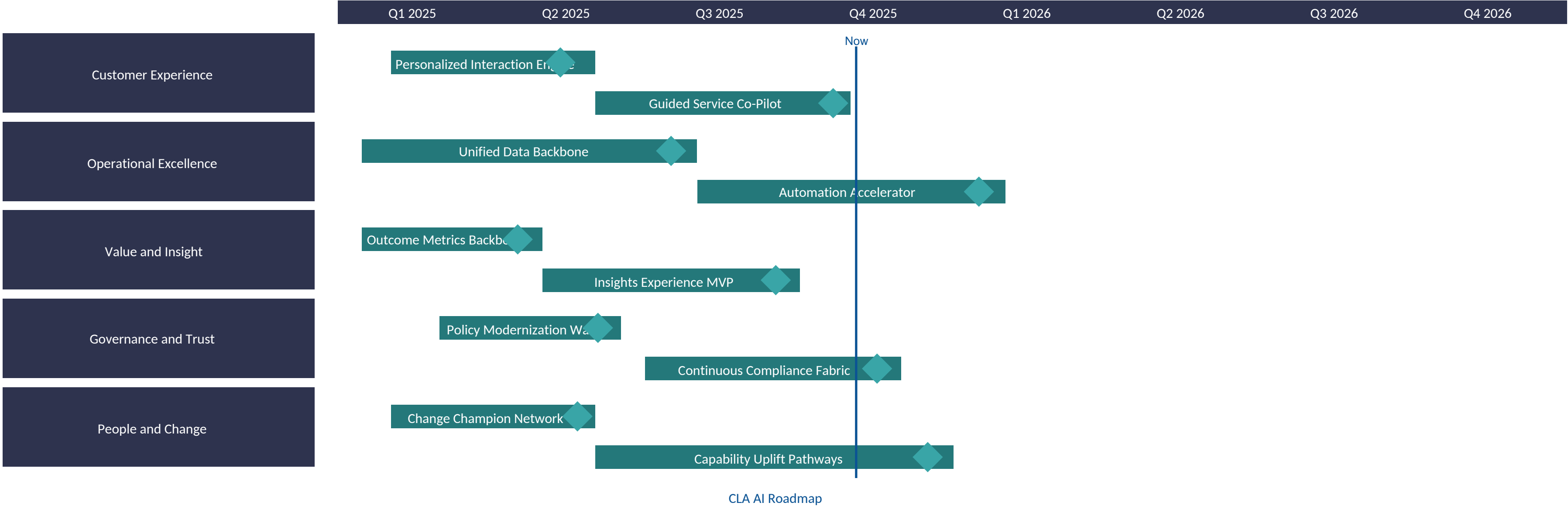




AI Use Case Roadmap
Strategic Pillars Overview





Personalized Interaction Engine

Customer Experience Discovery Personalization

Curate a discovery backlog sourced from customers, partners, and internal teams.
Rapidly assess desirability, viability, and feasibility to surface high-potential bets.

Roadmap Tasks

Sensing & Intake:

- Field interviews (2025-02-01 to 2025-03-05)

Sensing & Intake

Milestones:

- Insight digest (2025-03-03)

- Idea triage (2025-03-06 to 2025-03-25)

Sensing & Intake

Milestones:

- Triage showcase (2025-03-24)

Evaluation:

- Feasibility spikes (2025-03-26 to 2025-04-30)

Evaluation

Milestones:

- Spike outcomes (2025-04-28)

- Shortlist creation (2025-05-01 to 2025-05-31)

Evaluation

Milestones:

- Shortlist announced (2025-05-10)

Related Links

[Discovery backlog](#)

[Shortlist scorecard](#)

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Guided Service Co-Pilot

Customer ExperienceAutomationService

Stand up a pilot innovation lab focused on two hero use cases. Establish experimentation guardrails, secure sponsors, and plan the transition to scale.

Roadmap Tasks

Pilot Foundations:

- Lab environment setup (2025-06-01 to 2025-07-05)

Pilot Foundations

Milestones:

- Environment ready (2025-07-03)

- Sponsor onboarding (2025-07-06 to 2025-07-31)

Pilot Foundations

Milestones:

- Sponsor sign-off (2025-07-29)

Experimentation:

- Use case iteration A (2025-08-01 to 2025-09-10)

Experimentation

Milestones:

- Sprint review A (2025-09-08)

- Use case iteration B (2025-09-11 to 2025-10-20)

Experimentation

Milestones:

- Showcase prep (2025-10-15)

Transition:

- Scale assessment (2025-10-21 to 2025-10-31)

Transition

Milestones:

- Go/no-go decision (2025-10-31)

Related Links

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Pilot sponsor pack



Unified Data Backbone

Operational Excellence

Data

Platform

Implement a scalable cloud data platform with core ingestion, governance, and security capabilities. Create the backbone required for analytics and automation use cases.

Roadmap Tasks

Platform Core:

- Landing zone setup (2025-01-15 to 2025-03-01)

Platform Core

Milestones:

- Security review (2025-02-26)

- Data ingestion wave 1 (2025-03-02 to 2025-05-15)

Platform Core

Milestones:

- First data live (2025-05-10)

Governance & Enablement:

- Data governance setup (2025-05-16 to 2025-06-30)

Governance & Enablement

Milestones:

- Policies approved (2025-06-25)

- Platform go-live (2025-07-01 to 2025-07-31)

Governance & Enablement

Milestones:

- Platform launch (2025-07-15)

Related Links

[Architecture blueprint](#)

[Platform backlog](#)

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Automation Accelerator

[Operational Excellence](#) [Automation](#) [Integration](#)

Orchestrate end-to-end integrations and robotic process automation to unlock faster cycle times. Deliver reusable services and automation blueprints for expansion.

Roadmap Tasks

Integration Services:

- API enablement wave (2025-08-01 to 2025-10-01)

Integration Services

Milestones:

- Service catalog live (2025-09-28)

- Data contract rollout (2025-10-02 to 2025-11-30)

Integration Services

Milestones:

- Contract adoption (2025-11-25)

Automation Delivery:

- RPA sprint 1 (2025-12-01 to 2026-01-15)

Automation Delivery

Milestones:

- Automation showcase (2026-01-12)

- Transition to operations (2026-01-16 to 2026-01-31)

Automation Delivery

Milestones:

- Runbook handover (2026-01-31)

Related Links

[Integration backlog](#)

[Automation playbook](#)

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[Open detailed roadmap](#)



Outcome Metrics Backbone

Value and Insight

Value

Measurement

Establish a north-star measurement framework that ties strategy to delivery.
Define baselines, targets, and data stewards for each outcome metric.

Roadmap Tasks

Define & Align:

- Metric identification (2025-01-15 to 2025-02-20)

Define & Align

Milestones:

- Candidate list (2025-02-18)

- Executive alignment (2025-02-21 to 2025-03-15)

Define & Align

Milestones:

- Alignment sign-off (2025-03-13)

Operationalise:

- Data mapping (2025-03-16 to 2025-04-10)

Operationalise

Milestones:

- Data contracts in place (2025-04-08)

- Metric catalogue launch (2025-04-11 to 2025-04-30)

Operationalise

Milestones:

- Catalogue published (2025-04-15)

Related Links

[Draft metric library](#)

[Steward roster](#)

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Open detailed roadmap



Insights Experience MVP

Value and Insight Insights Experience

Deliver an MVP analytics experience focused on the most critical operational decisions.
Stand up dashboards, alerting, and narratives that spotlight the new outcome metrics.

Roadmap Tasks

Build:

- Data ingestion (2025-05-01 to 2025-06-15)

Build

Milestones:

- Pipelines live (2025-06-10)

- Dashboard creation (2025-06-16 to 2025-08-10)

Build

Milestones:

- UX review (2025-08-05)

Launch:

- Pilot enablement (2025-08-11 to 2025-09-10)

Launch

Milestones:

- Pilot success review (2025-09-08)

- MVP launch (2025-09-11 to 2025-09-30)

Launch

Milestones:

- Insights available (2025-09-15)

Related Links

[MVP scope](#)

[Design prototypes](#)

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Policy Modernization Wave

Governance and Trust Compliance **Governance**

Modernise core policies and embed practical controls that support rapid delivery while keeping risk within appetite. Prioritise automation of compliance checks.

Roadmap Tasks

Policy Modernisation:

- Policy drafting (2025-03-01 to 2025-04-10)

Policy Modernisation

Milestones:

- Draft bundle ready (2025-04-08)

- Stakeholder consultation (2025-04-11 to 2025-05-05)

Policy Modernisation

Milestones:

- Consultation closed (2025-05-03)

Control Enablement:

- Control automation pilots (2025-05-06 to 2025-05-31)

Control Enablement

Milestones:

- Pilot sign-off (2025-05-29)

- Policy launch (2025-06-01 to 2025-06-15)

Control Enablement

Milestones:

- Policies live (2025-06-01)

Related Links

[Policy backlog](#)

[Control library](#)

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Continuous Compliance Fabric

Governance and Trust Compliance **Automation**

Deploy continuous compliance tooling with automated evidence collection.
Integrate alerts into the operating rhythm and retire manual audit processes.

Roadmap Tasks

Tooling Enablement:

- Vendor onboarding (2025-07-01 to 2025-08-10)

Tooling Enablement

Milestones:

- Tool configured (2025-08-08)

- Control integration (2025-08-11 to 2025-09-25)

Tooling Enablement

Milestones:

- Control coverage (2025-09-22)

Operationalisation:

- Alert operating model (2025-09-26 to 2025-10-30)

Operationalisation

Milestones:

- Operations playbook (2025-10-27)

- Audit readiness (2025-11-01 to 2025-11-30)

Operationalisation

Milestones:

- Dry-run complete (2025-11-15)

Related Links

[Tooling playbook](#)

[Audit prep tracker](#)

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Change Champion Network

People and Change Change Engagement

Build a high-energy change agent network that can translate programme vision to frontline teams. Equip champions with messaging, tools, and feedback loops.

Roadmap Tasks

Mobilisation:

- Identify and recruit (2025-02-01 to 2025-02-28)

Mobilisation

Milestones:

- Network confirmed (2025-02-26)

- Champion onboarding (2025-03-01 to 2025-03-31)

Mobilisation

Milestones:

- Onboarding complete (2025-03-28)

Engagement:

- Playbook enablement (2025-04-01 to 2025-04-30)

Engagement

Milestones:

- Toolkits live (2025-04-27)

- Champion summit prep (2025-05-01 to 2025-05-20)

Engagement

Milestones:

- Summit hosted (2025-05-20)

Related Links

[Change playbook](#)

[Champion roster](#)

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Capability Uplift Pathways

People and Change People Skills

Launch tailored learning pathways that close priority skill gaps. Blend formal training with practice-based communities to sustain adoption of new ways of working.

Roadmap Tasks

Design:

- Pathway design (2025-06-01 to 2025-07-15)

Design

Milestones:

- Designs signed off (2025-07-12)

- Content production (2025-07-16 to 2025-09-01)

Design

Milestones:

- Beta content ready (2025-08-29)

Launch & Sustain:

- Pilot cohorts (2025-09-02 to 2025-10-31)

Launch & Sustain

Milestones:

- Pilot review (2025-10-28)

- Organisation-wide rollout (2025-11-01 to 2025-12-31)

Launch & Sustain

Milestones:

- Showcase event (2025-12-15)

Related Links

[Skills inventory](#)

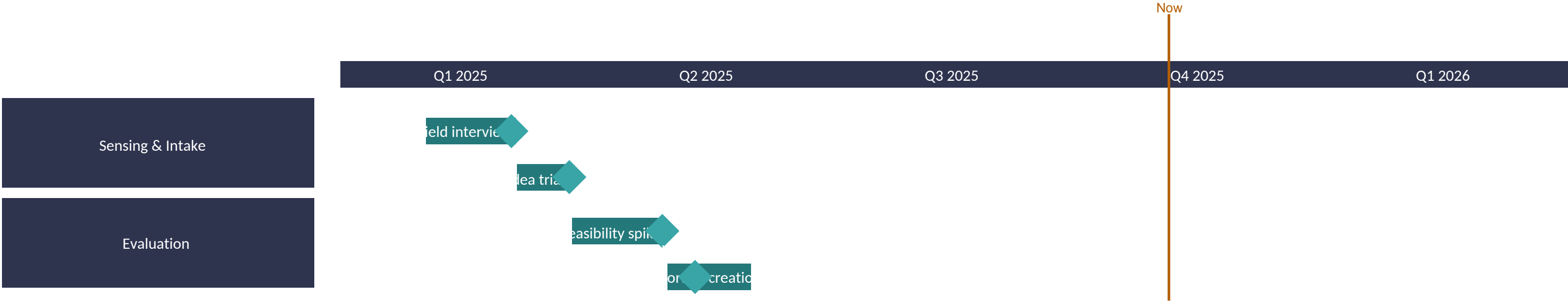
[Learning catalogue](#)

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[Open detailed roadmap](#)

Innovation • Opportunity Sensing

From signal to shortlist



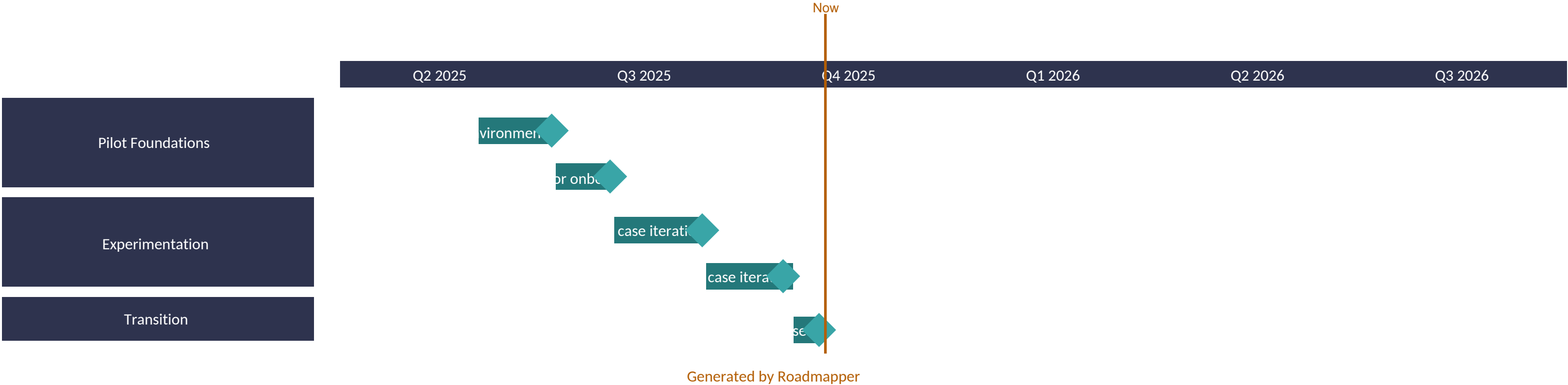
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Innovation • Lab Pilot

Experiment, learn, scale

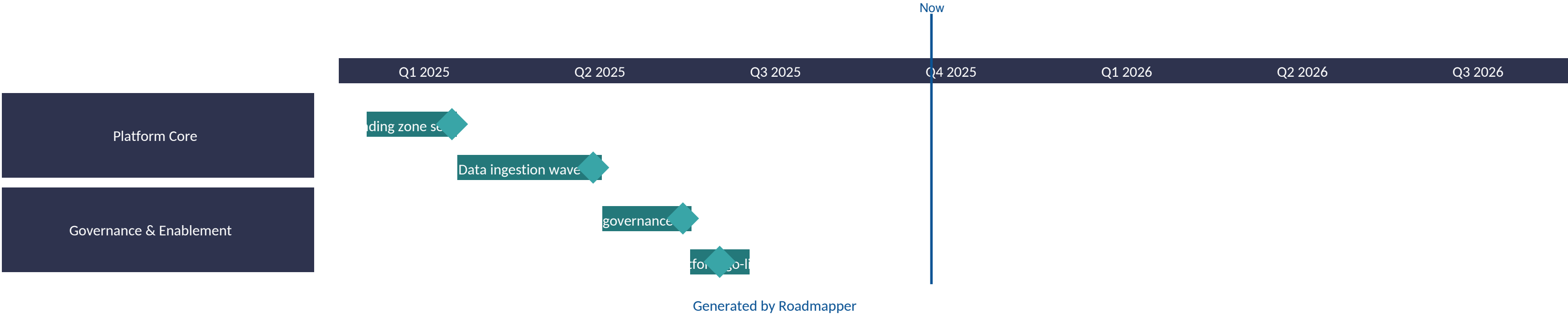


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Data • Platform Foundation

Build the backbone

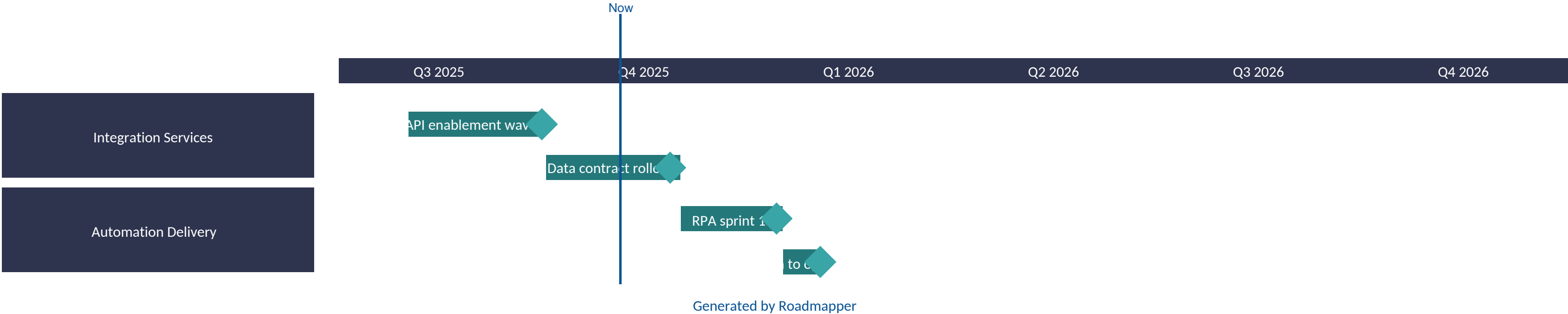


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Data • Integration & Automation

Scale repeatable services



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Value • Define Outcome Metrics

Foundations for measurement

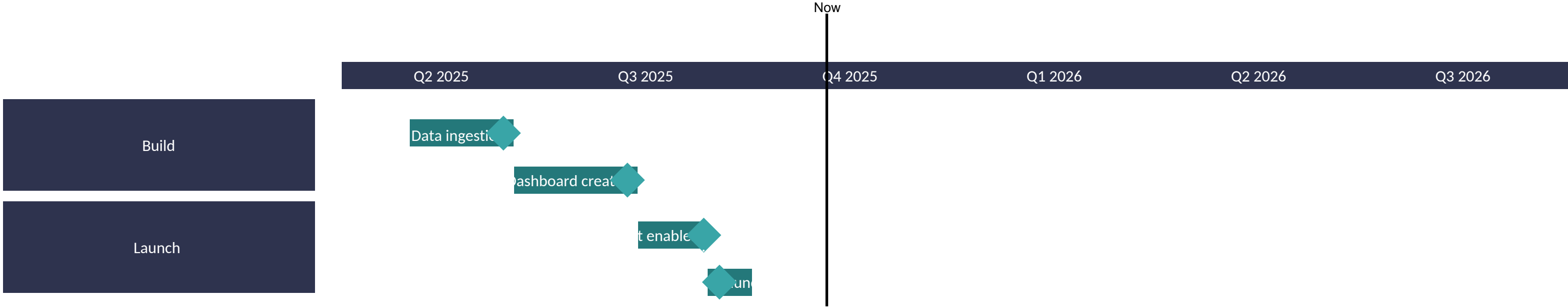


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Value • Insights MVP

Bringing measurement to life

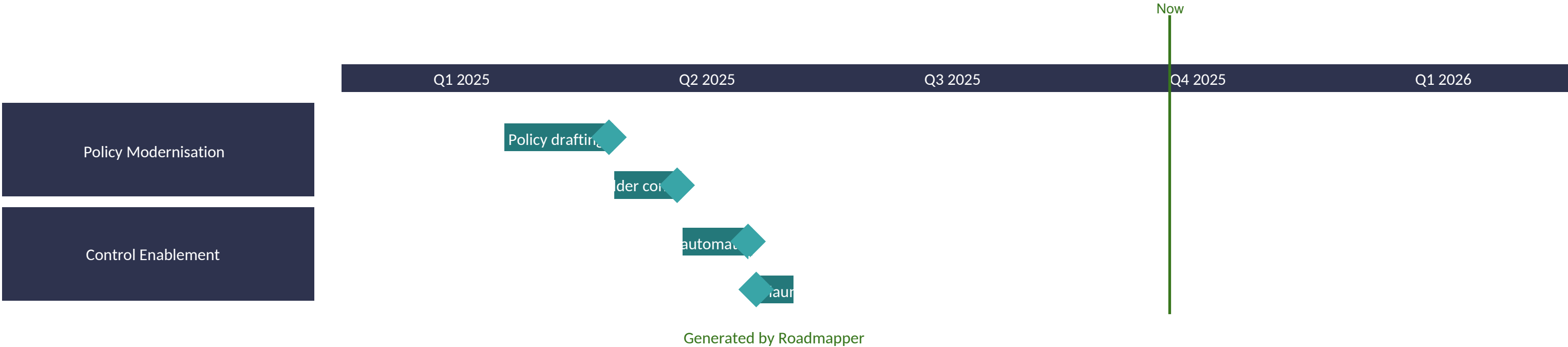


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GRC • Policy Refresh

Simple controls, stronger outcomes



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GRC • Continuous Compliance

Always-on risk oversight



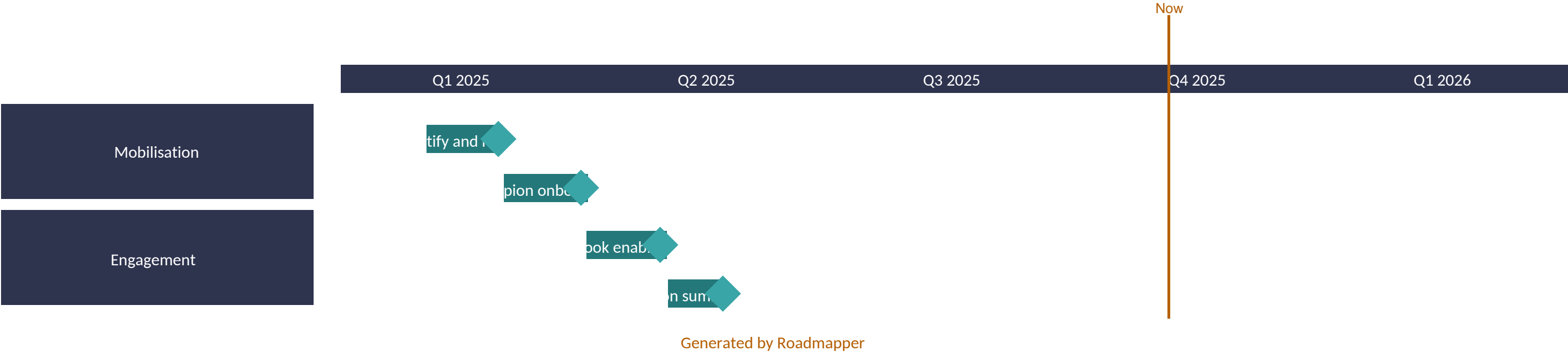
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People • Change Network

Mobilise the champions

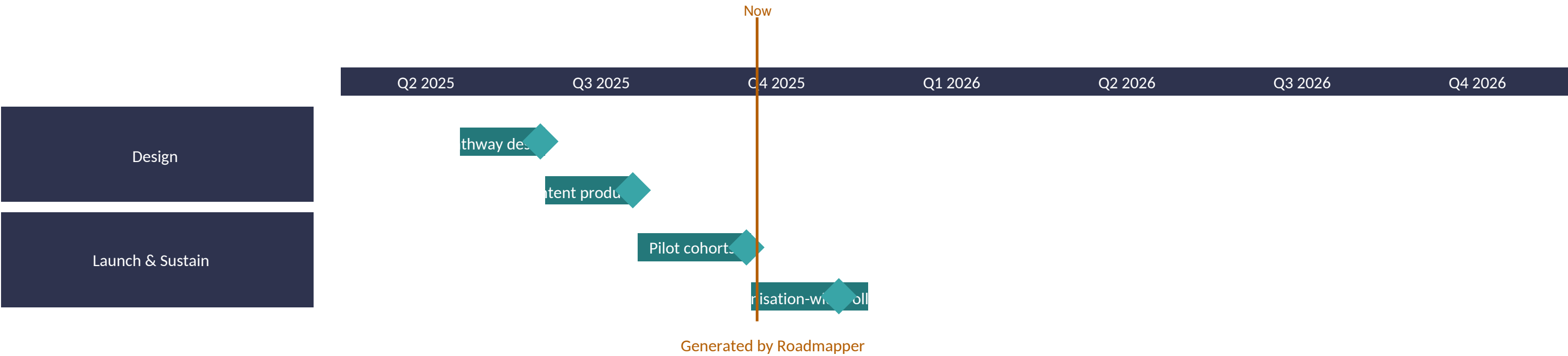


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People • Skills Uplift

Grow capability at scale



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