

90-Day Quick-Start Plan

	Month 1: Align & Assess
Objective	Define your AI business goals, assess your readiness, and prioritize a practical use case.
week 1	Align stakeholders on a “problem-first” use case (avoid tech-first bias). Identify real friction points where AI could improve speed, savings, or scale.
week 2	Run the AI Maturity Self-Assessment with your team. Identify weak spots across data, infra, governance, skills.
	<div><div></div><div>Maturity Scorecard Spreadsheet</div></div>
week 3	Select 1–2 high-impact, low-risk use cases from the Use-Case Library. Prioritize ones with clear KPIs like ARR, AI-FCR, or CSAT.
	<div><div></div><div>Use-Case Library</div></div>
week 4	Get buy-in: socialize your use case with stakeholders. Lock budget, assign internal lead.
	<div><div></div><div>Board-Ready KPI Kit</div></div>

	Month 2: Build & Pilot
Objective	Stand up infrastructure, get real data flowing, and launch your pilot.
week 5	Run the Data & Infra Readiness Checklist. Plug gaps using provided recommendations.
	<div><div></div><div>Data Pipeline Worksheet</div></div>
week 6	Build or integrate your AI model or vendor solution. Ensure alignment with compliance and security.
	<div><div></div><div>Shadow-AI Detection Worksheet</div></div>
week 7	Soft launch the pilot with a limited user group. Start capturing baseline metrics (e.g., AHT, resolution rate, satisfaction).
	<div><div></div><div>Live KPI Tracker (optional add-on)</div></div>
week 8	Monitor performance daily. Set up drift detection if deploying an ML model. Hold midpoint review to assess early friction.
	<div><div></div><div>Quick-Check Evaluation Template (optional add-on)</div></div>

	Month 3: Measure & Iterate
Objective	Validate results, de-risk next steps, and expand to a second use case.
week 9	Compare pilot KPIs to your targets. Analyze feedback from users (staff or customers).
	<div><div></div><div>Data Pipeline Worksheet</div></div>
week 10	Debrief governance team. Document what worked, what didn’t. Update your AI guardrails accordingly.
	<div><div></div><div>Lean Governance Squad Report Template</div></div>
week 11	Refine your use case based on insights. Address failure points (data gaps, user adoption, unclear metrics).
	<div><div></div><div>Lessons Learned Worksheet</div></div>
week 12	Scale what works. Choose next use case. Present board-ready outcomes using the provided KPI slides.
	<div><div></div><div>Board-Ready KPI Deck</div></div>

Pro Tips for Staying on Track

1 Stick to the problem, not the tech.

Don’t default to GenAI or LLMs just because they’re hot—match solutions to specific pain points.

2 Use KPIs as checkpoints.

If ARR, AI-FCR, or CSAT don’t improve, dig into why. AI that doesn’t deliver value is just noise.

3 Design for expansion from Day 1

Pilot smart, but architect your data, infra, and team workflows for scale.