



# SMB AI Readiness Assessment

Evaluate your organisation's readiness across  
Organisational · People · Process · Technology



# How to Use This Assessment

## Purpose

This assessment helps small and medium businesses evaluate where they stand across four key readiness dimensions before beginning AI implementation. There are no right or wrong answers. The purpose of the assessment is to provide clarity, prioritisation and support future AI planning.

**Rating Scale — for each question, select the option that best describes your business today**

- |  |  |   |   |
|--|--|---|---|
| <b>1</b><br><b>Not yet</b><br>This is not in place | <b>2</b><br><b>Partially</b><br>Some foundations exist | <b>3</b><br><b>Mostly</b><br>Largely in place | <b>4</b><br><b>Fully</b><br>Fully established |
|--|--|---|---|

**Scoring Guide — each domain scores out of 20, total out of 80**

0–20  
Early Stage

21–40  
Developing

41–60  
Progressing

61–80  
Ready to Pilot

1

# Organisational Readiness

Leadership, strategy, governance and planning

# 1 Organisational Readiness

	1 Not yet	2 Partially	3 Mostly	4 Fully
1 Senior leadership (owner / founder / CEO / board members) understands what AI is and support exploring its use in the business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 The business has identified specific areas where AI could reduce workload, save time or improve outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 There is dedicated budget or resource commitment to explore and implement AI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 The business has, or is developing clear policies for responsible AI use, data privacy and security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 There is a designated person or team responsible for championing and leading AI initiatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Domain Score: \_\_\_\_\_ / 20 (Transfer to your Score Summary on the final page)

2

# People

## Readiness

Culture, skills, change readiness and capability

	1 Not yet	2 Partially	3 Mostly	4 Fully
1 Staff understand what AI is and have been informed about how it may affect their roles and day-to-day work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 The business has a culture that is open to change, continuous improvement and adopting new ways of working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Staff have been consulted and have provided input on pain points and areas where they want support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 There are internal champions, i.e. people who are curious about AI and willing to learn and support others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 The business has training and development resources to upskill staff as new technology is introduced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Domain Score: \_\_\_\_\_ / 20 (Transfer to your Score Summary on the final page)

# Process Readiness

Workflow documentation, automation potential and data practices

	1 Not yet	2 Partially	3 Mostly	4 Fully
1 Key business processes and workflows are documented, understood and consistently followed by the team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 There are clearly identified high-volume, repetitive tasks that consume significant staff time and effort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Business data is consistently collected, stored and accessible. It is not scattered across emails, paper or personal drives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 The business regularly reviews and improves its processes, and there is appetite to simplify before automating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 There is sufficient capacity (time and people) to test, refine and embed new AI-assisted workflows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Domain Score: \_\_\_\_\_ / 20 (Transfer to your Score Summary on the final page)

# Technology

## Readiness

Infrastructure, data quality, tools and security

# 4 Technology Readiness

		1 Not yet	2 Partially	3 Mostly	4 Fully
1	The business uses modern, cloud-based software tools (e.g., Microsoft 365, Google Workspace, MYOB / XERO and industry-specific platforms)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Business data is stored digitally in structured, accessible formats, and is not primarily paper-based or in isolated spreadsheets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Cybersecurity measures are in place: strong passwords, access controls, regular backups and staff awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Current software subscriptions include AI features (e.g., Copilot, Gemini).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	There is IT support available to assist with technology changes, through either internal staff or an external provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Domain Score: \_\_\_\_\_ / 20 (Transfer to your Score Summary on the final page)

# Your AI Readiness Score Summary

Readiness Domain	Your Score	Out of
1. Organisational Readiness	<input type="text"/>	/ 20
2. People Readiness	<input type="text"/>	/ 20
3. Process Readiness	<input type="text"/>	/ 20
4. Technology Readiness	<input type="text"/>	/ 20
<b>TOTAL SCORE</b>	<input type="text"/>	<b>/ 80</b>

## 0 – 20 · Early Stage

### Significant foundations needed before AI implementation

- Focus on building the basics: leadership alignment, data management and process documentation
- Prioritise staff awareness and change readiness before introducing any AI tools
- Consider engaging Nuovo Insights to develop a structured AI readiness roadmap

## 21 – 40 · Developing

### Some foundations in place — targeted preparation required

- Identify your lowest-scoring domains and address those gaps first
- Begin exploring low-risk AI tools within your existing software stack
- Develop and publish governance policies
- Begin staff literacy now; Nuovo Insights can help if you don't have the capability.

## 41 – 60 · Progressing

### Good readiness — focus on gaps before beginning a pilot

- You have solid foundations.
- Prioritise the remaining gaps in weaker domains
- Map your top 3 use cases and begin the planning phase
- Develop a 90-day pilot roadmap with clear success metrics. Reach out to Nuovo Insights to support your planning if needed.

## 61 – 80 · Ready to Pilot

### Well-positioned to begin AI piloting with confidence

- Proceed with a structured 90-day pilot.
- Focus on selecting the right use cases and AI tools for your business context
- Engage your team and establish feedback loops from day one
- Make sure everyone is skilled up; Nuovo Insights can help if you don't have the capability.

# Recommended Next Steps

1

## Review your domain scores:

Look at which of the four domains scored lowest. These are your priority areas. Don't try to fix everything at once. Focus on your biggest gaps first.

2

## Share the results with your leadership team:

This may just be your co-founder or business partner, or it may need to be you board. Discuss the findings. Use this as a conversation starter, not a report card.

3

## Identify 2-3 quick wins:

Look for areas where small investments in process, training or policy could rapidly improve your score and your readiness. You can invest in these areas without having to make large technology investments.

4

## Begin your AI implementation journey:

Use the Nuovo Insights Low Risk, High Reward AI Implementation Framework as your guide. Start with discovery, assess use cases and build from there.

5

## Partner with Nuovo Insights:

Not sure where to start? We help small and medium businesses turn readiness assessments into practical action plans. Contact us at [nuovoinights.com.au](https://nuovoinights.com.au) for a free conversation.



# Making Artificial Intelligence Human

for Small and Medium Businesses in Sydney's Southwest

- Technology Advisory: AI strategy, roadmap, vendor evaluation & data readiness
- Responsible AI Implementation: governance, process / workflow redesign & AI integration
- Change Management: Training, AI literacy & people support

