

Generative AI: 3-Month Post-Rollout Checklist

Sixteen items to check whether the rollout stopped at "we installed it." Tick A–C where the item is measured or decided; tick D where it applies.

How to read it If fewer than 6 of the 12 items in A–C are ticked, measuring why today's AI isn't used is cheaper than building the next one. Section D helps you guess the reason.

A Usage

Are these three measured?

Item	How to measure	Guide	
1 Monthly usage rate	People who used it at least once a month ÷ target headcount	—	☐
2 High-frequency usage rate	People who used it 10+ days a month ÷ target headcount	Under 20% = not embedded	☐
3 Work-use rate	People using it for real tasks ÷ users (excluding "just tried it")	—	☐

C Roles

Are these three people named?

Role	What they decide	
10 Business owner	Decides whether AI may be used for this task	☐
11 Technical owner	Decides on systems, data and integrations	☐
12 Risk owner	Decides on security, legal and policy	☐

B Quality

Were pass lines set before building?

Metric	Definition	Default threshold	
4 Answer quality	Average review score (out of 100)	80 or higher	☐
5 Fully-wrong answer rate	Completely wrong answers ÷ reviewed answers	Under 5% (stricter for finance / legal)	☐
6 Unsupported answer rate	Answers with no traceable source ÷ reviewed answers	If high, fix reference data first	☐
7 Human-correction rate	Outputs edited by a person ÷ total outputs	If it won't drop, rework the task pattern	☐
8 User satisfaction	Survey (out of 100)	70 or higher	☐
9 Task time saved	(before – after) ÷ before	20% or more	☐

D Why it isn't used

Tick what applies (counted only, not scored)

Cause	Symptom	Fix that usually works	
13 Rules unclear	People stop at "I don't know what I'm allowed to paste in"	One-page usage rule with allowed / not-allowed examples	☐
14 No task pattern	Every prompt is written from scratch	Three task-specific templates	☐
15 Wrong task fit	Outputs get rebuilt anyway (high correction rate)	Re-select the task, or pull it from production	☐
16 Distrust	One wrong answer and people stopped using it	Show sources, share pass lines, 30-minute training	☐

0 / 12

TICKED IN A–C

Tick items and the verdict appears here.

Reasons for non-use (D) that apply: 0