

AI Use Case Template



AI Use Case Summary			
Users	Function	Process	Outcome
These people...	Will use an AI that...	In this process / scenario...	So that...

For this AI use case to be viable and impactful, what would have to be true about our:

**People***(Consider staff, residents, their skills, needs, sentiments, relationships etc.)*

**Tech***(Consider interoperability, scalability, standards, accessibility, cyber security, etc.)*

**Data***(Consider data access, data quality, data ethics, data governance, etc.)*

**Process***(Consider ways of working, service models, collaborations etc.)*

Considerations for AI Use Cases



People

1. Who are the users and what do we know about them?
2. How might users feel about and react to us using AI in this way?
3. What training would be required for staff to use the AI effectively?
4. How would we ensure human oversight is built into the process, following the principle of “Human in the Lead”?
5. How would we engage with and communicate the purpose and benefits of this use of AI to staff and residents to foster trust and adoption, rather than fear and resistance?
6. How would we ensure transparency and explainability?
7. How would we ensure the AI does not inadvertently disadvantage or exclude certain groups or individuals?
8. Who would be accountable for the outcomes of the use of the AI?



Tech

1. What tech is currently used in this process?
2. How might Narrow AI, GenAI or Agentic AI help?
3. How would the AI integrate with our existing systems?
4. What would be the impact of this AI on our wider IT architecture?
5. What cybersecurity risks might the use of this AI pose, and how would we mitigate them?
6. What capabilities would we need in order to build or buy then deploy and maintain this AI?
7. How would we ensure ethical considerations and accountability are embedded into contracts with third-party vendors?
8. How would we avoid vendor lock-in?



Data

1. What data would this AI use case rely upon?
2. What is the quality and accuracy of that data?
3. What new data would be generated and who would use it?
4. What are the legal and ethical considerations for generating, processing and sharing the required data?
5. How would we identify and mitigate biases present in the historical data that could lead to unfair outcomes?
6. What data governance processes would need to be in place?
7. How would we ensure data privacy and protection are upheld throughout the entire AI lifecycle, from data collection to model deployment and beyond?
8. Would this use case require data anonymisation or pseudonymisation?



Process

1. Before we add any AI tools, is the current process any good?
2. What would we need to change about the process for AI to make a positive difference?
3. Would the AI stop, maintain, optimise or transform the process?
4. How would the AI integrate into human decision-making processes? Would it augment, assist or automate them?
5. What are the interdependencies and potential impacts on other processes?
6. How would we measure the effectiveness of this AI use case?
7. How would we establish a feedback loop for iterative improvement and recalibration of the AI model within the process?
8. What would be the exit strategy or contingency plan if the AI system does not perform as expected?