USERMODE

Enterprise AI Integration Checklist

The definitive 63-point checklist for enterprise AI implementation success

63	8	30
Checkpoints	Key Areas	Day Sprint

Based on 200+ enterprise implementations | usermode.ai

CONTENTS

What's Inside

Your roadmap to AI implementation success

📊 How to Use This Checklist

Work through each section systematically. Check off completed items and note any gaps. Your total score will indicate your readiness level and highlight priority areas for immediate attention.

SECTION 01

Strategic Alignment

Ensuring AI initiatives align with business objectives

Executive Sponsorship

- [ ] **C-suite sponsor identified and actively engaged** CRITICAL
  AI initiatives without executive sponsorship fail 73% of the time. Ensure your sponsor has budget authority and strategic influence.
- [ ] **Board-level AI strategy approved**
  Document outlining AI vision, investment timeline, and expected returns has been presented and approved.
- [ ] **Cross-functional steering committee established**
  Representatives from IT, Operations, Finance, Legal, and key business units meet regularly to oversee implementation.

Business Case Development

- [ ] **Clear problem statement documented** CRITICAL
  Specific business challenges AI will address, with quantified impact (e.g., "Manual data entry costs £2.3M annually").
- [ ] **ROI projections validated by Finance**
  Conservative, moderate, and optimistic scenarios with 3-year projections. Include hard savings and soft benefits.
- [ ] **Competitive analysis completed**
  Understanding of how competitors are using AI and the cost of inaction.
- [ ] **Quick wins identified for early momentum**
  2-3 use cases that can demonstrate value within 60-90 days to build organisational confidence.

💡 **Pro Tip**

Start with processes that are high-volume, rule-based, and cross multiple systems. These typically offer the fastest ROI and clearest proof points for broader rollout.

SECTION 02

Data Foundation

AI is only as good as your data

Data Quality Assessment

- ☐ **Data quality audit completed** CRITICAL
  Formal assessment of completeness, accuracy, consistency, and timeliness across key data sources.
- ☐ **Data lineage documented**
  Clear understanding of where data originates, how it transforms, and where it's consumed.
- ☐ **Duplicate detection and resolution process**
  Automated tools or procedures to identify and merge duplicate records across systems.
- ☐ **Data freshness requirements defined**
  Clear SLAs for data update frequency (real-time, hourly, daily) based on use case needs.

Data Governance

- ☐ **Data ownership model established** HIGH
  Clear accountability for each data domain with named owners and stewards.
- ☐ **Data dictionary/catalog in place**
  Centralized repository defining all data elements, their meanings, and valid values.
- ☐ **Data retention policies documented**
  Clear rules for how long different data types are kept and archival/deletion procedures.
- ☐ **Master data management strategy**
  Approach for maintaining single source of truth for critical entities (customers, products, locations).

Data Maturity Quick Assessment

We have a single source of truth for customer data	☐ Yes ☐ No
Data quality issues are flagged automatically	☐ Yes ☐ No
Business users can access data without IT help	☐ Yes ☐ No
Data definitions are standardized across teams	☐ Yes ☐ No

SECTION 03

Security & Compliance

Protecting your data and meeting regulatory requirements

Data Protection

- ☐ **Data classification scheme implemented** CRITICAL
  Clear categories (Public, Internal, Confidential, Restricted) with handling rules for each.
- ☐ **Encryption at rest and in transit**
  All sensitive data encrypted using industry-standard algorithms (AES-256, TLS 1.3).
- ☐ **PII handling procedures documented**
  Specific protocols for personally identifiable information including anonymization where appropriate.
- ☐ **Data residency requirements identified**
  Understanding of where data must be stored (geographic restrictions, sovereignty requirements).

Access Control

- ☐ **Role-based access control (RBAC) implemented** CRITICAL
  Access permissions tied to job roles, not individuals, with principle of least privilege.
- ☐ **Multi-factor authentication enabled**
  MFA required for all system access, especially administrative functions.
- ☐ **Access review process established**
  Quarterly reviews of who has access to what, with prompt deprovisioning for leavers.
- ☐ **Audit logging enabled and monitored**
  Comprehensive logs of who accessed what data, when, with alerting for anomalies.

Regulatory Compliance

- ☐ **Applicable regulations identified** HIGH
  Complete list of relevant regulations (GDPR, CCPA, HIPAA, SOX, industry-specific).
- ☐ **AI-specific compliance requirements mapped**
  Understanding of emerging AI regulations (EU AI Act, algorithmic accountability).
- ☐ **Data processing agreements in place**
  DPAs signed with all third-party processors including AI vendors.

SECTION 04

Technical Infrastructure

Building a foundation for scalable AI

Integration Architecture

- [ ] **API inventory completed** CRITICAL
  Comprehensive list of all system APIs, their capabilities, rate limits, and authentication methods.
- [ ] **Integration middleware/iPaaS in place**
  Platform for managing integrations (e.g., MuleSoft, Boomi, Workato) or custom middleware layer.
- [ ] **Event-driven architecture capability**
  Ability to trigger actions based on events (webhooks, message queues, event buses).
- [ ] **Legacy system integration strategy**
  Plan for connecting older systems that lack modern APIs (RPA, screen scraping, file-based).

Scalability & Performance

- [ ] **Load requirements estimated** HIGH
  Projected transaction volumes, concurrent users, and data throughput for AI workloads.
- [ ] **Auto-scaling capability**
  Infrastructure can automatically scale up/down based on demand.
- [ ] **Performance benchmarks established**
  Clear SLAs for response times, throughput, and availability (e.g., 99.9% uptime, <500ms response).
- [ ] **Disaster recovery plan**
  Documented RTO/RPO targets with tested failover procedures.

Monitoring & Observability

- [ ] **Centralized logging implemented**
  All system logs aggregated in searchable platform (ELK, Splunk, Datadog).
- [ ] **Real-time alerting configured**
  Proactive alerts for errors, performance degradation, and anomalies.
- [ ] **AI model monitoring capability**
  Ability to track model performance, detect drift, and monitor for bias.

SECTION 05

Vendor Evaluation

Selecting the right AI partner

Vendor Selection Scorecard

Rate each vendor on a scale of 1-5 for each criterion. Weight by importance to calculate total score.

Criterion	Weight	Vendor A	Vendor B	Vendor C
Technical Capability AI sophistication, integration options, scalability	25%	☐	☐	☐
Security & Compliance Certifications, data handling, audit capabilities	20%	☐	☐	☐
Implementation Support Onboarding, training, professional services	15%	☐	☐	☐
Total Cost of Ownership Licensing, implementation, ongoing costs	15%	☐	☐	☐
Vendor Viability Financial stability, market position, roadmap	10%	☐	☐	☐
Customer References Similar use cases, industry experience	10%	☐	☐	☐
Innovation & Roadmap R&D investment, feature roadmap alignment	5%	☐	☐	☐
WEIGHTED TOTAL	**100%**	___	___	___

Due Diligence Checklist

- ☐ **Reference calls completed (minimum 3)**
  Spoke with similar-sized companies in similar industries about their experience.
- ☐ **Security questionnaire reviewed**

SECTION 06

People & Change Management

The human side of AI transformation

Organisational Readiness

- ☐ **Change impact assessment completed** CRITICAL
  Detailed analysis of which roles, processes, and teams will be affected and how.
- ☐ **Change champions identified**
  Influential employees in each affected area who will advocate for and support the change.
- ☐ **Communication plan developed**
  Timeline of what will be communicated, to whom, through which channels.
- ☐ **Resistance points anticipated**
  Understanding of likely objections and prepared responses.

Training & Enablement

- ☐ **Training needs assessment completed** HIGH
  Gap analysis between current skills and required capabilities for each role.
- ☐ **Training curriculum developed**
  Role-specific training programs with clear learning objectives and assessments.
- ☐ **Super-user program established**
  Advanced training for power users who will provide first-line support.
- ☐ **Ongoing learning resources available**
  Knowledge base, video tutorials, regular office hours for questions.

✅ Do

- Start communication early
- Explain the "why" not just the "what"
- Celebrate early wins publicly
- Create feedback channels
- Address concerns honestly

❌ Don't

- Spring changes on people
- Dismiss concerns as "resistance"
- Over-promise AI capabilities
- Underestimate training needs
- Forget the "what's in it for me"

📊 Industry Benchmark

Organisations that invest in change management are **6x more likely** to meet or exceed project objectives (Prosci). Budget 15-20% of project costs for change management activities.

SECTION 07

Success Metrics & KPIs

Measuring what matters

Measurement Framework

- ☐ **Baseline metrics captured** CRITICAL
  Current state measurements for all KPIs before AI implementation begins.
- ☐ **Leading and lagging indicators defined**
  Leading (adoption rates, usage) predict success; lagging (ROI, efficiency) confirm it.
- ☐ **Data collection automated**
  Systems in place to automatically capture metrics without manual effort.
- ☐ **Reporting cadence established**
  Weekly operational metrics, monthly executive dashboard, quarterly business review.

Recommended KPIs by Category

Category	KPI	Target	Frequency
Efficiency	Time saved per process	50-80%	Monthly
	Error rate reduction	60-90%	Monthly
	Processing volume increase	2-5x	Monthly
Adoption	Active user rate	>80%	Weekly
	Feature utilisation	>60%	Monthly
	User satisfaction (NPS)	>40	Quarterly
Financial	Cost savings realised	Per business case	Quarterly
	Revenue impact	Per business case	Quarterly
	Payback period	<12 months	Quarterly

💡 **Measurement Best Practices**

- **Start measuring before you start implementing** — you can't show improvement without a baseline

SECTION 08

Risk Assessment Matrix

Identifying and mitigating implementation risks

Risk Categories

Risk	Likelihood	Impact	Mitigation Strategy
Data quality issues	HIGH	HIGH	Conduct data audit before project start. Build data cleansing into timeline. Set quality thresholds.
Integration failures	MED	HIGH	API testing in sandbox first. Have rollback plan. Build redundancy for critical integrations.
User adoption resistance	HIGH	MED	Early stakeholder engagement. Change champions program. Clear communication of benefits.
Scope creep	HIGH	MED	Strict change control process. MVP-first approach. Regular scope reviews with stakeholders.
Security breach	LOW	HIGH	Security review at each phase. Penetration testing. Incident response plan ready.
Vendor lock-in	MED	MED	Ensure data portability. Document all customisations. Include exit provisions in contract.
Budget overrun	MED	MED	20% contingency buffer. Weekly budget tracking. Phase-gated funding releases.
Key person dependency	MED	MED	Cross-train team members. Document all decisions. Vendor knowledge transfer requirements.

Risk Response Planning

- [ ] **Risk register created and maintained**
  Living document tracking all identified risks, owners, and status of mitigations.

- [ ] **Escalation paths defined**
  Clear process for escalating risks that exceed thresholds or can't be resolved at project level

SECTION 09

30-Day Action Plan

Your roadmap from decision to deployment

WEEK 1: FOUNDATION

Establish Governance & Assess Current State

- Finalise steering committee and project sponsor
- Kick off data quality assessment
- Complete stakeholder analysis
- Document current-state process maps for target areas
- Set up project workspace and communication channels
- **Deliverable:** Project charter signed off

WEEK 2: TECHNICAL READINESS

Validate Infrastructure & Security

- Complete API inventory and integration assessment
- Security review and compliance checklist
- Set up development/sandbox environment
- Begin vendor proof of concept
- Identify and resolve data access blockers
- **Deliverable:** Technical readiness report

WEEK 3: DESIGN & CONFIGURE

Build Solution Architecture

- Finalise integration architecture design
- Configure initial workflows and automations
- Build first data connections
- Develop testing plan and test cases
- Begin user training curriculum development
- **Deliverable:** Solution design document

WEEK 4: TEST & LAUNCH PREP

Validate & Prepare for Go-Live

- Complete user acceptance testing
- Train super-users and change champions
- Finalise go-live checklist and rollback plan
- Set up monitoring and alerting
- Conduct final security review
- **Deliverable:** Go-live approval

🚀 Quick Start Tips

- Start with ONE high-value, low-complexity use case
- Involve end users from day one — they'll be your best testers and advocates
- Document everything — decisions, issues, workarounds
- Communicate progress weekly, even if it's just "on track"

SECTION 10

Your Readiness Score

Calculate where you stand

Scoring Instructions

Count the number of items you've checked in each section. Enter your totals below to calculate your overall readiness score.

Section 1: Strategic Alignment (7 items)	___/7
Section 2: Data Foundation (8 items)	___/8
Section 3: Security & Compliance (11 items)	___/11
Section 4: Technical Infrastructure (11 items)	___/11
Section 5: Vendor Evaluation (4 items)	___/4
Section 6: People & Change (8 items)	___/8
Section 7: Success Metrics (4 items)	___/4
Section 8: Risk Assessment (4 items)	___/4
TOTAL SCORE	___/57

Interpretation Guide

0-19: Not Ready

Significant gaps exist. Focus on foundations before proceeding with AI implementation. Prioritize data quality and governance.

20-38: Getting There

Good foundation but gaps remain. Address high-priority items before proceeding. Consider a pilot before full rollout.

39-49: Almost Ready

50-57: Ready to Go