



AI Opportunity Assessment

Where Should You Start?

One of the key takeaways from our roundtable was that not every process is an ideal candidate for AI. The most successful implementations typically begin by targeting repetitive, time-consuming activities that consume valuable staff capacity without requiring significant human judgement.

Use the checklist below to identify business processes, operational activities, and strategic workloads that may benefit from AI adoption.

Answer each question with a “Y”, “N” or “P” then tally your scores to assess your readiness

Process Suitability Checklist

For each process you're assessing, answer Yes (Y), No (N) or Partially (P).

Volume & Repetition

- ☐ Is the task performed frequently?
- ☐ Does the process involve repetitive or predictable steps?
- ☐ Does it consume significant staff time each week?
- ☐ Would reducing manual effort free up resources for higher-value work?

Data & Information Availability

- ☐ Is the information required already available in digital systems?
- ☐ Is the data reasonably accurate and complete?
- ☐ Are there clear data owners and governance processes in place?
- ☐ Could staff easily locate the information required to complete the task?

Risk & Oversight

- ☐ Can outputs be reviewed by a human before action is taken?
- ☐ Would errors be low-risk and easily corrected?
- ☐ Are there clear accountability and approval processes?
- ☐ Are governance controls available to monitor usage?

Strategic Impact

- ☐ Would automation improve citizen, customer, or stakeholder experience?
- ☐ Would staff gain more time for complex, strategic, or people-focused work?
- ☐ Would the process become faster, more consistent, or more accessible?
- ☐ Could insights be surfaced from information that is currently difficult to access?

AI Readiness

- ☐ Do staff understand the limitations of AI?
- ☐ Is there sufficient expertise available to validate outputs?
- ☐ Are privacy, security, and ethical considerations understood?
- ☐ Are the required skills, training, and change management plans in place?

How to Interpret Your Results

✓ Mostly Yes: High-Potential Candidate

These processes are likely strong candidates for AI-enabled automation, summarisation, search, or decision support.

Examples:

- Meeting notes and action tracking
- Case note generation
- Policy research and literature reviews
- Reporting and briefing preparation
- Knowledge management and search

⚠ Mixed Answers: Proceed with Caution

These areas may benefit from AI, but improving data quality, governance, or validation processes should come first.

Examples:

- Cross-agency information sharing
- Legacy records analysis
- Workflow orchestration
- Regulatory compliance reporting

✗ Mostly No: Focus on Foundations First

Before implementing AI, prioritise data governance, accessibility, security, process maturity, and information management.

Key Question for Leaders

Throughout the roundtable, participants repeatedly returned to a single question:

"Are we trying to automate work, or are we trying to create more time for people to focus on what only people can do?"

The most successful AI initiatives are unlikely to be those that simply replace tasks. Instead, they will be the initiatives that automate the mundane, elevate the strategic, and create more capacity for meaningful public service outcomes.

Ready to talk about harnessing the power of AI?

Whether you're exploring your first AI initiative or looking to scale existing investments, Truis helps government organisations navigate every stage of the journey, from strategy, governance and data readiness through to infrastructure, security, licensing, adoption and ongoing support.

Our Government and Public Sector specialists draw on experience across a wide range of industries and technology environments to help organisations implement practical, responsible AI solutions that deliver meaningful outcomes. As a people-focused IT partner, we believe technology should empower people, not replace them, enabling teams to spend less time on repetitive tasks and more time creating value for their communities.

Let's start the conversation about how your organisation can automate the mundane and elevate the strategic.

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