PARTICIPANT HANDOUT

The Unified AI Adoption Framework

From ambition to measurable value in the age of agentic AI

1. The model at a glance

Role	Framework	The question it answers
Outcome	Value realisation	Are we delivering measurable results against a baseline?
Structure	CAF-AI: Business, People, Governance, Platform, Security, Operations	What capabilities must we build, and who owns them?
Guardrails	NIST AI RMF (Govern, Map, Measure, Manage) + ISO/IEC 42001	How do we stay safe, compliant and trusted as we scale?
Diagnosis	Five-level maturity model across seven dimensions	Where are we today, and what is the next realistic step?
People	ADKAR: Awareness, Desire, Knowledge, Ability, Reinforcement	How do we get people to change the way they work?

2. Five maturity levels

Level	Average score	Looks like
1 Exploring	1.0 to 1.7	Ad hoc use; no strategy, policy or owner
2 Experimenting	1.8 to 2.5	Pilots; early policy; value without baselines
3 Operationalising	2.6 to 3.3	Use cases in production with owners and measured value
4 Scaling	3.4 to 4.2	Managed portfolio; shared platform; supervised agents
5 Transforming	4.3 to 5.0	AI embedded in the operating model and products

3. Seven dimensions

Dimension	Ceiling?
Strategy and value	
People and culture	
Governance and risk	**Yes**
Data foundations	**Yes**
Platform and agentic AI	
Security	**Yes**
Operations and observability	

Ceiling rule: your overall level is the **lowest** of Governance, Data and Security. Always read it alongside the full profile.

4. ADKAR: find the barrier

Stage	Ask yourself
Awareness	Do people know why AI is being adopted and what will change?
Desire	Do they see a personal benefit and want to take part?
Knowledge	Do they know how to use AI well and safely in their role?
Ability	Is AI embedded in their real tools and workflows?
Reinforcement	Is the new way of working recognised, measured and rewarded?

Training will not fix a lack of Desire. Fix the missing stage first.

5. Risk tiers: govern in proportion

Tier	Typical criteria	Approver
1 Low	Internal use; a human reviews all output; no sensitive data	Product owner
2 Moderate	Customer-facing with oversight; confidential data	AI risk lead
3 High	Significant effects on people; regulated use; agents with write access	AI council

NIST AI RMF for day-to-day practice; ISO/IEC 42001 as the auditable backbone.

6. Agent autonomy: earn it with evidence

Level	Mode	Oversight
L0	Assist	User judgement
L1	Copilot	Approve every action
L2	Supervised agent	Approval gates; sampling
L3	Autonomous within guardrails	Exceptions; runtime controls
L4	Multi-agent autonomy	Goals; continuous assurance

7. The agent control plane

Before any agent gets write access	
Its own identity	Least-privilege permissions
Runtime policy checks	Human approval gates
Budgets and limits	Kill switch and rollback
Full audit trail	Versioned prompts, tools, policies

My commitments

Our overall level (ceiling rule): _____

Our weakest dimension: _____

The principle we most need to act on: _____

First action in the next 30 days, owner and date: _____

Who else needs to be involved: _____

Resources: The Unified AI Adoption Framework playbook · AI_Maturity_Self_Assessment.xlsx · Worked examples: Northwind Retail Group and Contoso Financial Services (fictional). Statistics and regulatory dates change; check the playbook references before external use.