The AI Management Standard

How to run AI as an ongoing business capability

AI delivers lasting value when it's managed continuously, not delivered as a project. The tools, your teams and the opportunities keep changing, so AI needs to be operationalised. This standard sets out the workstreams, rhythm and toolkit that keep AI working for the business.

Ongoing workstreams

Build	Agents, automations and integrations from a prioritised backlog, tested against agreed criteria.
Train & adopt	Role-specific onboarding, an AI Champions network, and regular hands-on coaching.
Measure & report	Baselines before launch, a live dashboard, and quarterly reporting tied to decisions.
Find new opportunities	One intake route for ideas, monthly triage, and a ranked roadmap.

Operating rhythm

Cadence	Forum	Who	Purpose
Weekly	Metrics dashboard	AI lead	Adoption, performance, savings
Fortnightly	Drop-in (2 hrs)	Users and Champions	Support, new builds
Monthly	Champions session (2 hrs)	Champions, AI lead	Triage and prioritise
Quarterly	Leadership review (2 hrs)	Sponsor, leadership	ROI and investment

Roles

Executive sponsor
Sets direction and makes investment decisions.

AI lead
Runs the rhythm and owns the numbers.

AI Champions
Triage ideas and support their teams.

IT liaison
Access, administration and security.

Toolkit

Ten things to have in place, grouped by the five pillars of AI management. Each one needing a named owner.

Item	What it is	Owner
Strategy		
Prioritised roadmap	What gets built next, ranked and reviewed quarterly.	Sponsor
Metrics dashboard	Adoption, performance and savings, updated weekly.	AI lead
Governance		
AI policy	Permitted uses, tools and data rules, reviewed quarterly.	Sponsor
Risk register	Risks, assumptions and mitigations.	AI lead
Data protection checks	Data and access checks before any new tool or use.	AI lead
Data & Systems		
Agent and automation catalogue	Everything live, with its purpose, owner and results.	AI lead
Tool and licence register	Approved tools, licence holders and costs.	AI lead
Process		
Ways of working	How ideas go live: approvals, decisions, escalation.	AI lead
Idea intake and evaluation	One place to submit ideas, scored on effort and impact.	Champions
People		
Training plan	Onboarding for new tools and new starters.	Champions

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