Microsoft

Agent Readiness Framework

Guiding principles for scaling agents across your organization
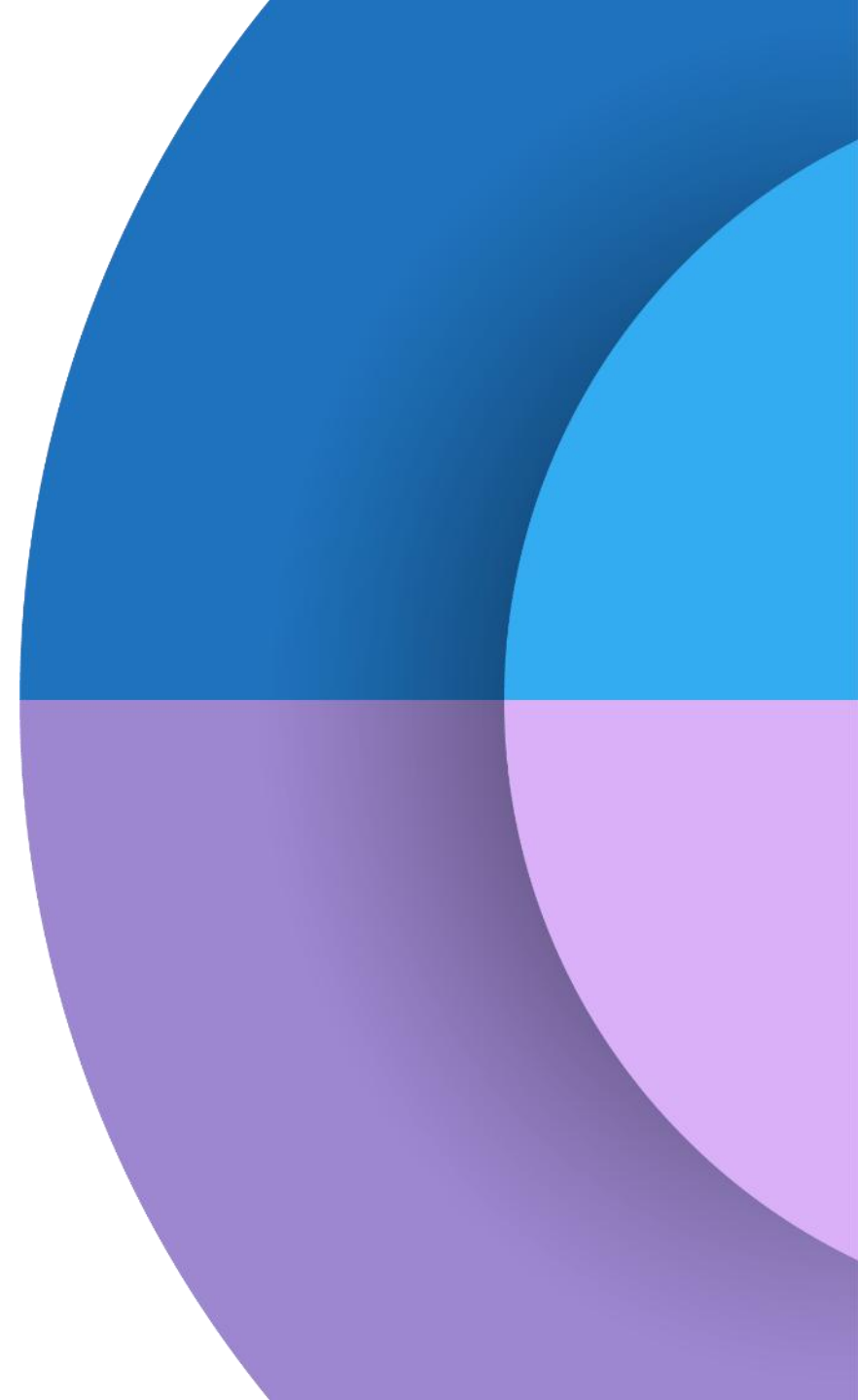
Take the assessment at: Aka.ms/AgentReadiness

You Will Walk Away With...
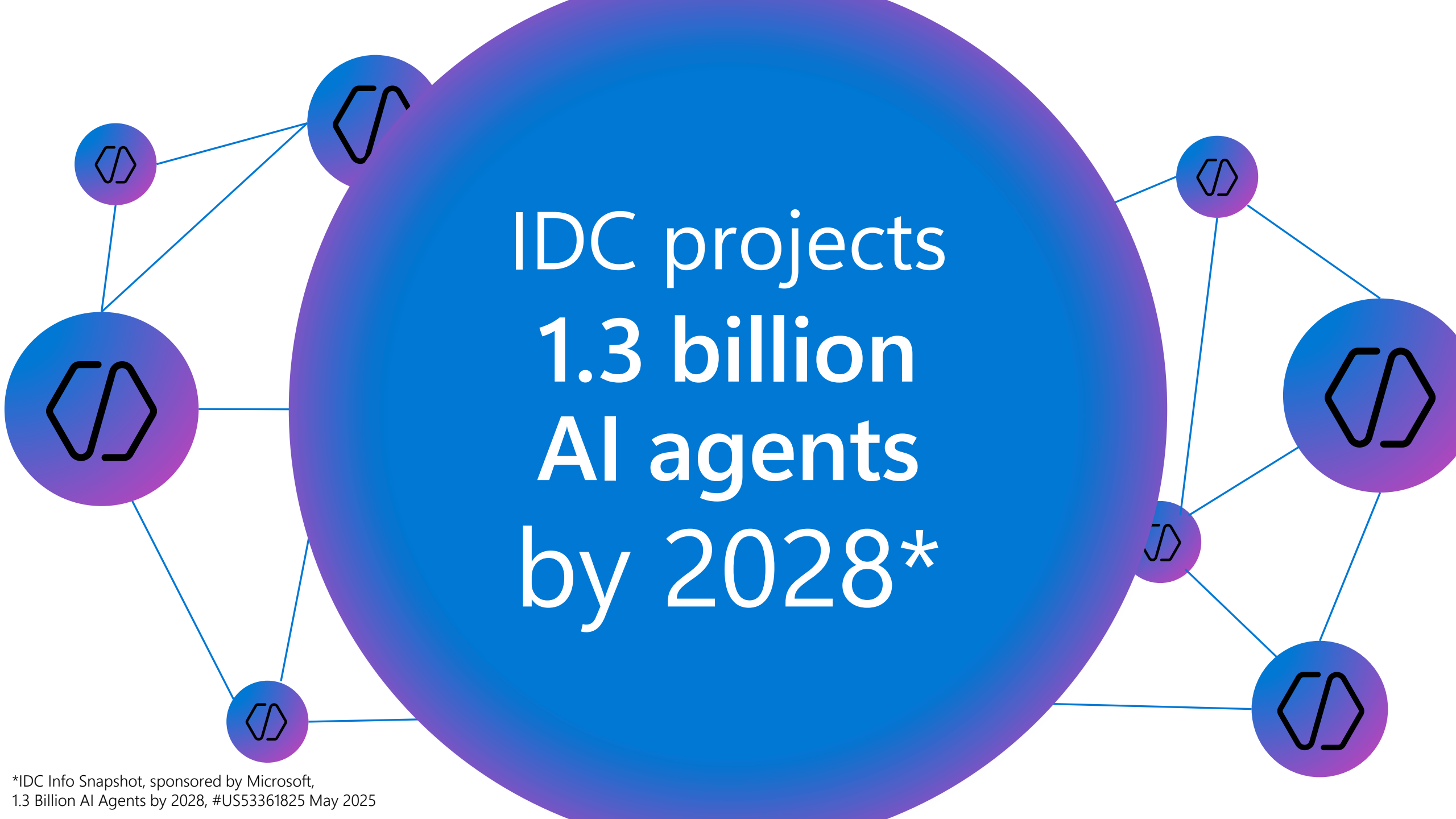
1 Understand what is Agent Readiness

2 Initial findings from enterprises

3 Explore the five pillar framework

4 Next steps for your agent readiness journey

What is agent readiness?

Agent readiness is an organization's ability to design, deploy, and integrate AI agents effectively and at scale relative to enterprise objectives.

IDC projects
1.3 billion
AI agents
by 2028*

The agent readiness opportunity

Process knowledge

78% reported a gap in capturing business process and data dependencies to complete workflows, a foundational scoping step for agents.[1]

Data foundations

80% report that data is not accessible across teams to support AI use cases. [1]

Executive sponsorship

~2 of 3 organizations are still identifying accountable executive sponsors for success of AI initiatives.[1]

... Readiness outcome

About four in five organizations report being in or past the pilot stage, including 15% that are re-evaluating their AI strategy and 32% that are looking to scale the technology more broadly across their organization.

Note: All findings are based on self-reported data from survey participants. As with any survey, results may be subject to self-reporting bias and should be interpreted in context.

Agent readiness framework

AI & Business Strategy

Business Process Mapping

Technology & Data Strategy

Organizational Readiness & Culture

Security & Governance

aka.ms/AgentReadinessFramework

What makes up Agent readiness?

Strategy Readiness

Align AI strategy with business objectives by mapping agents to core processes and connecting them to the organization's goals.

Business & AI Strategy Alignment

Business Process Mapping

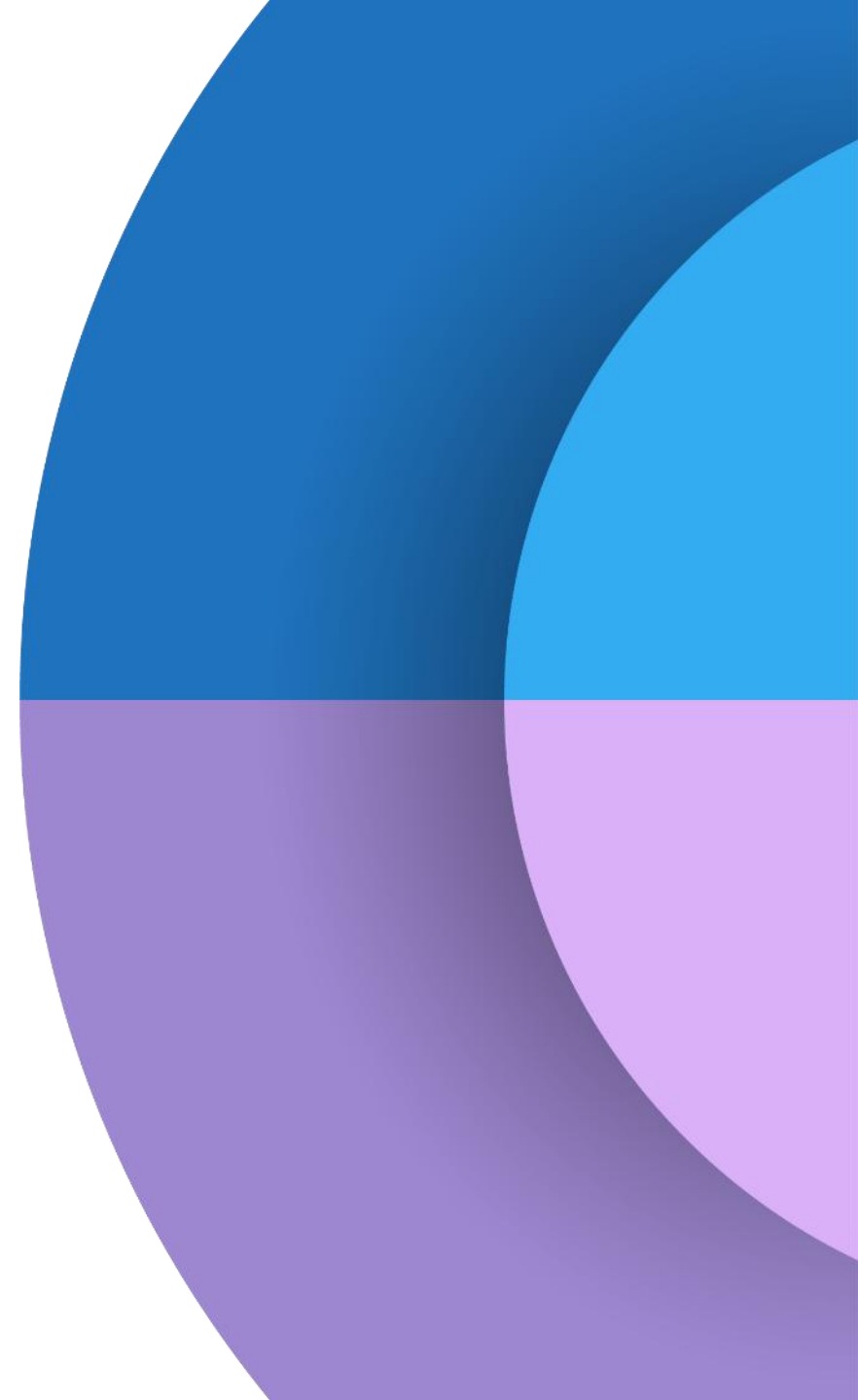## Agent Readiness

Execution Readiness

Build the foundation for secure, effective deployment by aligning data and systems, enabling talent, and establishing governance.

Technology & Data Foundation

Organizational Readiness & Culture

Security & Governance

Agent readiness survey approach

Demographics

The data sample covers 500 enterprise organizations around the globe.

500	Agent decision-makers and influencers	**13** Countries represented	**16** Industries represented

Geographies

NA	EUROPE	APAC & EMERGING
40%	**40%**	**20%**

Seniority

Vice President	160
C-Suite	113
SVP	106
Director	90
Manager	31

Employees

1K–5K	86
5K–10K	84
10K–25K	110
25K–50K	81
50K–100K	67
100K+	72

Revenue

$1-5B	186
$5-10B	97
$10-20B	84
$20-50B	79
$50B+	54

Source: Microsoft Agent Readiness Survey, September 2025

Agent readiness framework questions

Business and AI Strategy

- My organization's leadership has clearly communicated an AI vision tied to business goals.
- My organization takes a unified, cross-functional approach to its AI strategy rather than operating in silos.
- My organization's AI investments are viewed as essential to enabling our long-term business goals.
- My organization measures AI value with clear metrics tied to financial and operational business outcomes.
- My organization has a well-defined strategy to deploy AI agents for better business outcomes.

Business Process Mapping

- My organization has captured the data and data dependencies required to complete workflows/processes.
- My organization has identified and tracked the technology, tools, and applications used across workflows.
- My organization has clearly defined success metrics for each workflow.
- My organization actively monitors workflow performance and collects ongoing feedback.
- My organization is considering how AI agents could be used to redesign existing business processes.

Technology and Data Strategy

- My organization can effectively integrate AI tools and complementary technologies (e.g., data, analytics, automation) into our existing IT systems to support business activities.
- My organization has established data standards and classifications (requirements, format, cleanliness) to ensure high-quality and reliable data.
- My organization has clearly defined owners for maintaining knowledge sources to keep them current and trustworthy.
- My organization has robust governance practices for data preparation and distribution to support effective and compliant data use.
- My organization's data is accessible across teams for AI use cases.

Organization Readiness & Culture

- My organization has a clear talent strategy that defines future jobs, roles, and skills to support an AI-driven business.
- My organization has a training and upskilling plan to prepare employees to use AI-enabled solutions.
- My organization's leadership clearly communicates the importance of AI and encourages usage of AI solutions.
- My organization's employees embrace a culture of innovation by building with AI-powered tools (e.g., creating new agents, AI hackathons, community projects, trainings).
- My organization has adopted effective change management practices to support the transition toward new ways of working with AI and AI agents.
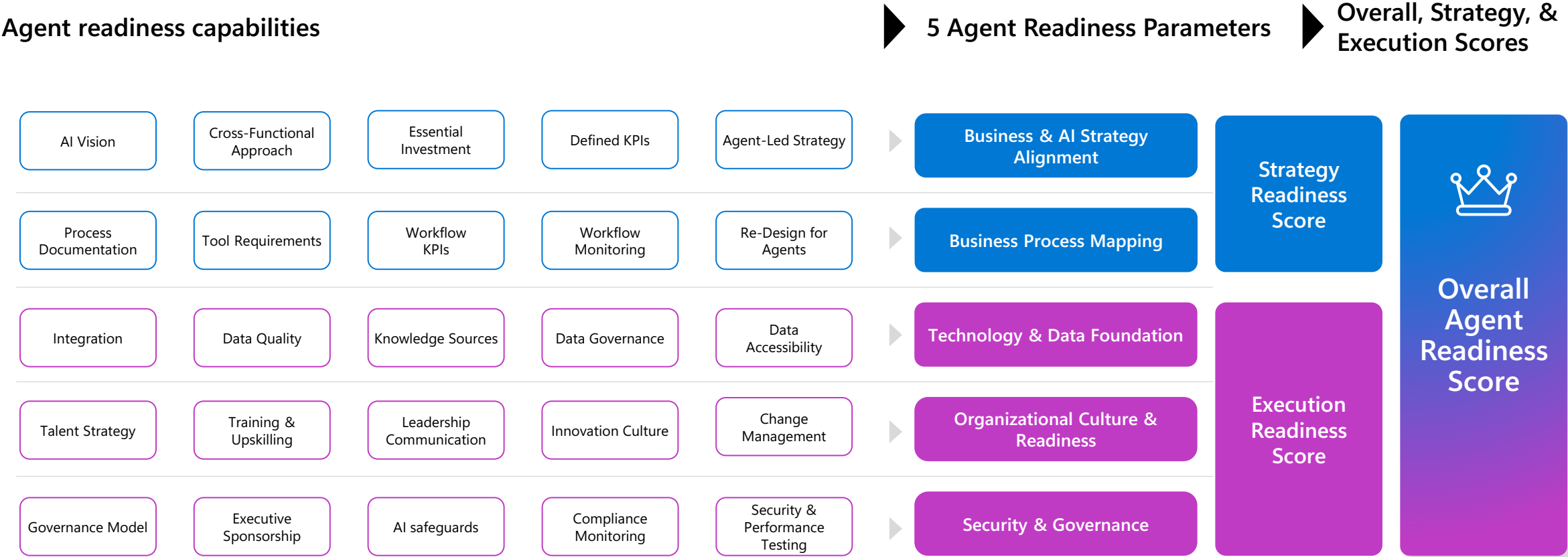
Security & Governance

- My organization has a governance model (e.g., Center of Excellence) that includes clear roles and responsibilities for AI-related initiatives.
- My organization has designated executive sponsors accountable for successful AI initiatives.
- My organization has safeguards in place to make sure AI is used safely and responsibly (e.g., limiting access to sensitive data, controlling sharing, testing for risks).
- My organization actively monitors AI usage to ensure compliance with regulatory policies and responsible AI principles.
- My organization performs security and performance testing on AI and agents to ensure a successful deployment.
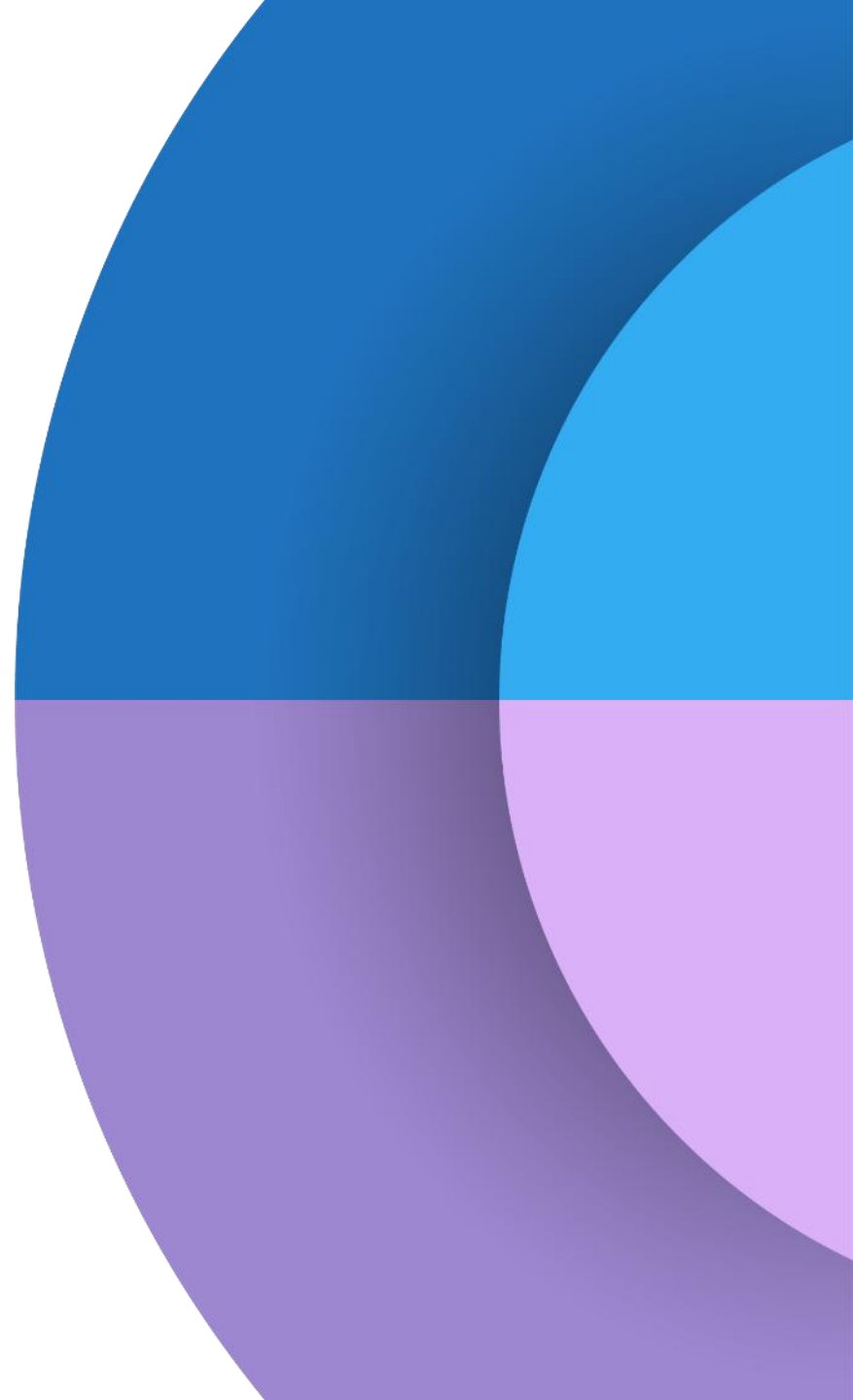
Agent readiness methodology

Scoring weightings were developed based on the strength of variable correlations and regression (R^2). Guardrails were established to ensure all variables represented at least 10% of the 5 pillar scores

Agent readiness capabilities ▶ **5 Agent Readiness Parameters** ▶ **Overall, Strategy, & Execution Scores**

AI Vision	Cross-Functional Approach	Essential Investment	Defined KPIs	Agent-Led Strategy	**Business & AI Strategy Alignment**
Process Documentation	Tool Requirements	Workflow KPIs	Workflow Monitoring	Re-Design for Agents	**Business Process Mapping**
Integration	Data Quality	Knowledge Sources	Data Governance	Data Accessibility	**Technology & Data Foundation**
Talent Strategy	Training & Upskilling	Leadership Communication	Innovation Culture	Change Management	**Organizational Culture & Readiness**
Governance Model	Executive Sponsorship	AI safeguards	Compliance Monitoring	Security & Performance Testing	**Security & Governance**

Strategy Readiness Score

Execution Readiness Score

Overall Agent Readiness Score

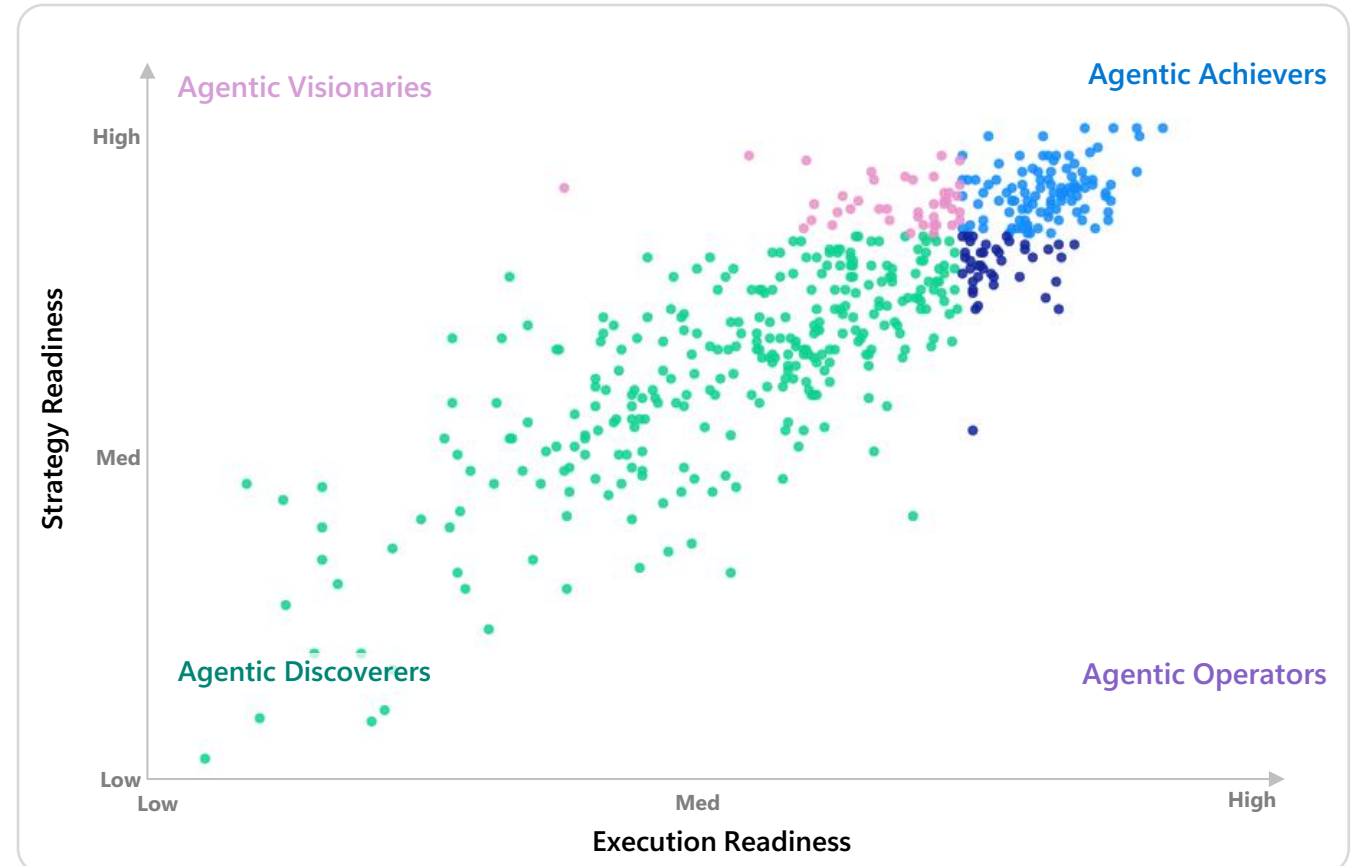Source: Microsoft Agent Readiness Survey, September 2025

Agent readiness findings
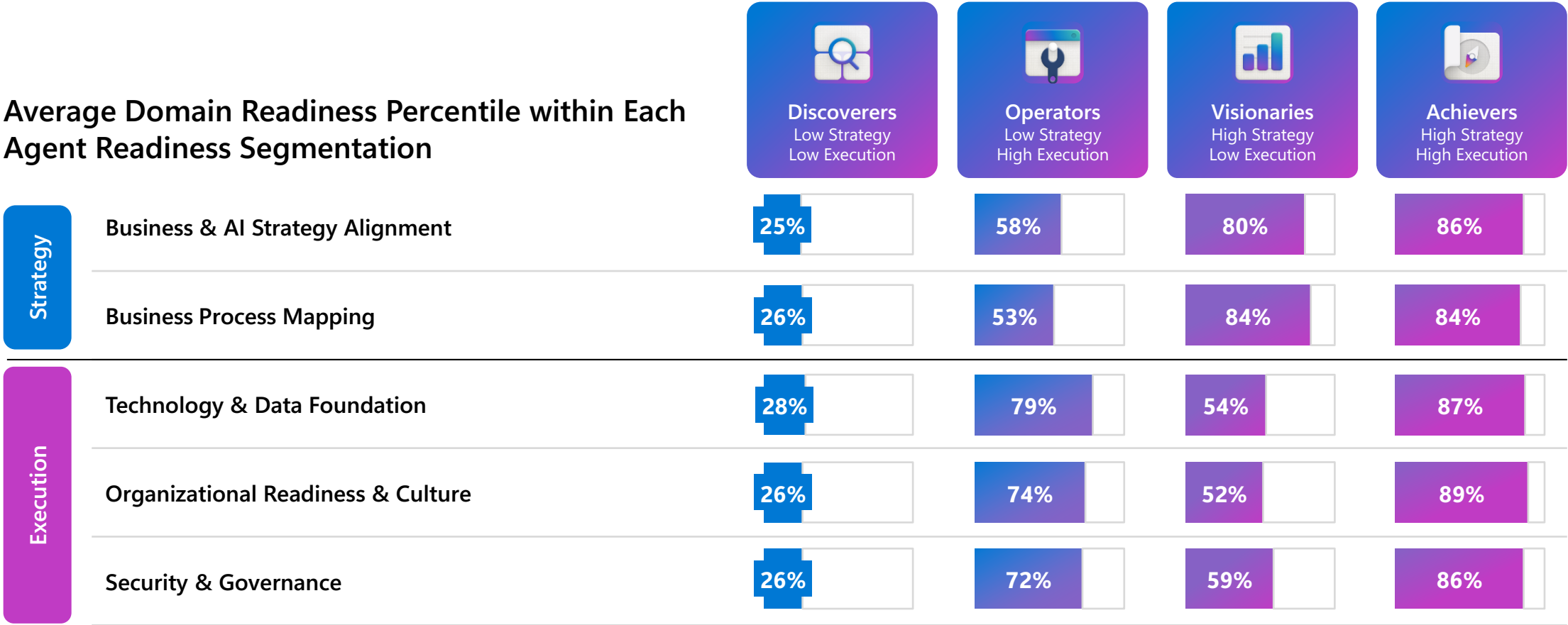
Agent readiness segments

Segmentations were defined using the percentiles of respondents' Strategy and Execution Readiness scores relative to their peers

Segment	Percentile
Achievers High Strategy High Execution	70th Percentile or higher on both Strategy readiness and Execution readiness
Visionaries High Strategy Low Execution	70th percentile or higher in Strategy readiness; below 70th percentile in Execution readiness
Operators Low Strategy High Execution	70th percentile or higher in Execution readiness; below 70th percentile in Strategy readiness
Discoverers Low Strategy Low Execution	Below 70th Percentile on both Strategy and Execution readiness

Source: Microsoft Agent Readiness Survey, September 2025

Segment Population Spread: Achievers (~20%); Visionaries (~10%); Operators (~10%); Discoverers (~60%)

Segmentation scoring by readiness domain

Average Domain Readiness Percentile within Each Agent Readiness Segmentation		Discoverers — Low Strategy, Low Execution	Operators — Low Strategy, High Execution	Visionaries — High Strategy, Low Execution	Achievers — High Strategy, High Execution
Strategy	Business & AI Strategy Alignment	25%	58%	80%	86%
	Business Process Mapping	26%	53%	84%	84%
Execution	Technology & Data Foundation	28%	79%	54%	87%
	Organizational Readiness & Culture	26%	74%	52%	89%
	Security & Governance	26%	72%	59%	86%

Why Agent Readiness Matters

By aligning strategy and execution, businesses can create the conditions for agents to deliver measurable value at speed and scale.

Agent 'Achievers' in the top 70th percentile for both strategic and execution readiness self-reported scaling agents roughly 2.5× faster than Discoverers.
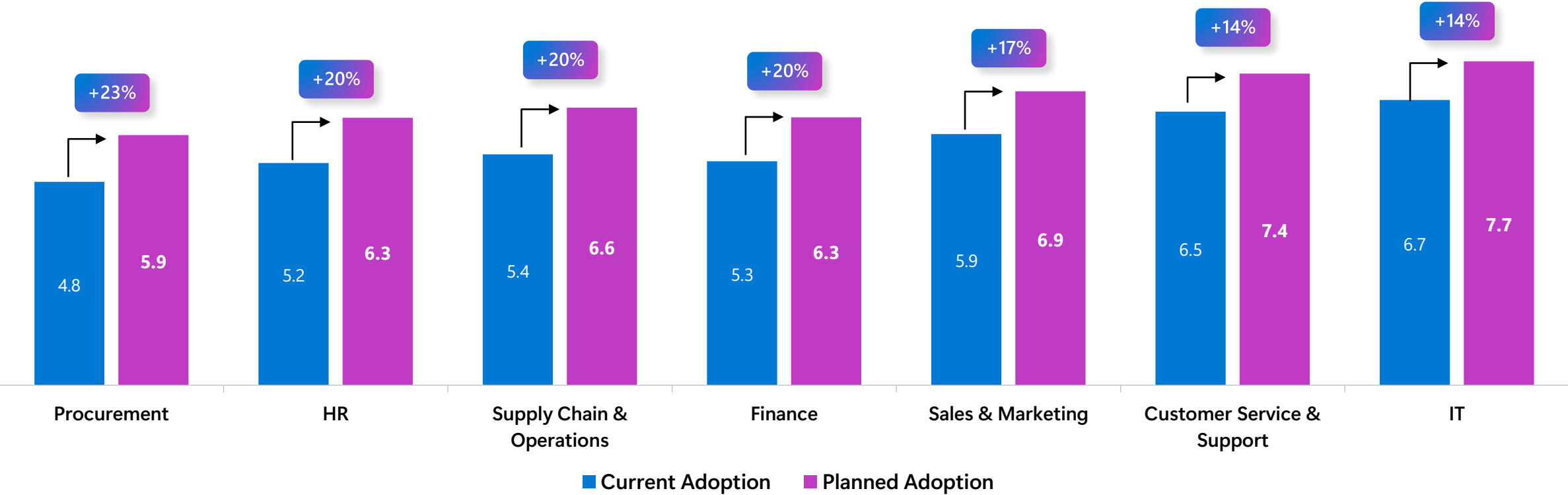
Average Self-Reported Timelines for Deploying AI Agents Beyond Pilots by Agent Readiness Segment

15.0 months

11.4 months

9.5 months

5.9 months

Discoverers
Low Strategy
Low Execution

Operators
Low Strategy
High Execution

Visionaries
High Strategy
Low Execution

Achievers
High Strategy
High Execution

Current and planned agentic AI adoption

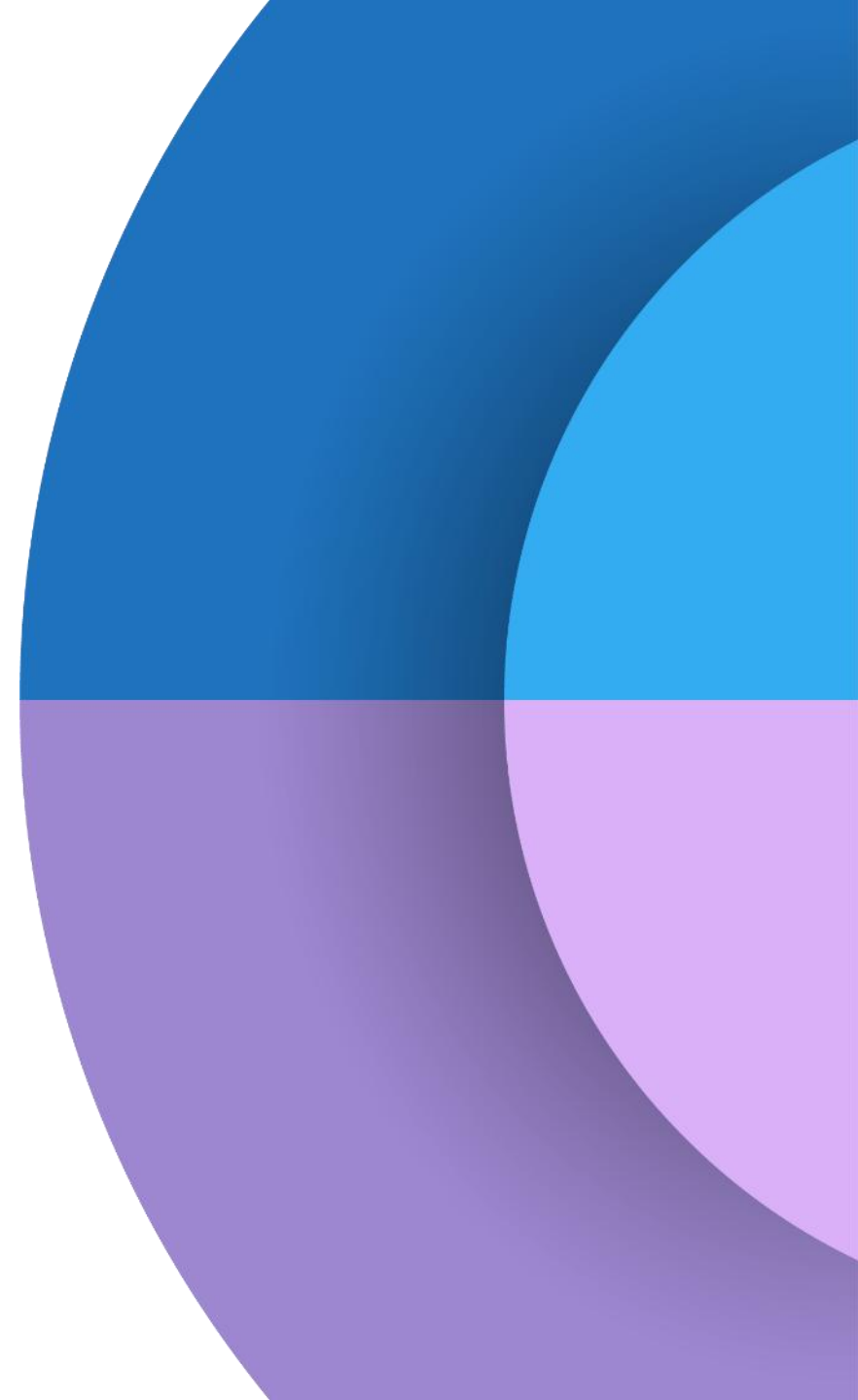## Current vs. Planned Agentic AI Adoption by Function

Self Reported degree have the following areas of your business adopted AI and Agents? (0 being No Adoption, 10 being Highest Adoption + N/A/Not Sure option).

Function	Current Adoption	Planned Adoption	Increase
Procurement	4.8	5.9	+23%
HR	5.2	6.3	+20%
Supply Chain & Operations	5.4	6.6	+20%
Finance	5.3	6.3	+20%
Sales & Marketing	5.9	6.9	+17%
Customer Service & Support	6.5	7.4	+14%
IT	6.7	7.7	+14%

■ Current Adoption   ■ Planned Adoption

Note: All findings are based on self-reported data from survey participants. As with any survey, results may be subject to self-reporting bias and should be interpreted in context.

Agent readiness pillar breakdown

Pillar 1: Business & AI Strategy Alignment

Ensure agentic projects serve strategic business objectives

Effective agentic AI adoption starts with a clear strategy that drives execution and aligns with business goals. Organizations working toward readiness in this area often describe creating enterprise-wide agentic roadmaps, securing executive sponsorship, and funding projects based on business cases designed to support measurable outcomes.

Key takeaways:

Anchor in KPIs
Build an enterprise-wide AI/agentic roadmap with milestones and metrics, and link agent initiatives to KPIs, revenue, and cost reduction.

Fund with intent and measure ROI
Investment should flow to business-critical, measurable use cases. Require business case validation and standardize ROI measurement frameworks.

Secure sponsorship
Establish cross-functional AI/Agentic center of excellence to govern and scale impact.
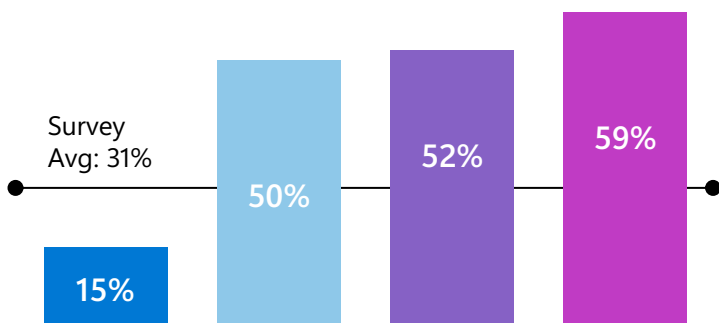
Business & AI Strategy Alignment

AI strategy alignment is emerging as a differentiator, particularly for Achievers and Visionaries.

Enterprise-Wide Approach to AI

% of enterprises that reported "strongly agree" to taking a unified, cross-functional approach to AI rather than operating in silos.[1]
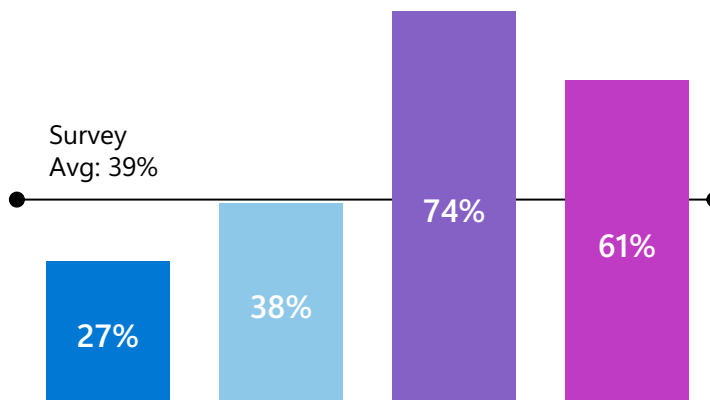
Survey Avg: 31%

Discoverers	Operators	Visionaries	Achievers
15%	50%	52%	59%

Discoverers show less emphasis on unified, cross-functional AI strategies compared to other segments, suggesting early-stage alignment work.

View AI as Essential Investments

% of enterprises that reported "strongly agree" to making AI investments that are essential to achieving long-term business goals.[1]
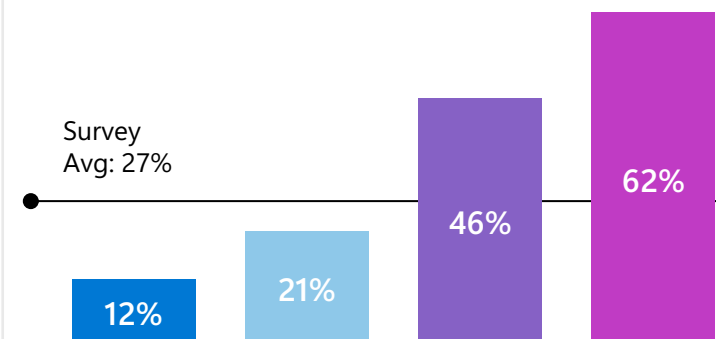
Survey Avg: 39%

Discoverers	Operators	Visionaries	Achievers
27%	38%	74%	61%

Visionaries report higher confidence in AI investments, signaling strong alignment between strategy and long-term value.

Tracking AI Value

% of enterprises that reported "strongly agree" to tracking the value of AI initiatives using clear financial and operational business outcomes.[1]

Survey Avg: 27%

Discoverers	Operators	Visionaries	Achievers
12%	21%	46%	62%

Success metrics adoption appears less common among Discoverers and Operators, which may indicate a gap between strategic intent and measurable outcomes.

Where are you on the journey to Becoming Frontier?

Success framework

Enrich employee experiences

Do your employees use AI to onboard faster, get answer instantly and navigate policies easily?	Do you use AI agents to personalize learning and guide career growth?	Are you automating end-to-end onboarding, benefits, and internal mobility processes?

Reinvent customer engagement

Do your customer-facing teams use AI to get ready for customer meetings?	Do you use agents to triage customer issues and inquires across multiple channels?	Do you have multiple agents that fully resolves customer problems?

Reshape business processes

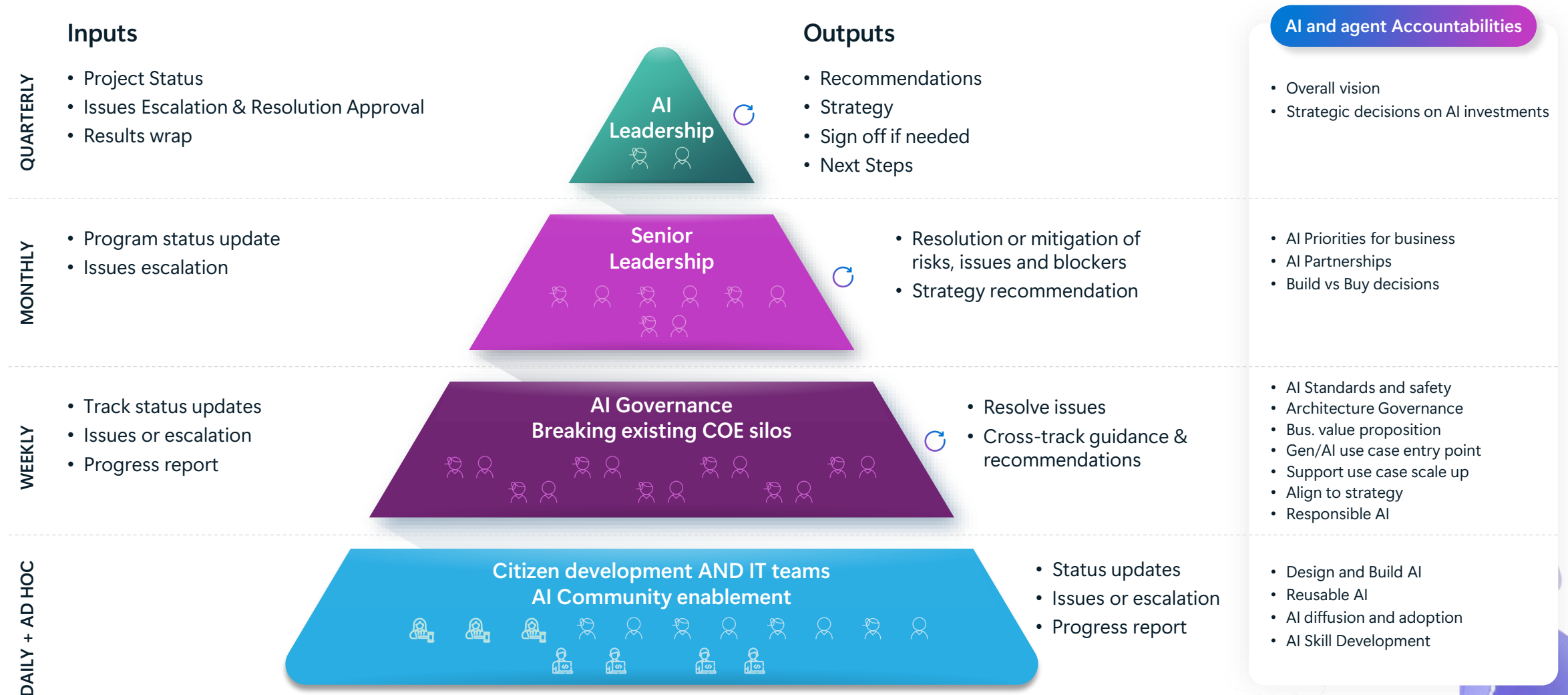|		
Do operations teams use AI to work more efficiently?	Do AI agents proactively gain insights and help improve operations?	Are you automating department workflows like procurement, compliance, and IT support?

Bend the curve on innovation

Do your developers leverage AI to speed up product development?	Do AI agents automate testing, docs, and releases?	Are you implementing multiple agents across your product development pipeline?

Structuring for AI and agent success

Inputs

Outputs

AI and agent Accountabilities

QUARTERLY

- Project Status
- Issues Escalation & Resolution Approval
- Results wrap

AI Leadership

- Recommendations
- Strategy
- Sign off if needed
- Next Steps

- Overall vision
- Strategic decisions on AI investments

MONTHLY

- Program status update
- Issues escalation

Senior Leadership

- Resolution or mitigation of risks, issues and blockers
- Strategy recommendation

- AI Priorities for business
- AI Partnerships
- Build vs Buy decisions

WEEKLY

- Track status updates
- Issues or escalation
- Progress report

AI Governance
Breaking existing COE silos

- Resolve issues
- Cross-track guidance & recommendations

- AI Standards and safety
- Architecture Governance
- Bus. value proposition
- Gen/AI use case entry point
- Support use case scale up
- Align to strategy
- Responsible AI

DAILY + AD HOC

Citizen development AND IT teams
AI Community enablement

- Status updates
- Issues or escalation
- Progress report

- Design and Build AI
- Reusable AI
- AI diffusion and adoption
- AI Skill Development

Success metrics to business strategy

Purpose: To measure the effectiveness, adoption, and impact of the agent governance framework. These metrics ensure accountability, highlight ROI, and guide continuous improvement.

Core governance metrics

Metric	Definition	Target
Structured intake coverage	% of agents reviewed and approved through the formal intake process.	100%
Agent registry adoption	% of agents registered in the centralized inventory with complete metadata.	100%
RAI and compliance documentation	% of agents with completed RAI, privacy, and security documentation.	100%
Toolkit and playbook utilization	Number of enablement toolkits/playbooks adopted by teams for agent building.	X+

Operational and business impact metrics

Metric	Definition	Target
Agent ROI	Estimated cost savings, time reduction, or quality improvement from agent deployment.	$X+
Workflow automation	Number of traditional workflows transitioned to agentic execution.	X+
Reusable components	Number of agent components reused across solutions.	X+
Agent performance monitoring	% of agents with live dashboards tracking latency, accuracy, and usage.	X%

Cultural and fluency metrics

Metric	Definition	Target
Team AI fluency	% of teams with at least one agent in development.	X%
Learning engagement	Participation in agent office hours, peer learning, and certifications.	Monthly sessions + Certifications
Confidence and adoption	Employee-reported confidence using AI tools.	X%

Pillar 2: Business Process Mapping

Document and modernize business processes to unlock value.

Agents are only as effective as the processes they run. Poorly documented or outdated workflows could lead to errors, compliance risks, and wasted investment. Leading organizations map end-to-end workflows, embed business rules and context, and continuously update processes to help agents operate with accuracy, compliance, and measurable impact.

Key takeaways:

Map what matters
Target high-volume, high-value workflows and document every workflow step, dependency, and rule.

Add business context
Document the "why", or target goals, behind processes (e.g. outcomes, SLAs, and compliance so agents deliver results aligned to enterprise goals).

Continuously refine
Treat process documentation as a living asset, updating with performance data and feedback to keep agents accurate, relevant, and effective.

Business Process Mapping

Greater clarity in processes, tools, and success measures could support a shift toward more mature AI adoption.

Documented Processes

% of enterprises that reported "strongly agree" to capturing the business process and data dependencies needed to complete workflows."1
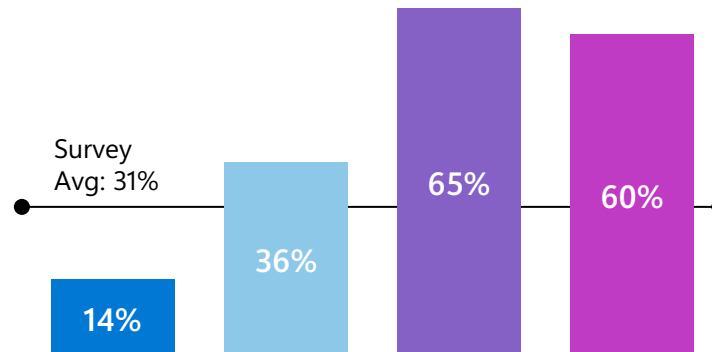
Survey Avg: 22%

Discoverers	Operators	Visionaries	Achievers
7%	29%	37%	54%

Discoverers show the lowest capture of processes while Achievers lead significantly, underscoring a wide maturity gap in documenting dependencies.

Mapped Workflow Technology & Tools

% of enterprises that reported "strongly agree" to having identified and tracked the technologies, tools, and applications used across workflows."1

Survey Avg: 31%

Discoverers	Operators	Visionaries	Achievers
14%	36%	65%	60%

Visionaries and Achievers show stronger confidence in system mapping, while Discoverers lag—indicating uneven clarity in linking tools to workflows.

Workflow Success Metrics

% of enterprises that reported "strongly agree" to defining success metrics for each workflow in their organization.1
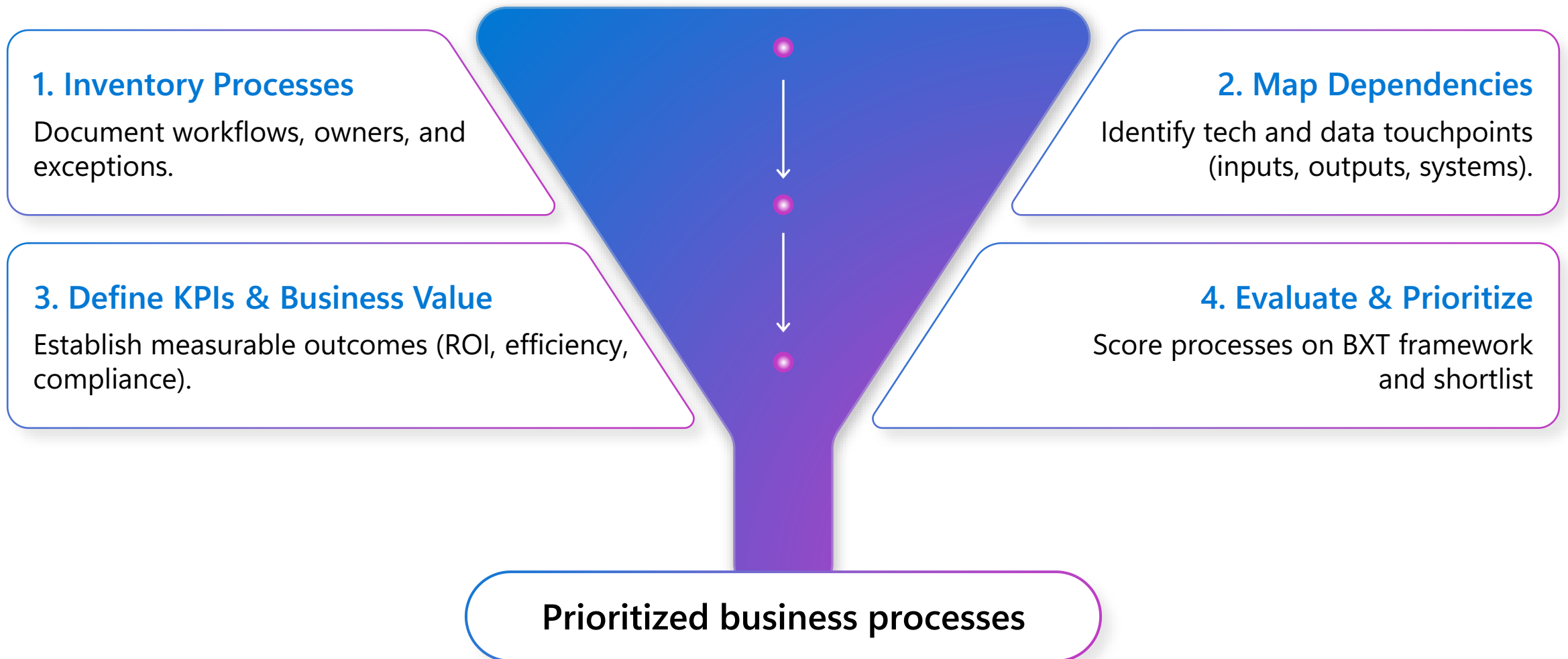
Survey Avg: 22%

Discoverers	Operators	Visionaries	Achievers
8%	36%	41%	47%

Defining KPIs for individual workflows remains lower across segments, signaling an opportunity to strengthen measurement practices.

Note: All findings are based on self-reported data from survey participants. As with any survey, results may be subject to self-reporting bias and should be interpreted in context.

Business Process Mapping

1. Inventory Processes

Document workflows, owners, and exceptions.

2. Map Dependencies

Identify tech and data touchpoints (inputs, outputs, systems).

3. Define KPIs & Business Value

Establish measurable outcomes (ROI, efficiency, compliance).

4. Evaluate & Prioritize

Score processes on BXT framework and shortlist

Prioritized business processes

Selecting the right agent use cases with the BXT framework

Business Impact

Executive strategy alignment
Does the use case align with the overall business strategy and goals?

No alignment ←——————————————————————→ Very aligned with board-level support

Business value
How does the use case generate business value?

Value not understood yet ←——————————————————————→ Value very clear and significant

Change management timeframe
What is the expected time required to implement the use case and manage any changes?

Long roll-out and high user impact ←——————————————————————→ Short roll-out and low user impact

Experience/Desirability

Key personas
Who are the key stakeholders and users who will be impacted by the use case?

Not fully known or defined yet ←——————————————————————→ Clearly defined and understood

Value proposition
What is the value proposition for the user? What is the potential appeal and adoption of the use case?

Low appeal or desire for a user ←——————————————————————→ Highly desired by users

Change resistance
What is the level of change resistance for the use case? How can change be managed?

Expected high resistance by users ←——————————————————————→ Expected very low resistance to change

Technical feasibility

Implementation and operation risks
What are the potential risks associated with the use case and plans for mitigation?

Unknown currently ←——————————————————————→ Well understood and addressable

Sufficient safeguards
Are the appropriate safeguards in place to manage risk and ensure compliance?

Unknown currently ←——————————————————————→ Mature security, RAI and compliance practices in place

Technology fit
What is the fit of the use case with identified technologies?

Type of tech and why is not clear ←——————————————————————→ Need and benefit of tech is clear and compelling

BXT = Business, Experience, Technology framework

Pillar 3: Technology and Data Foundation

Establish the technical and data foundation needed to deploy AI agents at scale.

A robust technology and data backbone supports agentic AI by enabling integration across workflows, access to high-quality data, and the potential to deliver business value. Without unified, scalable, and secure infrastructure, agents may be limited in their ability to operate effectively.

Many leading IT teams are re-architecting around platform-led models, modular APIs, and governed data fabrics to enhance agility, build trust, and support business objectives.

Key takeaways:

Adopt a platform-led approach
Centralize AI capabilities on enterprise platforms with out-of-the-box capabilities to develop, govern, reuse, and scale securely.

Get data enterprise-ready
Implement enterprise-wide data standards, owners, and refresh cadences to ensure current, trusted data.

Secure and scale integration
Build modular, interoperable agents to deliver - enterprise impact.

Technology & Data Foundation

Integrated systems, clear ownership and accessible data set apart the achievers from the discoverers

Integrated AI into Existing IT Systems

% of enterprises that reported "strongly agree" to effectively integrating AI tools and complementary technologies (e.g., data, analytics, automation) into existing IT systems to support business activities.."1

Survey Avg: 22%

6%	Discoverers
50%	Operators
22%	Visionaries
57%	Achievers

Achievers/Operators show higher integration of AI into existing systems, while Discoverers face challenges—suggesting a need for technical architecture reviews before scaling.

Defined Owners of Knowledge Sources

% of enterprises that reported "strongly agree" to having clearly defined owners for maintaining knowledge sources to keep them current and trustworthy.1

Survey Avg: 25%

13%	Discoverers
48%	Operators
35%	Visionaries
46%	Achievers

Ownership for maintaining knowledge sources is uneven: Operators and Achievers are higher, while Discoverers fall well below, signaling early-stages.

Data Accessibility

% of enterprises that reported "strongly agree" to data at their organization being accessible a teams for AI use cases.1

Survey Avg: 20%

10%	Discoverers
33%	Operators
22%	Visionaries
44%	Achievers

All segments still need to advance in translating data into usable formats and enabling secure access for full scale of agentic solutions.

What does your AI technology stack look like?

User Experience
Multi-channel, multi-modal

Copilot   **Teams**   **Office**   **Web**   **Mobile**   **Email**   3rd parties including Facebook, Slack, Twillio

Building tools
Construction w/ enterprise governance

Copilot Studio
No/low code agent logic

M365 Agents SDK
Pro-code composition for M365

AI Agent Service
Pro-code composition

Model Hosting
Choice of foundation models w/enterprise management

Microsoft Foundry
Managed, partner, & community models

Self-Hosted
Run models in Azure, on-premises, or in other clouds

Other Clouds
Use APIs to integrate models exclusive to other clouds

Knowledge & Tools
Connect to enterprise content & perform actions in other systems

Agent to Agent
Connect to other agents

Model Context Protocol
Context from other systems

OpenAPI
Connect to existing APIs

Microsoft
M365, Fabric, Power Platform

Build/Buy
Build & buy connectors

Agent 365

Data Security
Protect data from oversharing, leaks and risky behavior

Threat Protection
Proactively protect from vulnerabilities at runtime

Access Control
Context and risk-based access policies

Observability
Unified agent inventory

Environment management

Environment strategy
Groups, rules and routing

Lifecycle management
Deployment, solutioning, and evaluations

Connector Policies
Safeguard data sources.

Performance monitoring
Monitor agents KPIs

Proactive governance
Action center

Cost Controls
Manage usage and billing

Pillar 4: Organizational Readiness & Culture

Preparing your people, structures, and culture is important for building trust and enabling successful agent adoption at scale.

While technology plays an important role, people and organizational practices are central to realizing long-term benefits from agentic transformation. Many organizations prioritize trust, governance, and collaboration between humans and agents as part of their readiness journey, aiming to foster productivity, adoption, and sustainable impact.

Key takeaways:

Build trust as a foundation

Embed responsible AI guardrails and communicate openly about where agents augment vs. where humans decide.

Close skills gaps

Launch enterprise-wide upskilling for leaders, frontline staff, and makers. Empower champions to model adoption.

Redesign for collaboration

Structure teams so people focus on judgment, relationships, and innovation while agents take on repeatable, high-volume work.
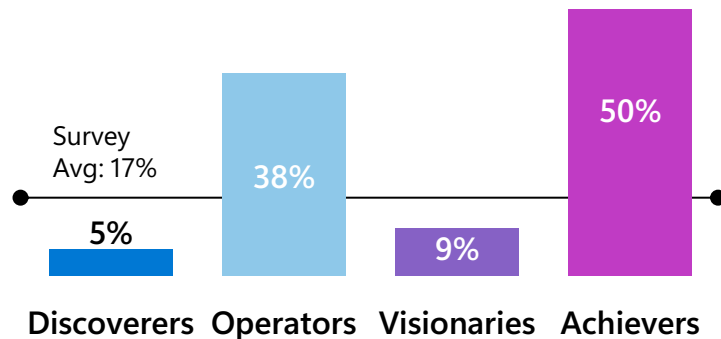
Organizational Readiness & Culture

Organizational readiness for AI varies widely, with differences in talent strategies, innovation culture, and change management. It remains a growth area for many organizations to launch and scale agents.
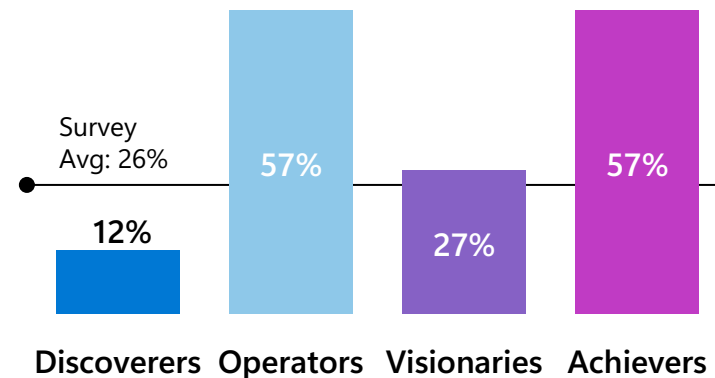
Reinvented Talent Strategy

% of enterprises that reported "strongly agree" to having a clear talent strategy that defines future jobs, roles, and skills to support an AI-driven business.[1]

Survey Avg: 17%

- Discoverers: 5%
- Operators: 38%
- Visionaries: 9%
- Achievers: 50%

Though half of Achievers reporting having a clear talent strategy to support AI, Visionaries and Discoverers are highly nascent in this transformation.
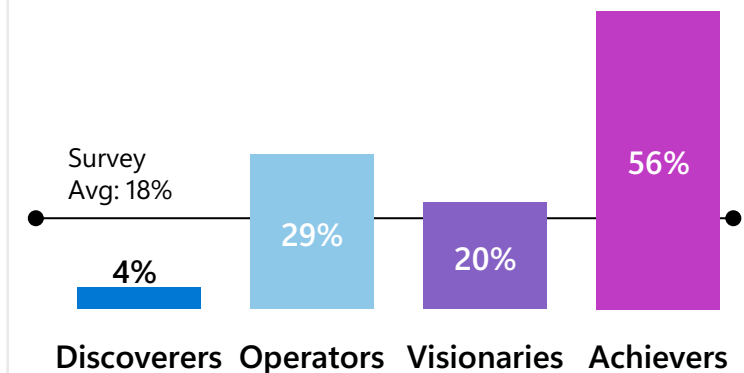
Culture of innovation

% of enterprises that reported "strongly agree" to embracing a culture of innovation by building with AI-powered tools.[1]

Survey Avg: 26%

- Discoverers: 12%
- Operators: 57%
- Visionaries: 27%
- Achievers: 57%

Over half of Achievers and Operators reported having a culture of innovation to support innovation with AI tools.

Adopted Change Management

% of enterprises that reported "strongly agree" to adopt effective change management practices to support the transition towards new ways of working. [1]

Survey Avg: 18%

- Discoverers: 4%
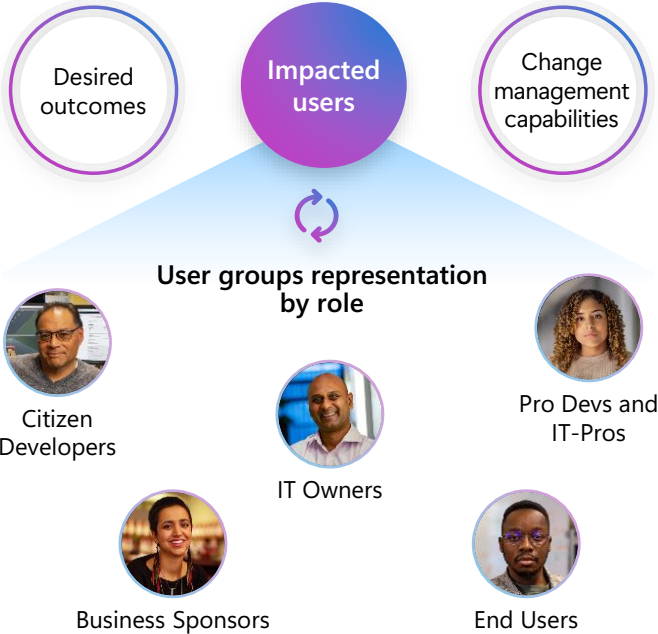- Operators: 29%
- Visionaries: 20%
- Achievers: 56%

Adoption of effective change management practices is the largest distinction between Achievers and Discoverers.

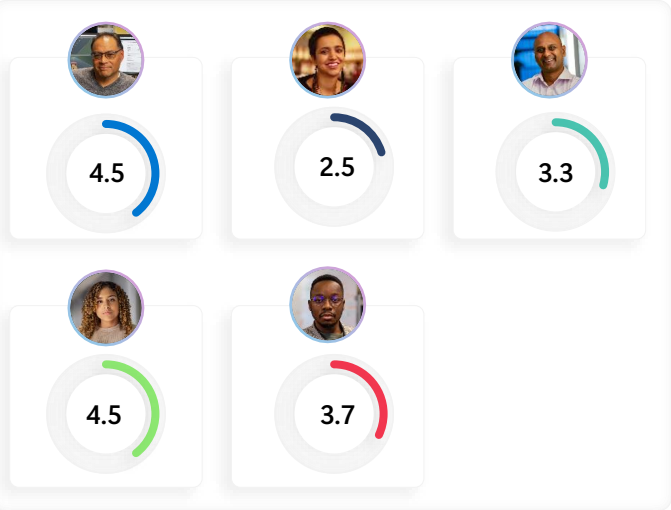# Preparing for training and upskilling

Identify employee groups

Each impacted group has a distinct set of characteristics and requires a specific method to bring the workforce to life.

Desired outcomes

Impacted users

Change management capabilities

User groups representation by role

Citizen Developers

IT Owners

Pro Devs and IT-Pros

Business Sponsors

End Users

AI maker readiness

Assesses the overall readiness of the employees in the organization to develop required learning paths and foster the right level of engagement for the community.

Maturity level

4.5

2.5

3.3

4.5

3.7

Specific learning paths

Develop formal learning paths for the different impacted groups and build a strategy to implement an AI maker community for organization-wide innovation.

Microsoft CERTIFIED
FUNDAMENTALS

Identify, assess, and develop AI talent with targeted learning paths

Drive knowledge sharing across the whole organization

Community of practice

Launch maker community

Hackathons | Ideation sessions | Agents | Communities

Documentation on processes and resources

Best practices and success cases

Learning paths
Launch and promote a community through hackathons, ideation sessions, sharing best practices, and success cases.
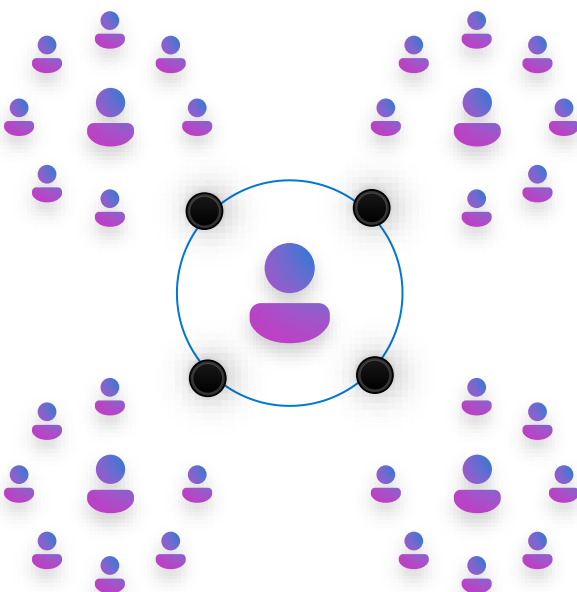
Community engagement

Leadership engagement

Community members onboarding

Developer engagement
Onboard and engage sponsors and organizational leaders to support a community of practice that empowers everyone. Onboard and engage community members at all levels, from beginner to experienced developers.

Scale and grow

Promote continuous engagement and growth of the community through community champions and events to empower everyone.

Foster a thriving AI community through engagement and shared best practices

Pillar 5: Security and Governance

Embed responsible AI governance and protections early to help support safe, enterprise-wide adoption.

Scaling agents without governance can increase risk, so many organizations are exploring ways to integrate responsible AI principles into their operating models. This may include establishing risk frameworks, monitoring mechanisms, and clear escalation paths. Balancing speed with safeguards can help organizations build trust and manage adoption responsibly.

Key takeaways:

Embed responsible AI
Apply frameworks for fairness, transparency, and oversight from the start.

Govern at scale
Use tiered models (sandbox → team → enterprise) to accelerate innovation with control.

Monitor and adapt
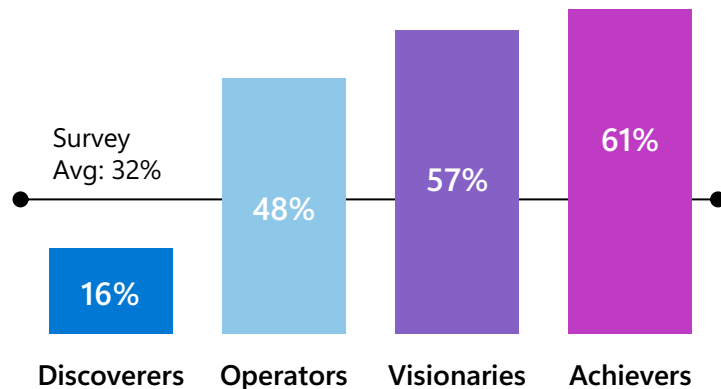Continuously audit agent performance, retrain models, and reevaluate/redesign those that underperform.

Security & Governance

Security and governance maturity is generally higher than other readiness pillars, though gaps in safeguards and compliance monitoring persist across segments.
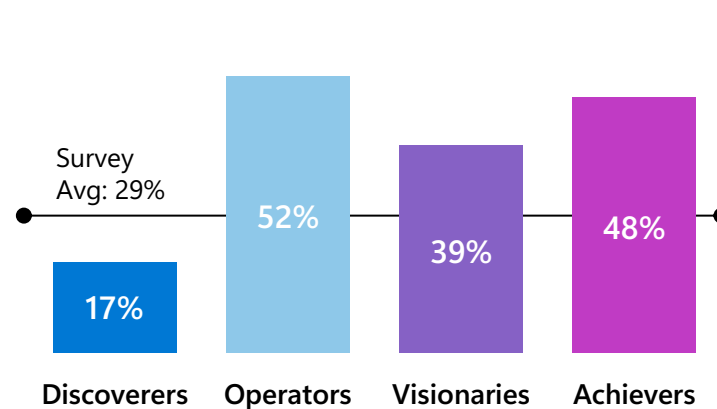
Accountable Executive Sponsors

% of enterprises that reported "strongly agree" to designating executive sponsors accountable for the success of AI initiatives.[1]

Survey Avg: 32%

- Discoverers: 16%
- Operators: 48%
- Visionaries: 57%
- Achievers: 61%

The higher average response suggests that executive sponsors are table stakes for most organizations' in having AI initiatives
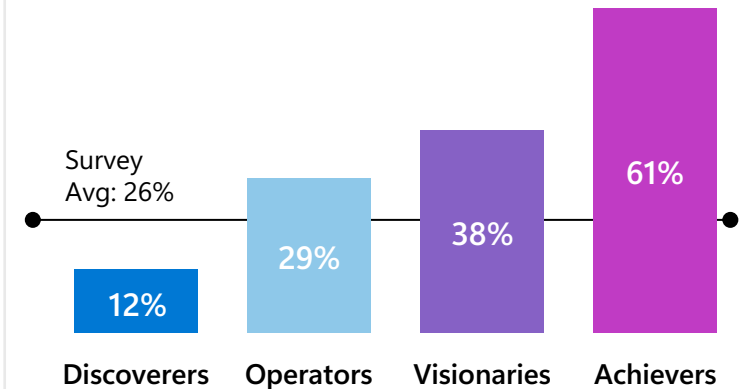
Established Safeguards

% of enterprises that reported "strongly agree" to having safeguards to ensure AI is used safely and responsibly.[1]

Survey Avg: 29%

- Discoverers: 17%
- Operators: 52%
- Visionaries: 39%
- Achievers: 48%

Operators report the highest focus on safeguards, surpassing Achievers, while Discoverers remain far behind, highlighting varied maturity in AI controls.

Aligned with Compliance Regulations

% of enterprises that reported "strongly agree" to actively monitoring AI usage to ensure compliance with regulations and responsible AI principles."[1]

Survey Avg: 26%

- Discoverers: 12%
- Operators: 29%
- Visionaries: 38%
- Achievers: 61%

Achievers show strong compliance monitoring, but Discoverers report minimal activity, signaling risk for shadow AI and non-compliance.

Note: All findings are based on self-reported data from survey participants. As with any survey, results may be subject to self-reporting bias and should be interpreted in context.

Secure and govern agents

Start secure	>	Stay secure

Security and governance

Manage makers and agents	Build data security and safety guardrails	Evaluate AI and agents AI Red Teaming Agent and evaluation	Manage posture and protect against threats	Secure and govern data and access

Foundational commitments

Secure by design, secure by default, secure operations Secure Future Initiative	Data is private at work, at home, and on the go Privacy principles	Fairness, reliability and safety, privacy and security, inclusiveness, transparency, accountability Responsible AI principles

Agent governance

Purpose

Ensure agents are secure, compliant, reusable, and aligned with business priorities.

Promote modular, reusable agent components.

Prevent misuse of AI capabilities.

Strategic role

A foundational pillar of AI-native operations and responsible agent scaling.

Risk mitigation

Reduces duplication, enforces compliance, and embeds responsible AI (RAI) principles.

Lifecycle management

Defines clear stages from Ideation to deployment and monitoring.

Cross-functional alignment

Brings together engineering, security, compliance, and business stakeholders.
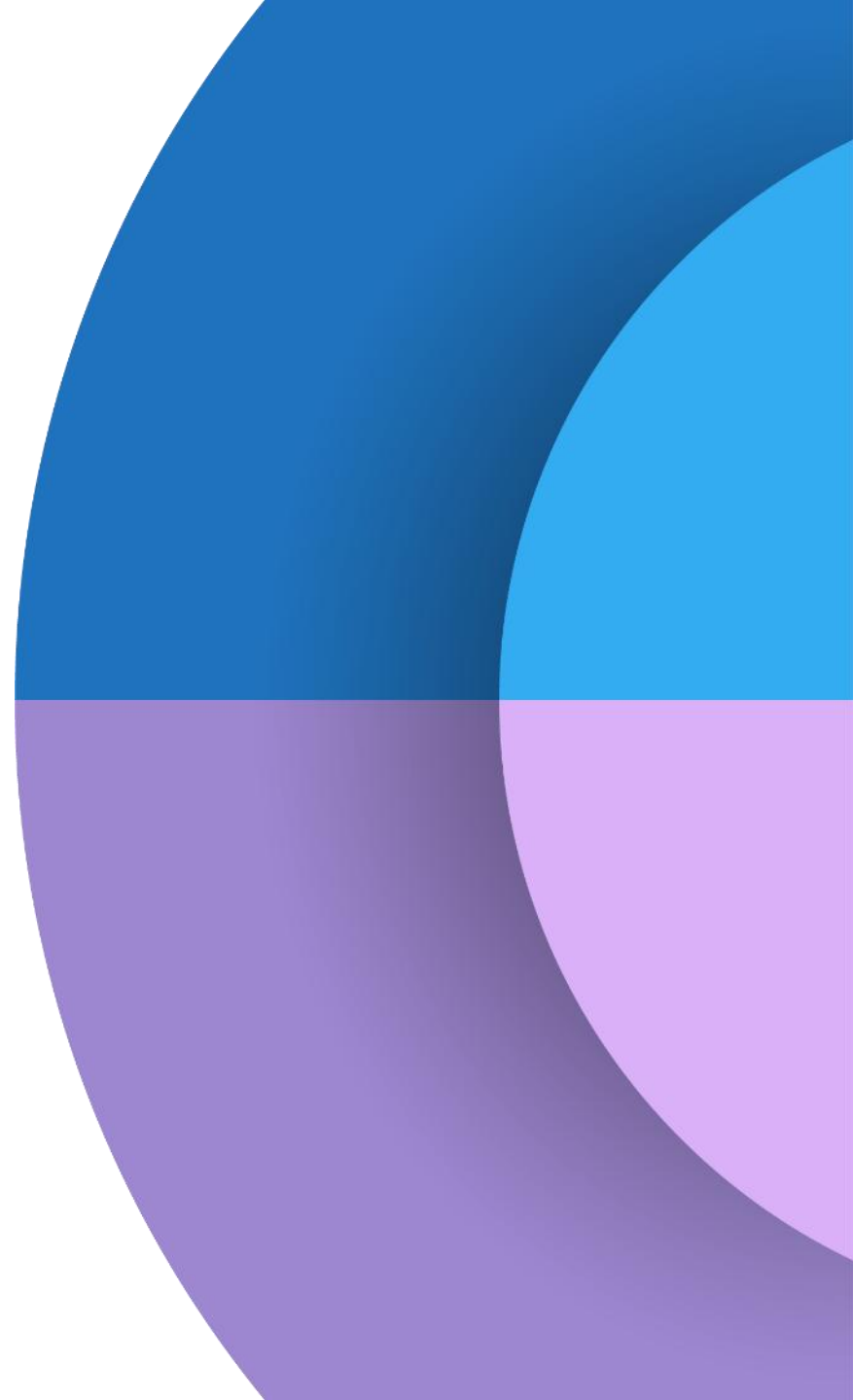
Scalable innovation

Enables confident experimentation while maintaining enterprise-grade standards.

Cultural impact

Reinforces a mindset of accountability, transparency, and continuous improvement.

Getting started

Agent readiness framework

AI & Business Strategy

Business Process Mapping

Technology & Data Strategy

Organizational Readiness & Culture
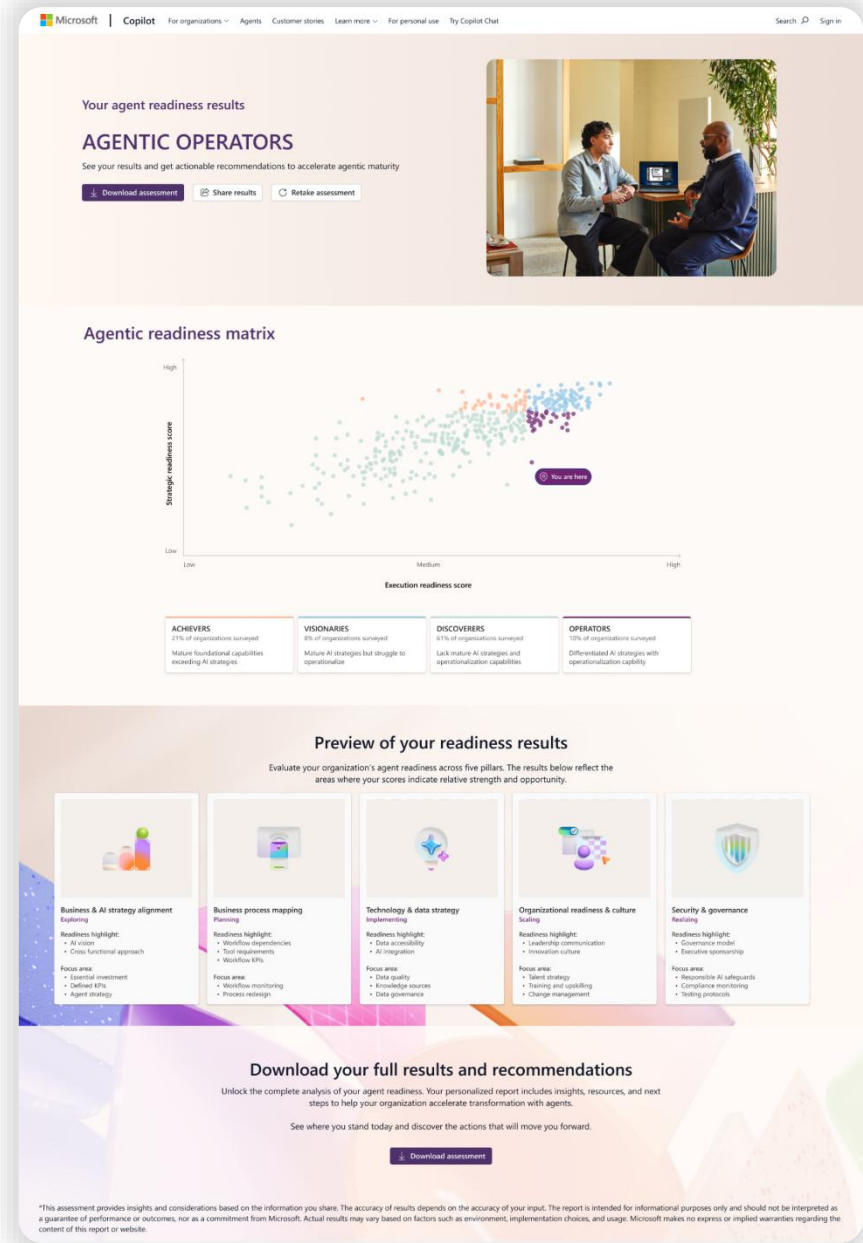
Security & Governance

Take the agent readiness assessment

Evaluate your organization's readiness across strategy, technology, process, culture, and governance.
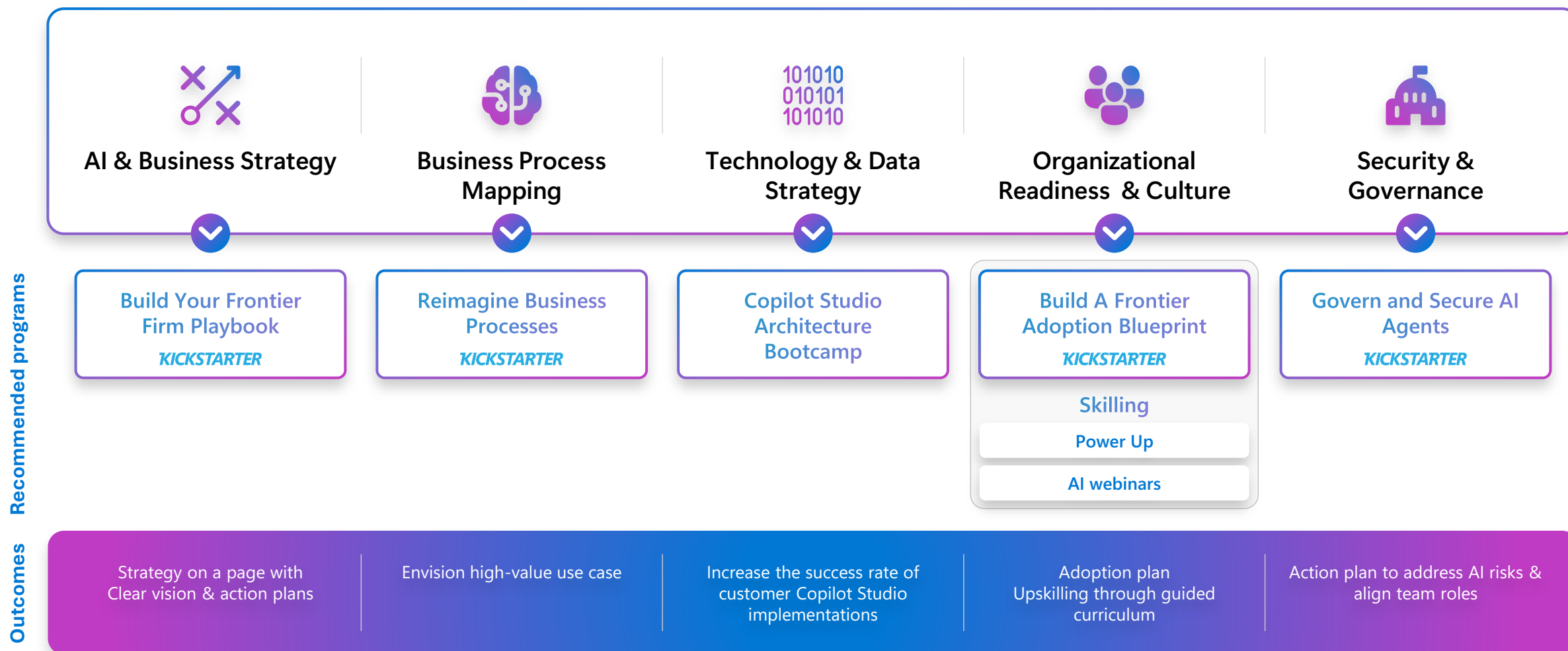
Get a personalized report with peer benchmarks, highlights and focus areas to advance agent readiness.

Download your results in ~10 minutes

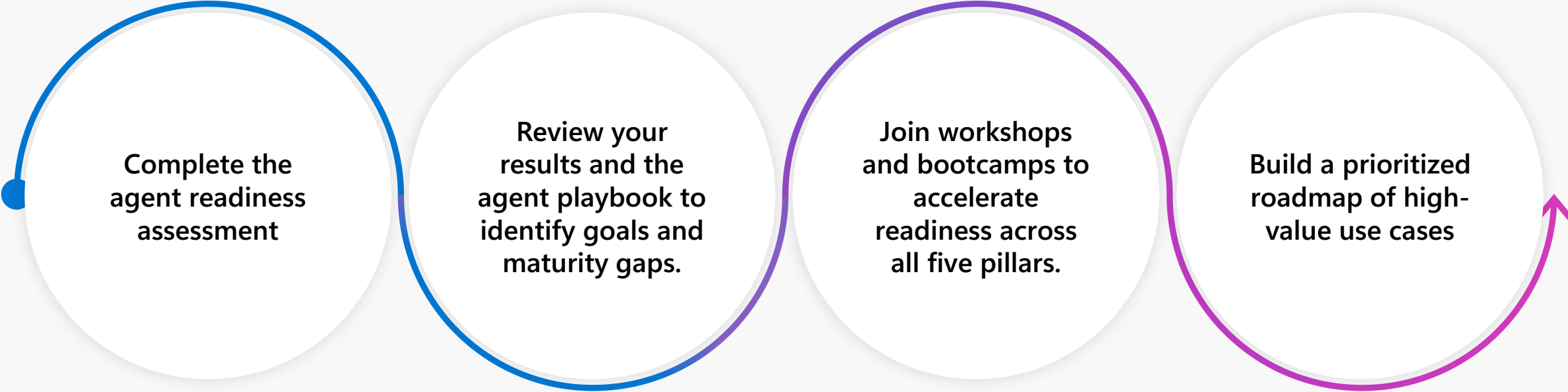Get started at: Aka.ms/AgentReadiness

Begin your agent readiness journey

AI & Business Strategy	Business Process Mapping	Technology & Data Strategy	Organizational Readiness & Culture	Security & Governance

Build Your Frontier Firm Playbook **KICKSTARTER**	Reimagine Business Processes **KICKSTARTER**	Copilot Studio Architecture Bootcamp	Build A Frontier Adoption Blueprint **KICKSTARTER**	Govern and Secure AI Agents **KICKSTARTER**

Skilling

Power Up

AI webinars

Strategy on a page with Clear vision & action plans	Envision high-value use case	Increase the success rate of customer Copilot Studio implementations	Adoption plan Upskilling through guided curriculum	Action plan to address AI risks & align team roles

aka.ms/AgentReadinessPrograms

Next Steps

Complete the agent readiness assessment

Aka.ms/AgentReadiness

Review your results and the agent playbook to identify goals and maturity gaps.

Aka.ms/AgentReadiness Framework
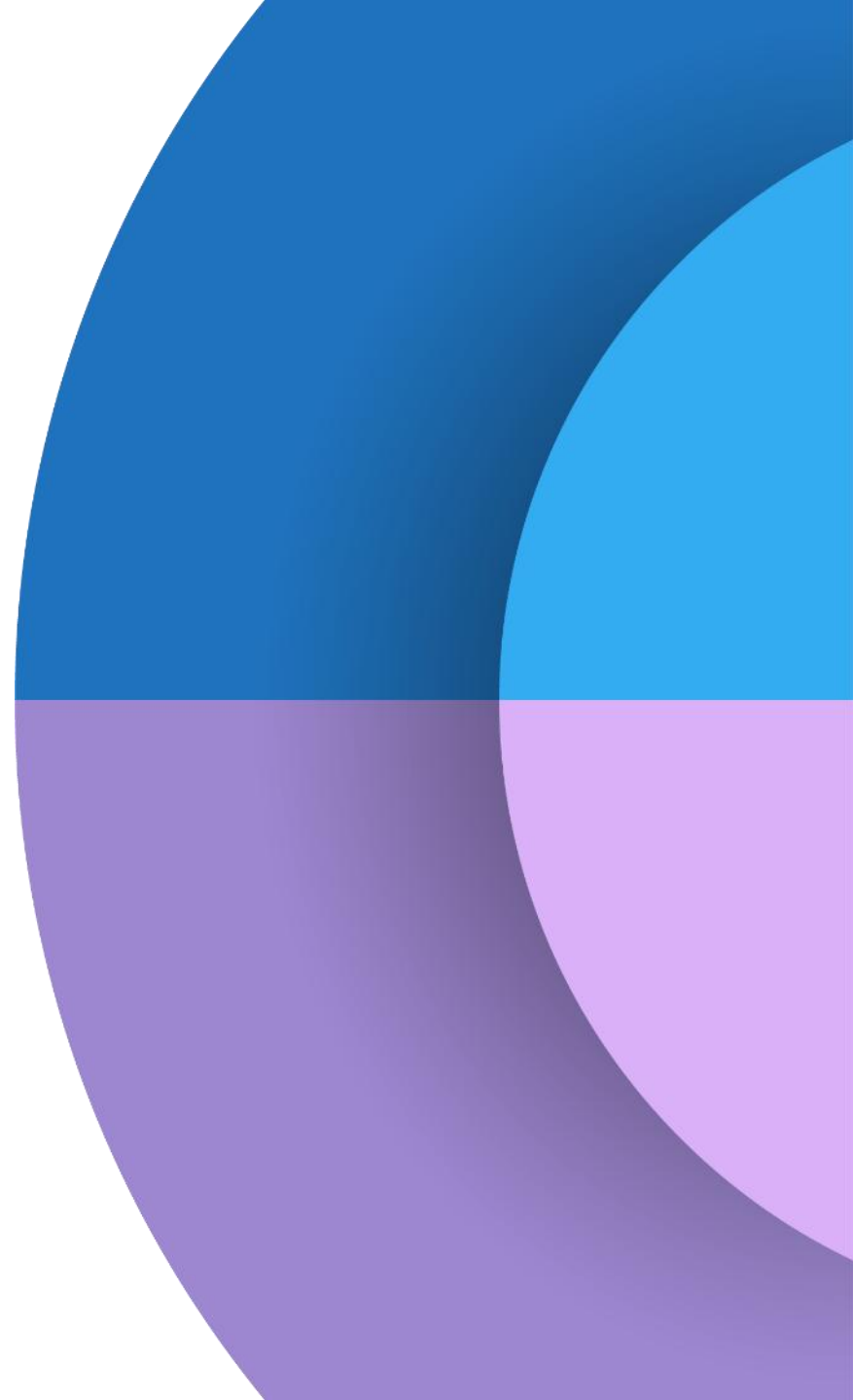
Join workshops and bootcamps to accelerate readiness across all five pillars.

Aka.ms/AgentReadiness Programs

Build a prioritized roadmap of high-value use cases

Thank you

Additional Resources

AI and business strategy:
- Create your AI strategy - Cloud Adoption Framework
- Create business value from AI
- 1000+ Microsoft customer stories

Business process mapping:
- Evaluating and prioritizing an AI use case with business envisioning
- Microsoft Scenario Library: Explore the library for function-specific scenarios

Technology and data:
- Get started with AI agents
- Agent Success Kit – Microsoft Adoption
- Microsoft Copilot Studio – Microsoft Adoption: Leverage our native AI
- Agent in a Day
- Power Customer Advisory Team resources

Organizational readiness and culture
- Establish a training and upskilling strategy for makers
- AI learning paths – Microsoft Learn
- Copilot Studio Agent Academy: Access hands-on training to learn how to build, scale, and deploy agents

Security and governance
- Security for AI
- Secure AI - Cloud Adoption Framework | Microsoft Learn
- Administering and Governing Agents
- Establish an AI Center of Excellence - Cloud Adoption Framework
- How Microsoft Digital (IT) is Responding with an AI Center of Excellence
- Responsible AI: Ethical policies and practices