



Questions to consider before deploying AI

Thorough analysis and planning are crucial before deploying an AI solution. Asking the right questions can help you make informed decisions, ensure successful implementation, and mitigate potential risks and ethical concerns.

While questions should vary depending on your specific use case, this broad framework is designed to help you start thinking strategically.

IDENTIFY OPPORTUNITIES:

OVERALL VALUE & STRATEGY

- What specific business problems or areas do you want AI to address?
- How will AI help you achieve these goals? What specific tasks can AI help you automate, analyze, or streamline?
- How will the success of AI implementation, and post-implementation usage, be measured? What are the key metrics to track?
- How does this align with your overall business strategy and long-term vision?



Additional tips

Conduct pilot projects to test the feasibility and effectiveness of AI before large-scale deployment.

Continually seek input from your key stakeholders and employees throughout the process.

Stay informed on the latest developments in AI, and how ethical considerations are being addressed, to adapt your approach over time.

ASSESS READINESS: FEASIBILITY & RESOURCES

- Do you have the necessary data and infrastructure to support AI?
- Do you need any expertise in-house to manage and maintain AI/bots? Consider skills in data science, machine learning, and software development.
- What are the costs associated with deployment and ongoing maintenance? Include hardware, software, training, and personnel costs.
- What will the impact on your existing workforce be? Will employees be reskilled or upskilled to work alongside or properly manage and utilize the AI solution?

REVIEW THE FRAMEWORK: TECHNICAL CONSIDERATIONS

- What level of accuracy and reliability is required from AI? How are you considering potential risks associated with errors or biases?
- What are the security and privacy implications? Do you understand data storage, access, and potential vulnerabilities?
- How will you handle the interpretability of AI decisions? Will AI be involved in any high-stakes scenarios?
- What contingency plans do you have in place for potential AI failures or malfunctions?

CAREFULLY CONSIDER IMPACT:

ETHICAL & WORKPLACE IMPLICATIONS

- Will AI introduce biases or discrimination into workflows? How can you mitigate the risk of bias around factors like race, gender, and socioeconomic status?
- How will you ensure fairness and transparency in the AI decision-making processes?
- What data sets will be used to train AI? Who, such as a team, committee, or individual, will have oversight on the output?
- What process will be established to correct issues or identify risks?
- Are there any potential job displacement risks associated with AI?
- How will you communicate the use of AI to employees or clients and customers? Are you ensuring transparency and addressing any potential concerns?