

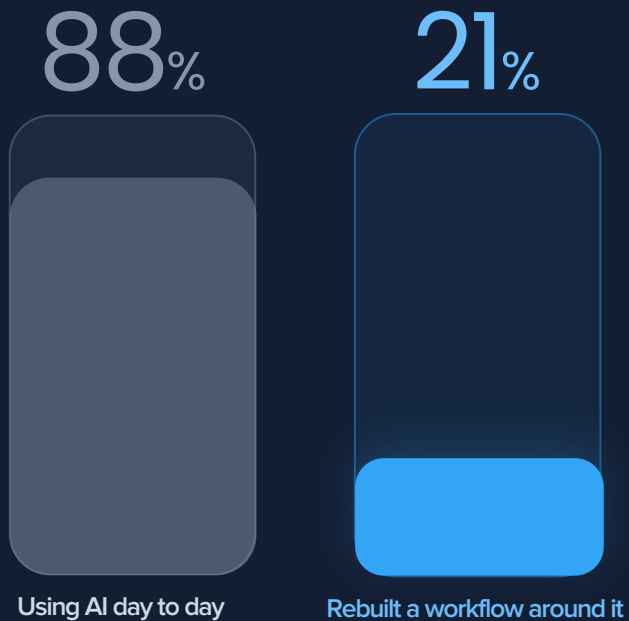
# XDW 26

AI READINESS, WORKFLOW AND KNOWLEDGE SYSTEMS

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How **fast should**  
**we move** with **AI?**

# Widespread adoption, shallow integration.



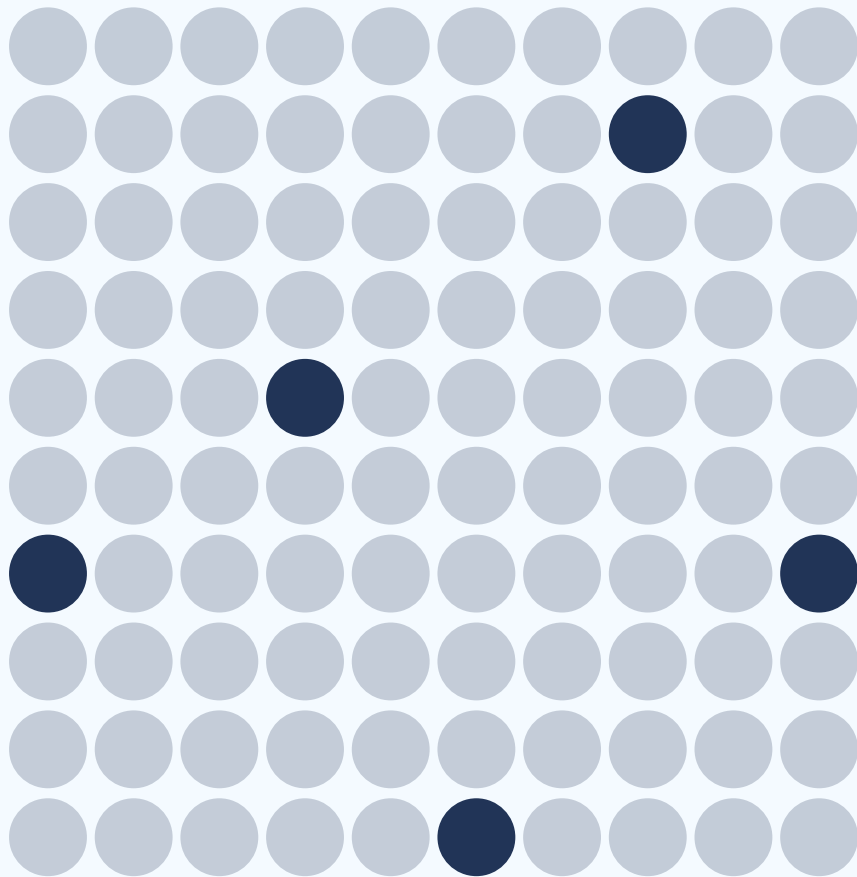
Almost everyone is using AI. **Very few have rebuilt anything around it.** Nearly four in five are layering AI on top of the processes they already had.

THE GAP IS NOT ADOPTION

# 95%

of enterprise generative AI pilots  
produced **no measurable return.**

MIT NANDA · THE GENAI DIVIDE · 2025



THE REFRAME

# Efficiency gains don't sit at task level.

That makes it **an organisational question**, not an individual or departmental one. The real subject is AI-first digital transformation.


01

THE SHIFT

**From answers  
to autonomy**

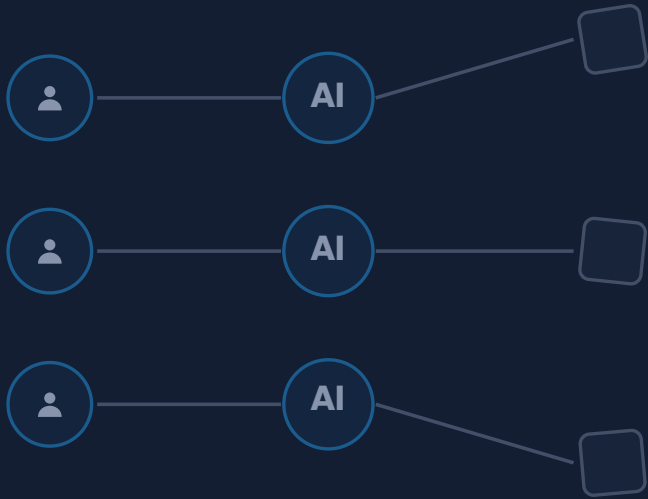
SHARED KNOWLEDGE

# From individual to team AI.

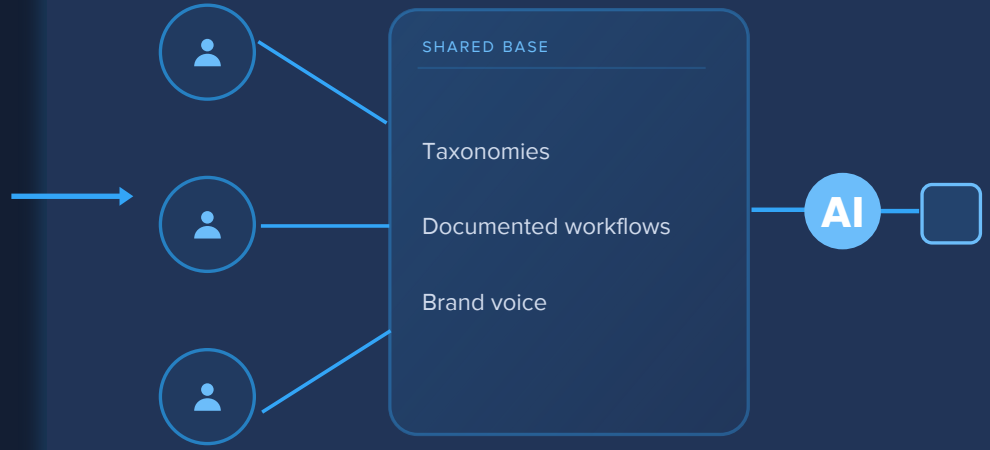
An abstract geometric diagram consisting of several thin blue lines forming a network of triangles and polygons. Three circles are overlaid on the diagram: one solid blue circle at the bottom center, and two hollow blue circles at the top left and top right. The background is a dark blue gradient.

Teams cannot run on individual AI relationships. The organisation needs **shared knowledge bases, taxonomies and documented workflows** or AI has no common ground to work from.

PERSONAL USE = DIVERGENT OUTPUT



SHARED BASED = ALIGNED OUTPUT



# Workflows are becoming agentic.

01

## Answers

AI responds. A person decides and acts.

02

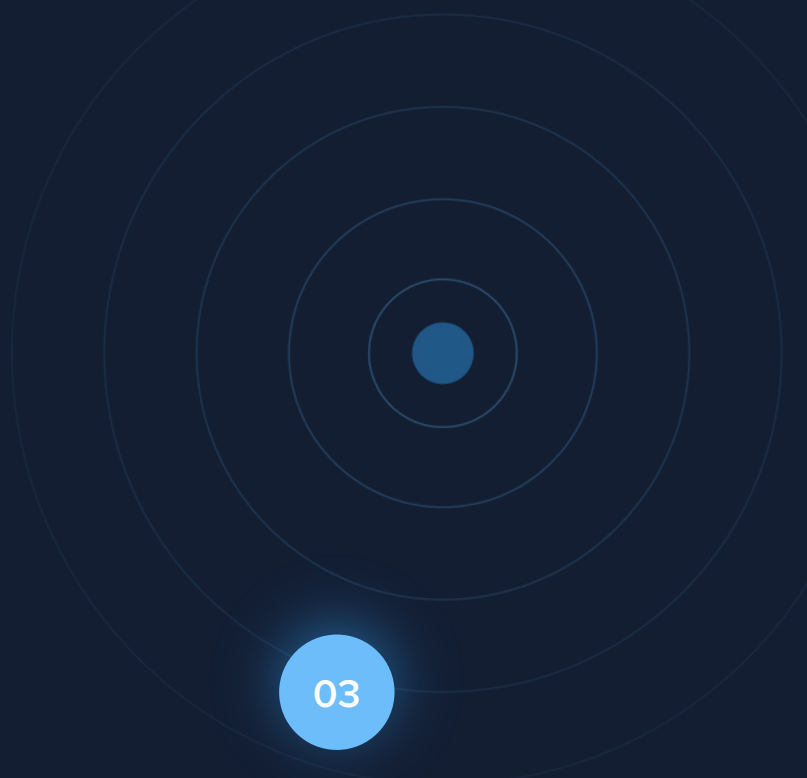
## Decisions

AI proposes the next step. A person approves it.

03

## Autonomy

AI acts within bounds. A person sets the bounds.



# What an agentic workflow really involves.

A single request runs a chain of steps, decisions and system calls, with the person directing rather than doing.



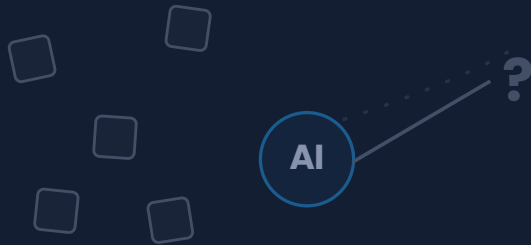
The agent runs every step. You set the direction and sign off before anything commits.

Stage Decision Your checkpoint MCP read MCP write

## CONTEXT

# Knowledge has become infrastructure.

## WITHOUT CONTEXT



Reaches past what it knows

## RESULT

Hallucination · Slop

## WITH CONTEXT

### GROUNDING CONTEXT

Brand knowledge

Approved sources

Workflow rules

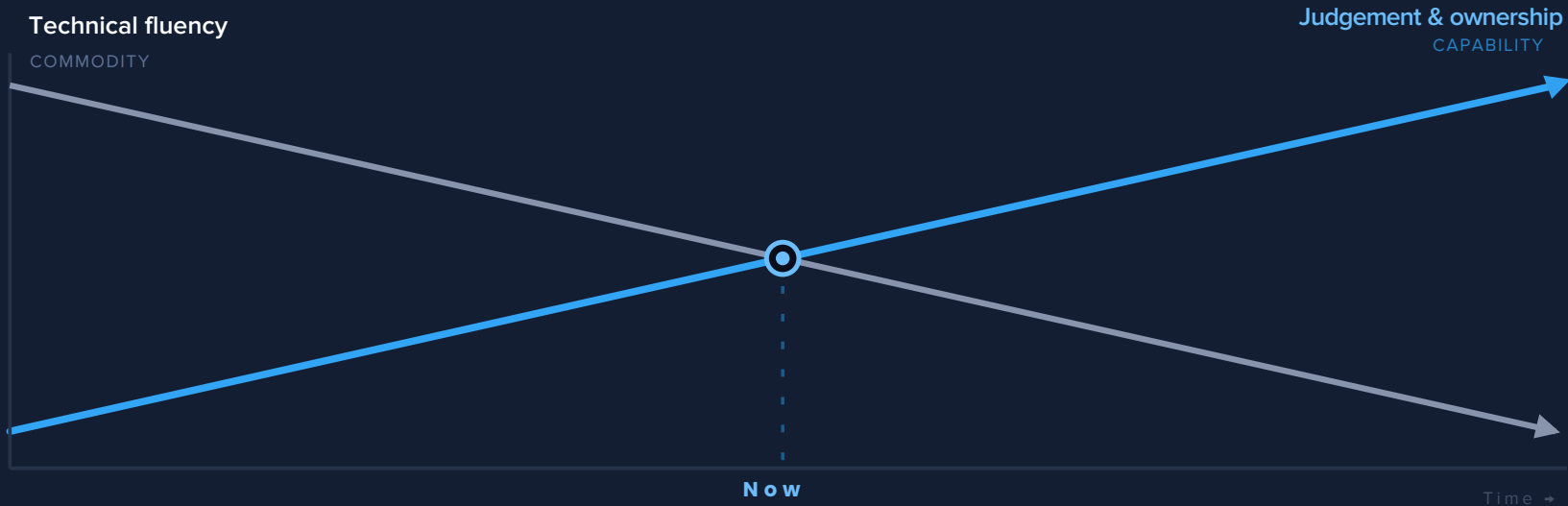
Tone & voice



JUDGEMENT

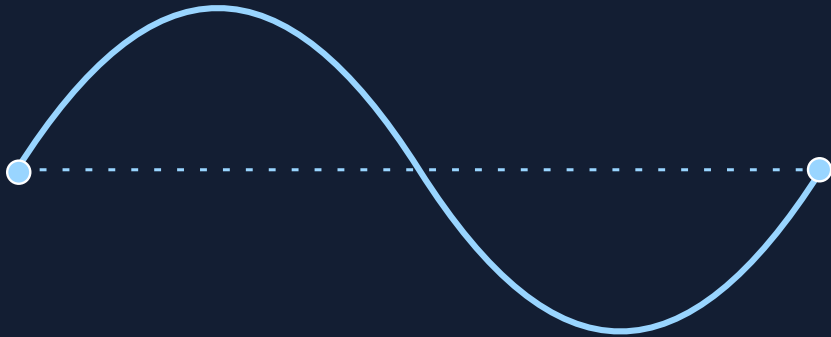
# Judgement is the scarce skill.

The technical barrier has mostly fallen.  
What is scarce now is the judgement to direct AI well and to own the outcome.



# This is a structural shift.

A TREND PASSES



Rises, peaks, returns to where it began

NO TRACE LEFT BEHIND

A STRUCTURAL SHIFT HOLDS



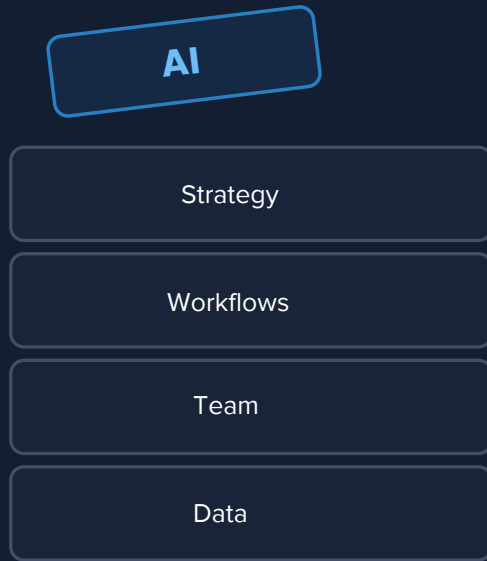
Each step becomes the new floor

NEVER STEPS BACK DOWN

AI-FIRST

# Bolted on or rebuilt.

LAYERED ON TOP



REBUILT AROUND AI



02

THE RESPONSE

**From adoption  
to readiness**

THE METHOD

# Audit, adopt, augment.

01

## Audit

See where you actually are across tools, skills and workflows, and the gaps between them.



02

## Adopt

Put AI into everyday workflows, with knowledge structured behind it.



03

## Augment

Redesign the work itself around what AI now makes possible.

THE RESPONSE

# Augmentation reshapes the work.

45%

Automation

AI DOES THE TASK

52%

Augmentation

AI LIFTS THE PERSON



WE ARE HERE

Late 2025 |  
the balance has tipped  
toward augmentation

BREAKOUTS AT 11:15

CONTINUES THIS AFTERNOON: AI GOVERNANCE & STRATEGY

**The question is no  
longer how fast.  
It is how ready.**

The Strategy Room · The Lab · The Debating Room · The Advisory Clinic

