LAB 5 Worksheet 1: Use-case scorecard

Type into the boxes, or print this and write on it. To fill it in on a phone, with examples to start from, use the worksheets page: **skillrepos.github.io/tlsaccel**

Before we start (write this first): How confident am I today that I could sponsor an AI pilot and defend it to finance? (1 = not at all, 5 = fully)

Start of day (required)	End of day (at the close)

LAB 5, STEP 3

The five criteria

List **three** candidates, then score each **1–5** on every criterion. Higher is better. **Risk is scored in reverse: 5 = low risk.**

Criterion	What it means	What a 5 looks like	What a 1 looks like
Value	Which business number it improves (time, cost, quality or revenue), and whether the budget owner cares about that number	A number the budget owner is measured on moves	"It would be innovative"
Data readiness	Whether the data it needs exists, is clean, and is yours to use	Data exists, is clean, and we may use it	Data is scattered, dirty, or legally unclear
Feasibility	How easy it is to put in place: can a bought tool do it, and can one team own it?	A bought tool does it, or one team can own it end to end	Needs custom build + three teams + new data pipelines
Risk (5 = low)	What happens when it is wrong, and what sensitive data it touches	Internal, human-reviewed, reversible	Customer-facing, regulated, irreversible
Measurability	Whether there is a "before" number today, and a result you can see within 90 days	Baseline exists; result visible in 90 days	No baseline; benefits "strategic"

LAB 5, STEPS 2–5

Candidates (required)

Three candidates, each with all five scores.

#	Use case (name it as a workflow)	Value	Data	Feas.	Risk	Meas.	Total
1							
2							
3							

Example row: Triage inbound support tickets — Value 4, Data 4, Feas. 5, Risk 4, Meas. 5, Total 22.

First-pilot rule: a first pilot needs **4+ on Risk and 4+ on Measurability**, whatever its total.

Quick version, for judging one proposal someone brings you: ask four questions instead of five (fold Data readiness into Feasibility). The rule is the same: Risk and Measurability must pass, however good the Value story is.

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LAB 5, STEP 6

Blocker check (required)

A blocker is something that rules a use case out for now, however well it scores. **A high score never overrides a blocker.** For your top-scored candidate, tick anything that is true. Reading the list is the required part; a tick is only for something that is true:

- [ ] We cannot legally or contractually use the data it needs
- [ ] Nobody in the business would be accountable for it
- [ ] It would make decisions on its own that a person should make
- [ ] We have no way to measure the result
- [ ] Plain automation (fixed rules, no AI) would do the job

Any box ticked: fix that first, or move to your next candidate.

LAB 5, STEP 7

The winner

My winner (required)
The candidate you choose as your first pilot.
Example: Triage inbound support tickets

…wins because (one sentence) (required)
Why this use case should be your first pilot: one sentence that says what makes it a safe bet.
Example: It is high-volume, an agent checks every draft, and handling time is already measured.

LAB 5, STEPS 4–5 AND 8

Notes from the AI stress-test

The AI reviewer in step 4 asks five hard questions about your top candidate. These boxes hold what you learned from them.

Score I changed and why (required)
If the AI's questions made you change one of your five scores: which score, from what to what, and why. Nothing changed? Write "none".
Example: Data readiness, 4 down to 3: agents do not all label tickets the same way.

Hardest question I couldn't answer yet (required)
The one question from the AI reviewer that you could not answer today.
Example: What does one AI-drafted reply cost at 8,000 tickets a month?

Who in my org can answer it (optional)
The person who could answer that question: a name or a job title.
Example: The helpdesk administrator, and the vendor's account manager.

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Score I am least sure of (required)

Of your winner's five scores, the one you trust least. You will enter this one in the poll on your phone.

Example: Data readiness

What I would need to find out to settle it (required)

What you would have to check or measure to be sure of that score.

Example: Pull 200 past tickets and count how many carry the right label.

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