

 PREFERRED FUTURE 01 “OUR BUSINESS RUNS GREAT WHEN...” Describe the future state you're intentionally trying to create. Complete the sentence — everything else on this canvas should serve it.	 CURRENT REALITY 02 FRICTION & OPPORTUNITY Where's the drag today — and where's the opening? Name the repetitive work and what it costs.	 USE CASES 03 Where could AI help most — writing, research, content, analysis, service?	 WORKFLOWS 04 Which handoffs, routing and follow-ups could a system carry?	 HUMAN FACTOR 05 PEOPLE & CAPABILITY Who needs to grow, and into what? Which skills and roles close the gap?
 DECISION ARCHITECTURE 06 HOW WE DECIDE Which decisions stay human? Which are AI-assisted? Which can be fully automated?	 DATA & TOOLS 07 What data and systems do we already have? What's missing or hard to access?	 GOVERNANCE & RISK 08 Security, policy, privacy and guardrails. What must be true to move safely?	 CULTURE & CHANGE 09 How ready are people to adopt? Where's the trust, and where's the friction?	 QUICK WINS 10 The smallest safe win we could start this month. Borrow capability, don't build complexity.
 READINESS SIGNALS — WHAT WE'LL MEASURE 10 Certified readiness & measurable skill growth. A secure, scalable, aligned operating model. How will you know it's working?				