees using a tool. Those measures are useful, but they describe activity—not impact.

A workforce can use AI frequently without improving quality, shortening cycle time, reducing risk, or creating a better customer experience. High adoption does not mean AI is adding value.

02 // OPERATIONAL MODEL

The Strategic Shift

AI enablement should begin with the work, not the technology. The organization first identifies a meaningful workflow, establishes how it performs today, and defines the outcome that should improve.

Only then should the team decide where AI can help, what information it may use, what requires human review, and how success will be measured.

VALUE HYPOTHESIS // 5 LENSES

Five Ways AI Can Add Value

SPEED

SHORTER CYCLE TIME

Accelerating decision latency and throughput across complex operational workflows.

QUALITY

HIGHER CONSISTENCY

Delivering more consistent, complete, and accurate work outputs with lower variance.

EFFORT

REDUCED FRICTION

Eliminating manual toil, tedious data entry, and avoidable rework across team processes.

RISK

STRONGER GOVERNANCE

Embedding robust controls, systematic human review, and complete audit traceability.

EXPERIENCE

BETTER OUTCOMES

Improving satisfaction for internal stakeholders, employees, and end customers.

A Practical Path to Value.

Disciplined pilot methodology to prove impact before scaling.

7-STEP FRAMEWORK

Pilot Execution Sequence

01 Choose meaningful work

Select a workflow with visible friction, material effort, quality concerns, risk, or decision delay.

02 Establish the baseline

Document current cycle time, effort, quality, error patterns, experience, and control requirements.

03 Define how it adds value

State which outcome should improve, for whom, and what evidence will demonstrate that improvement.

04 Set the boundaries

Clarify approved information, prohibited uses, human review, escalation, accountability, and traceability.

05 Test with real work

Pilot with accountable owners. Observe where AI helps, where it introduces friction, and where judgment remains essential.

06 Compare the outcome

Measure the result against the baseline. Include quality and risk, not only time saved or usage.

07 Scale what adds value

Expand what measurably improves the work. Redesign or stop what does not.

THE CORE CRITERION TO SCALE

Did the work become meaningfully better?

Illustrative Pilot Scorecard.

Calibrating metrics that matter for enterprise deployment.

Example use case: AI-assisted work-order intake and routing. Targets are illustrative and calibrated post-baseline.

MEASURE	BASELINE	PILOT TARGET	VALUE LENS
Intake-to-assignment time	Establish prior	Reduce 30%	Speed
First-pass routing accuracy	Establish prior	At least 90%	Quality
Work orders requiring rework	Establish prior	Reduce 25%	Effort
SLA attainment	Establish prior	Improve 10%	Operational Value
Weekly pilot participation	0%	At least 70%	Adoption
High-risk human review	Required	100%	Accountability
Data / security incidents	0	0	Risk

SCORECARD INTERPRETATION

Adoption is one measure, but it is not the scorecard. A successful pilot must prove that the work improved without introducing unacceptable quality, security, or governance risk.

CONNECT & COLLABORATE

To discuss establishing AI baselines, designing pilot scorecards, or enabling workforce capability:
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