

AI OPERATIONS / FILLABLE SCORECARD

AI Use-Case Prioritisation Scorecard

Compare candidate uses on the same seven dimensions before deciding what to explore. Complete one scorecard per use case and keep the evidence beside the score.

Score each dimension from 1 to 5. Use the anchors below for 1, 3 and 5; use 2 or 4 when the evidence falls between them. For risk and data sensitivity, a higher score means lower exposure. For review ease, a higher score means easier inspection and correction.

This is a prioritisation aid, not a legal, safety, compliance or ROI assessment. The PDF does not calculate scores. Fill the shaded fields in a PDF reader that supports forms, or print and write. Save a copy, close it and reopen it to check your entries. Keep answers brief; use a separate sheet for more detail. Do not enter passwords or other secrets.

Frequency	1 Rare or ad hoc 3 Monthly or weekly 5 Daily or high-volume
Friction	1 Minimal manual effort 3 Noticeable delay or rework 5 Significant bottleneck or repeated burden
Repeatability	1 Highly variable judgement 3 Mixed structure 5 Clear recurring pattern or rules
Risk	1 High consequence if wrong 3 Moderate consequence 5 Low consequence; errors recoverable
Data sensitivity	1 Highly sensitive or restricted 3 Some personal or confidential data 5 Public, anonymised or lower sensitivity
Customer impact	1 Little or no effect 3 Indirect or moderate effect 5 Material improvement to response or experience
Human-review ease	1 Difficult to inspect or override 3 Review possible with effort 5 Transparent, auditable and easy to correct

If risk or data sensitivity scores 1-2, obtain specialist review before any production decision, regardless of the total.

AI PRIORITISATION / WORKING RECORD

Record the score and evidence

Describe one bounded task. Base each score on what you know now and mark uncertainty in the evidence. Do not enter sensitive contents or credentials.

Candidate use case and intended outcome

Score 1-5

Frequency - evidence or uncertainty

Score 1-5

Friction - evidence or uncertainty

Score 1-5

Repeatability - evidence or uncertainty

Score 1-5

Risk - evidence or uncertainty

Score 1-5

Data sensitivity - evidence or uncertainty

Score 1-5

Customer impact - evidence or uncertainty

Score 1-5

Human-review ease - evidence or uncertainty

Total / 35

Decision owner and review date

AI PRIORITISATION / DECISION RECORD

Decide what happens next

Read the evidence and the individual scores before using the total. Compare candidate use cases with the same interpretation of the scale, and discuss any uncertain rating.

- 28-35** Shortlist for a scoped pilot.
- 20-27** Explore with explicit guardrails and human review.
- 7-19** Defer, redesign or gather more evidence.

If risk or data sensitivity scores 1-2, obtain specialist review before any production decision, regardless of the total. A high total is not permission to use the tool or information.

Next step and conditions before proceeding

Name the evidence or review needed before a pilot can begin.

Proposed pilot limits and human controls

What will the tool do, what will it not do, and who can review or stop it?

Evidence to review at the decision point

How will you compare the proposed pilot with the current task, including review and correction effort?

Accountable decision owner

Next review date

Limitations: scores are ordinal and partly subjective. A high score does not establish model quality, compliance, security, accessibility, cost-effectiveness or return on investment.

FICTIONAL EXAMPLE / NOT CLIENT EVIDENCE

Read the total with the evidence

Use case: classify generic inbound support emails into routing categories for a human service team. This scenario shows how a score can support a limited next step.

Frequency	5 / 5 Hundreds of messages arrive each week.
Friction	4 / 5 Manual triage creates queue delay and rework.
Repeatability	5 / 5 Categories and routing rules are relatively consistent.
Risk	4 / 5 Misrouting is inconvenient but recoverable by a service agent.
Data sensitivity	3 / 5 Messages may contain customer details and account information.
Customer impact	4 / 5 Faster routing may improve response times.
Human-review ease	5 / 5 Agents can see, change and review uncertain categories.

01 Total 30 out of 35

Shortlist only for a controlled pilot. The score does not remove the information-handling questions or the need for human review.

02 Keep the pilot conditions visible

Use redacted test data, define confidence thresholds, keep an escalation path for uncertain cases, restrict access, sample outputs and compare the pilot with the current process.

Limitations: scores are ordinal and partly subjective. A high score does not establish model quality, compliance, security, accessibility, cost-effectiveness or return on investment.

Plan the task with the AI Workflow Starter Checklist