

RSA AI Maturity Assessment

Completed Assessment

Document Overview

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Organization: RSA Insurance
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Instructions

This document contains the completed assessment responses. All answers have been recorded section carefully and provide thoughtful, accurate responses that reflect your organization's current state and strategic objectives.

Respondent: Final Test
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Completed: August 11, 2025

Executive Vision & Strategic Alignment

Q1: Tell us about your company - what's your primary business and scale?

Let's start with RSA's current business profile and market position.

Response area - Please provide your answer here

Q2: Which insurance lines does your business focus on?

How is your premium distributed across business lines?

Response area - Please provide your answer here

Q3: How do you primarily reach and serve your customers?

What are your primary distribution channels?

Response area - Please provide your answer here

Q4: How would you describe your current business performance and key metrics?

Let's review key performance metrics to understand the baseline.

Response area - Please provide your answer here

Q5: How

How does

Response area - Please provide your answer here

Q6: How would you rate your organization's regulatory compliance capabilities?

Rate your regulatory readiness for AI.

Response area - Please provide your answer here

Business Context & Market Position

Q7: What does success look like for AI in your business (financial, operational, customer outcomes)?

Define success for AI at RSA in measurable terms.

Response area - Please provide your answer here

Q8: What are your main strategic objectives for implementing AI?

Rank these objectives by importance to RSA.

Response area - Please provide your answer here

Q9: How well does your AI vision align with your overall business strategy?

How aligned is leadership on the AI vision?

Response area - Please provide your answer here

Q10: WI

What's yo

Final schema test - high risk tolerance

Q11: What specific metrics will you use to measure AI's impact on your business?

Define specific targets for AI impact.

Response area - Please provide your answer here

Q12: What key performance indicators will track your AI initiatives' success?

What AI-specific metrics will you track?

Response area - Please provide your answer here

Operational Readiness & Change Management

Q13: How do you differentiate yourself in the insurance market?

How do you compare to competitors on digital/AI?

Response area - Please provide your answer here

Q14: How aware are you of AI initiatives by your competitors?

What do you know about competitor AI initiatives?

Response area - Please provide your answer here

Response area - Please provide your answer here

Q16: Where will you focus your AI investment priorities?

How would you allocate investment?

Response area - Please provide your answer here

Technology Infrastructure

Q17: How would you describe your current policy administration systems and their readiness for AI integration?

Describe your core policy administration platform capabilities and integration status.

Response area - Please provide your answer here

Q18: Walk us through your claims management technology - what systems do you use and how automated are your processes?

Assess your claims platform capabilities, automation levels, and processing efficiency.

Response area - Please provide your answer here

Q19: Te
tools an

Evaluate

Response area - Please provide your answer here

Q20: How do you currently handle reinsurance management, and what role does technology play in your processes?

How automated is reinsurance management across treaty management, accounting, and recoveries?

Response area - Please provide your answer here

Business Function Systems

Q21: How agile is your product configuration and development process?

Assess your product management and development capabilities

Response area - Please provide your answer here

Q22: How would you assess your customer engagement platforms and marketing capabilities?

Evaluate marketing and distribution technology stack

Response area - Please provide your answer here

**Q23: Ho
process**

Assess s

Response area - Please provide your answer here

Q24: How would you evaluate your financial system integration and reporting capabilities?

Assess finance and accounting system capabilities

Response area - Please provide your answer here

Q25: How would you assess your billing flexibility and automation capabilities?

Evaluate billing and collections system capabilities

Response area - Please provide your answer here

Q26: How sophisticated is your rating engine and premium calculation process?

Assess premium calculation and rating capabilities

Response area - Please provide your answer here

Q27: How would you rate your underwriting workflow automation maturity?

Evaluate underwriting workflow automation

Response area - Please provide your answer here

Q28: W

Assess p

Response area - Please provide your answer here

Q29: How would you evaluate your claims processing workflow automation maturity?

Assess claims automation capabilities

Response area - Please provide your answer here

Q30: How automated is your risk scoring and assessment process?

Evaluate risk assessment automation

Response area - Please provide your answer here

Intelligent Workflows & Automation

Q31: Describe your analytics infrastructure and business intelligence capabilities.

Assess analytics infrastructure

Response area - Please provide your answer here

Q32: What statistical analysis and modeling capabilities do you currently have?

Evaluate statistical and modeling capabilities

Response area - Please provide your answer here

Q33: Ho

Assess a

Response area - Please provide your answer here

Q34: How would you assess your data cleansing and orchestration capabilities?

Evaluate data cleansing and orchestration

Response area - Please provide your answer here

Q35: How effective are your data exploration and visualization capabilities?

Assess data exploration and visualization

Response area - Please provide your answer here

Q36: How mature are your data provenance and audit capabilities?

Evaluate data provenance and audit

Response area - Please provide your answer here

Q37: How would you describe your enterprise data warehouse capabilities?

Assess data warehouse infrastructure

Response area - Please provide your answer here

Q38: Ho

Assess da

Response area - Please provide your answer here

Q39: How would you rate your operational database performance?

Evaluate operational data stores

Response area - Please provide your answer here

Q40: How would you assess your cloud and on-premise infrastructure capabilities?

Evaluate infrastructure environment

Response area - Please provide your answer here

Data Analytics & AI/ML Capabilities

Q41: Where are AI use cases currently being used in your organization?

Assess current AI applications

Response area - Please provide your answer here

Q42: Which AI use cases are you most interested in exploring?

Select AI applications that align with your strategic priorities and technical roadmap. This helps us understand your future AI investment direction.

Response area - Please provide your answer here

Q43: Ho

Evaluate

Response area - Please provide your answer here

Q44: What AI and ML tools are currently in your technology stack?

Assess current AI/ML tools

Response area - Please provide your answer here

Q45: Are you currently experimenting with Large Language Models and Generative AI?

Evaluate LLM and Generative AI adoption

Response area - Please provide your answer here

Q46: How would you rate your data quality across different business domains?

Assess data quality by domain

Response area - Please provide your answer here

Q47: How mature is your data governance framework?

Evaluate data governance maturity

Response area - Please provide your answer here

Q48: WI

Assess ex

Response area - Please provide your answer here

Q49: How would you rate your data integration and real-time processing capabilities?

Evaluate data integration capabilities

Response area - Please provide your answer here

Q50: How API-ready are your core systems and integration architecture?

Assess API and integration architecture

Response area - Please provide your answer here

Q51: How effective is your partner integration and ecosystem connectivity?

Evaluate ecosystem partner integration

Response area - Please provide your answer here

Q52: What technology dependencies and constraints could impact AI implementation?

Assess technology dependencies and constraints

Response area - Please provide your answer here
