

The Chief AI Officer: A New Leadership Mandate

As AI agents move into core business processes, enterprises need a single executive accountable for strategy, outcomes, risk, and scale.



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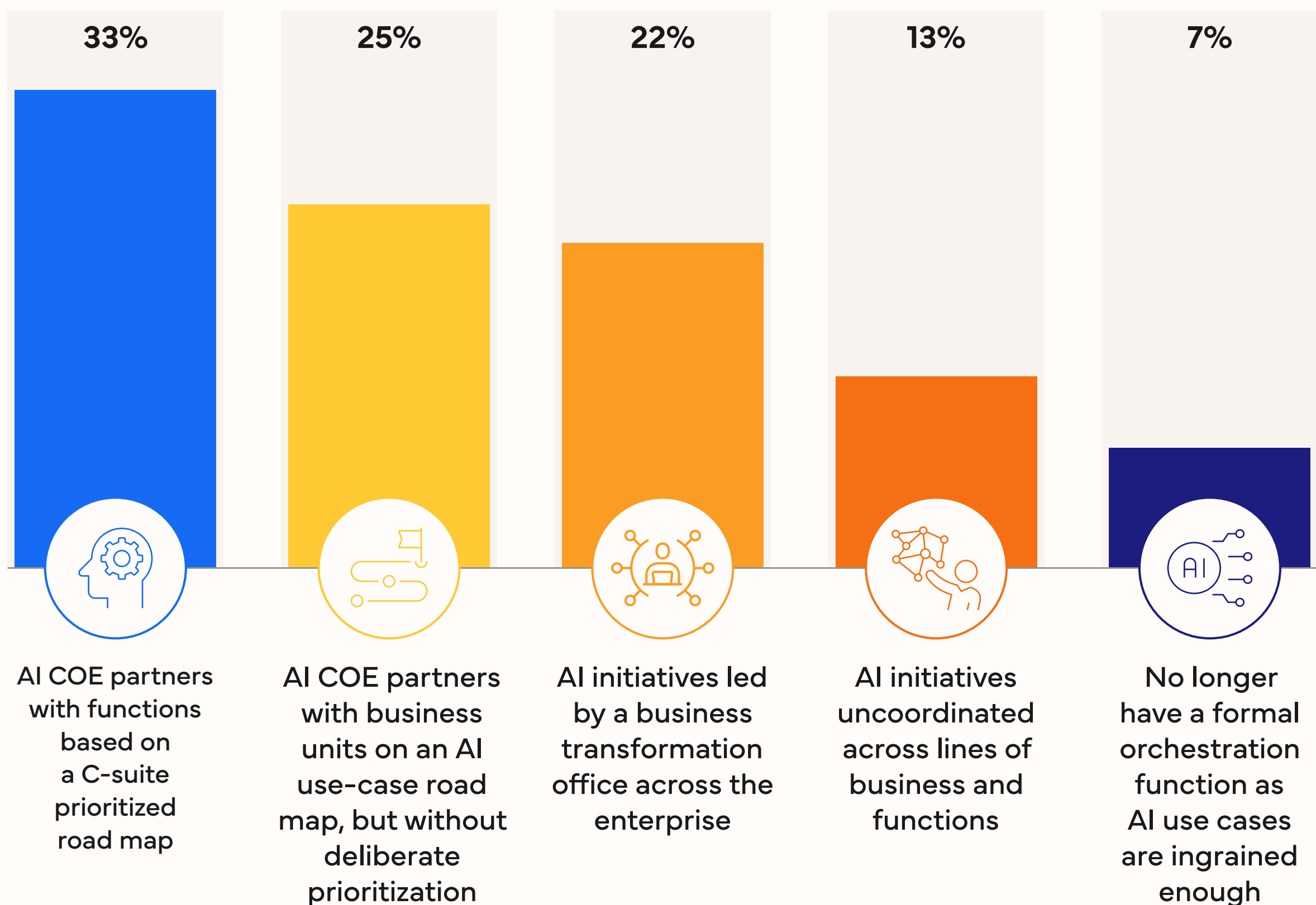
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AI centers of excellence are emerging as a leadership structure

Organizations are increasingly using AI centers of excellence (COEs) to coordinate AI efforts, although the level of executive prioritization still varies.

Which statement best describes how your organization orchestrates AI activities across the enterprise?

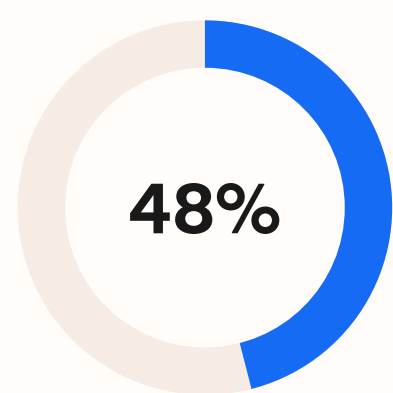


n = 894; Source: IDC's Future Enterprise Resiliency and Spending Survey Wave 7, August 2025

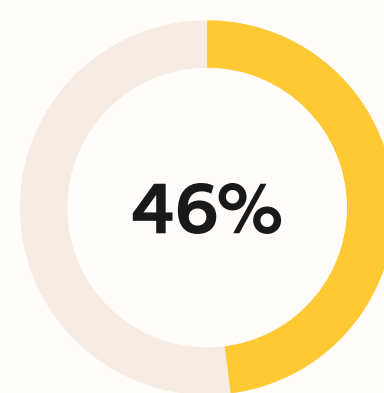
Agent sprawl calls for operational controls

As agents spread across the enterprise, organizations are moving toward centralized oversight and common operating standards.

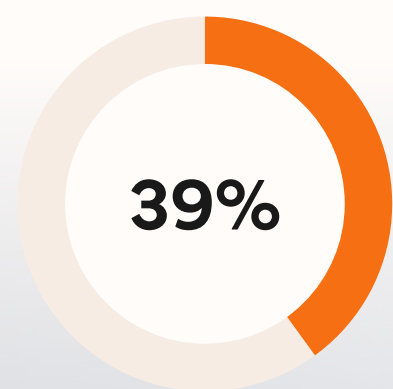
What methods will your organization use in the coming year to control agent sprawl?



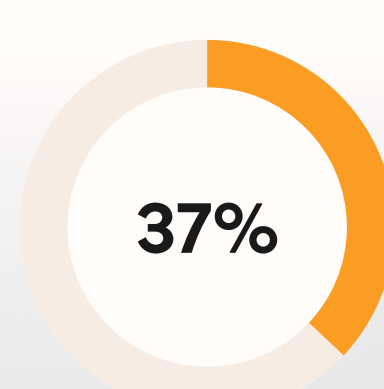
Centralized agent cost and performance management tools



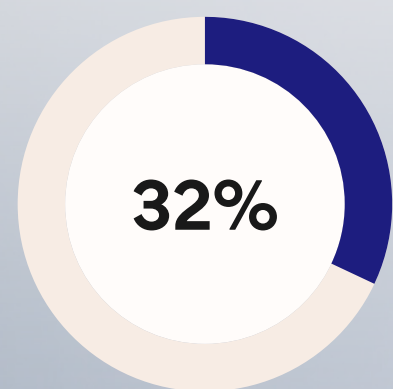
Regular internal audits and monitoring for agent and human oversight



Standards for agent vetting and deployment



Agent release, optimization, and lifecycle structure



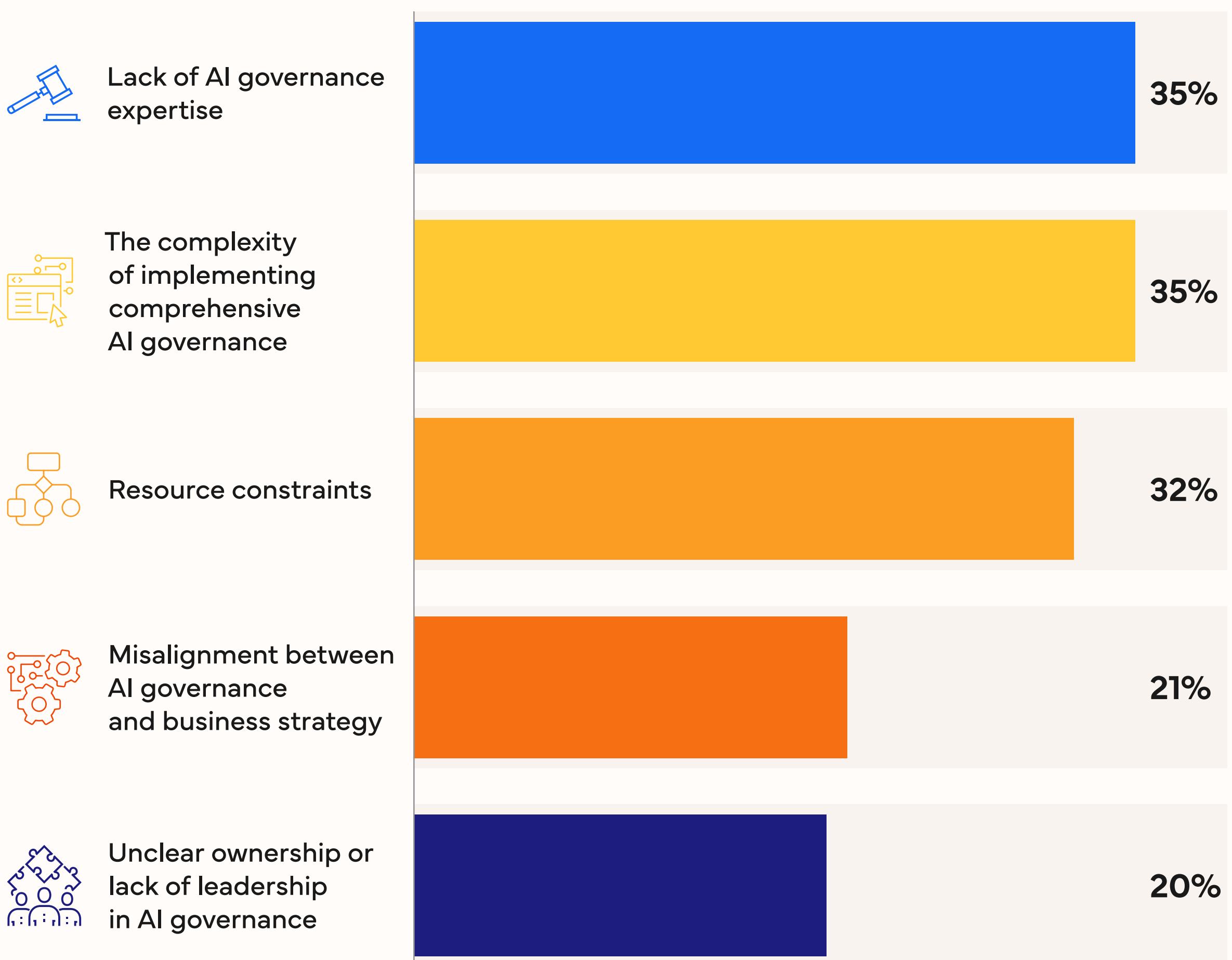
Hard limits on the number of agents deployed

n = 894; Source: IDC's *Future Enterprise Resiliency and Spending Survey Wave 7*, August 2025

AI governance needs clear executive ownership

Governance barriers increasingly stem from weak alignment and a lack of expertise and leadership.

What are the biggest barriers to effective AI governance in your organization?

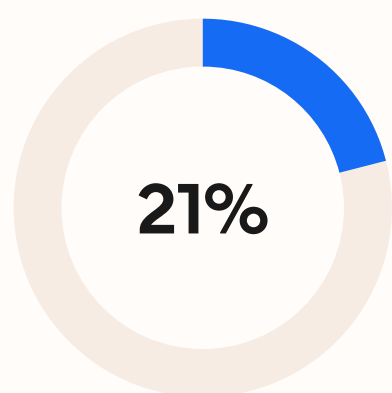


n = 903; Source: IDC's *Future Enterprise Resiliency and Spending Survey Wave 1*, March 2026

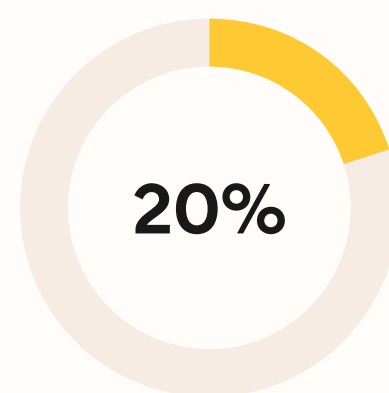
AI value realization requires accountability for outcomes

The biggest obstacles to AI impact include ROI pressure, regulation, process change, and unclear accountability.

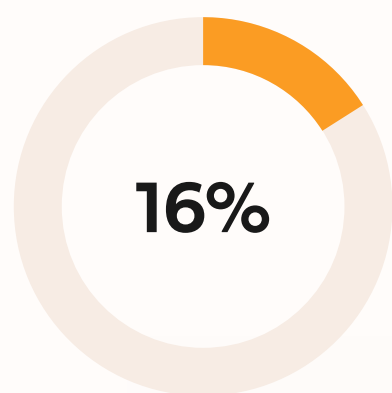
What challenges most often prevent your organization from realizing the full potential of its AI investments?



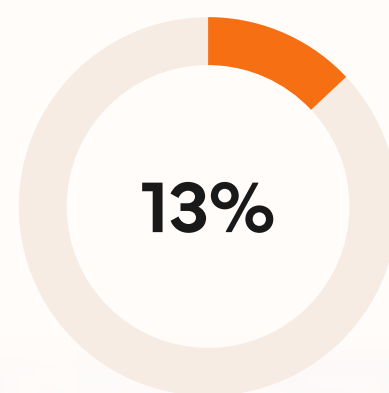
Competition for resources with other IT and digital initiatives



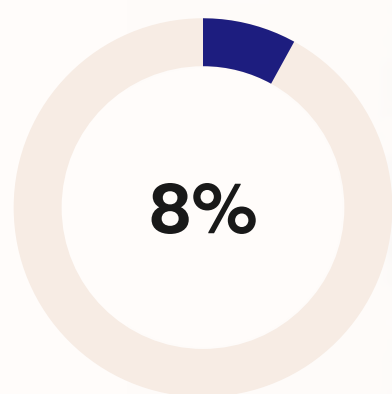
Difficulty quantifying and demonstrating AI ROI



Regulatory uncertainty impacting AI investment decisions



Resistance to process changes required for AI integration



Unclear ownership and accountability for AI outcomes

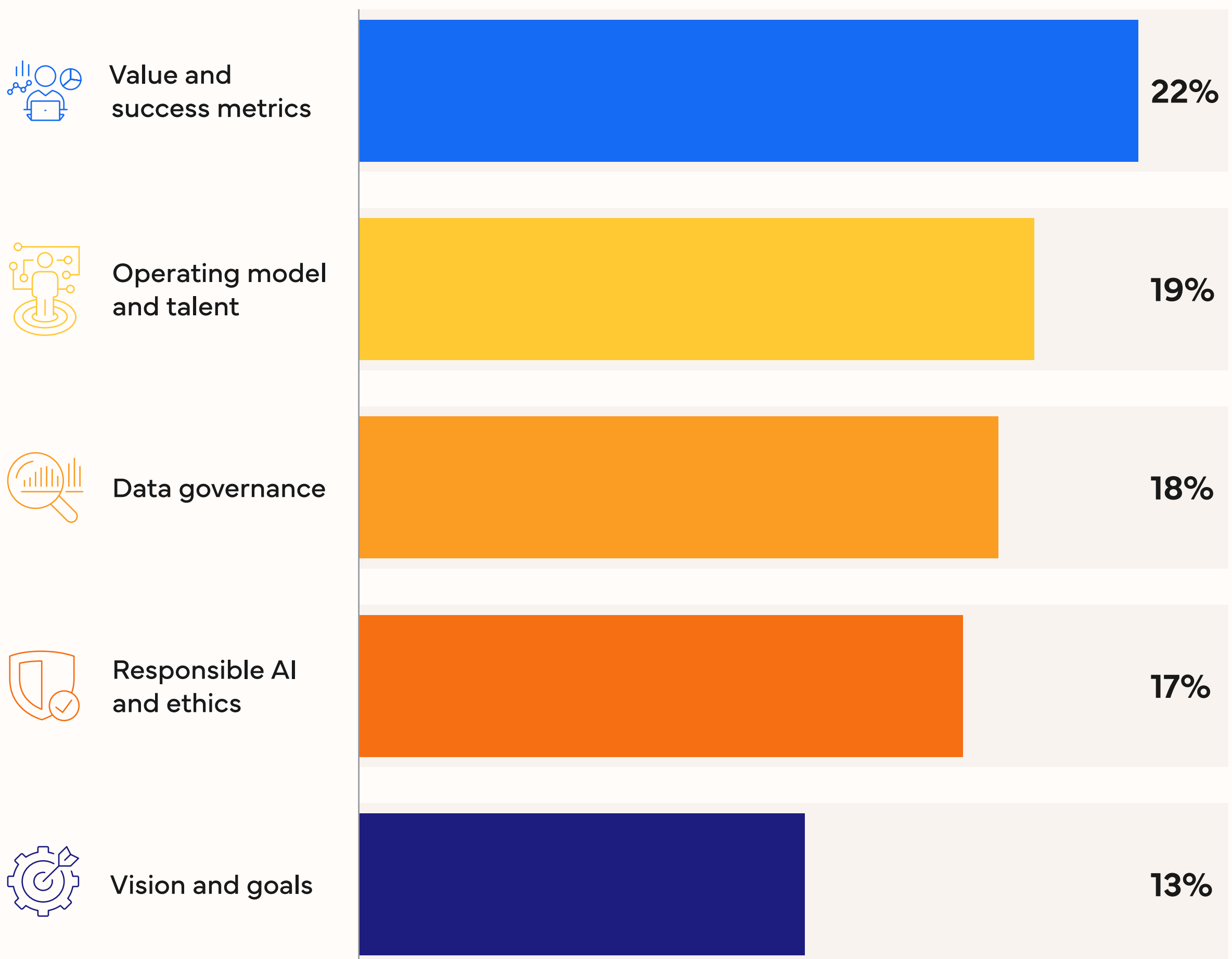


n = 903; Source: IDC's *Future Enterprise Resiliency and Spending Survey Wave 1*, March 2026

AI strategy needs a full operating model

Enterprises need AI leadership to cover metrics, operating models, data governance, and responsible AI.

What are the most important issues your organization's AI strategy should address?

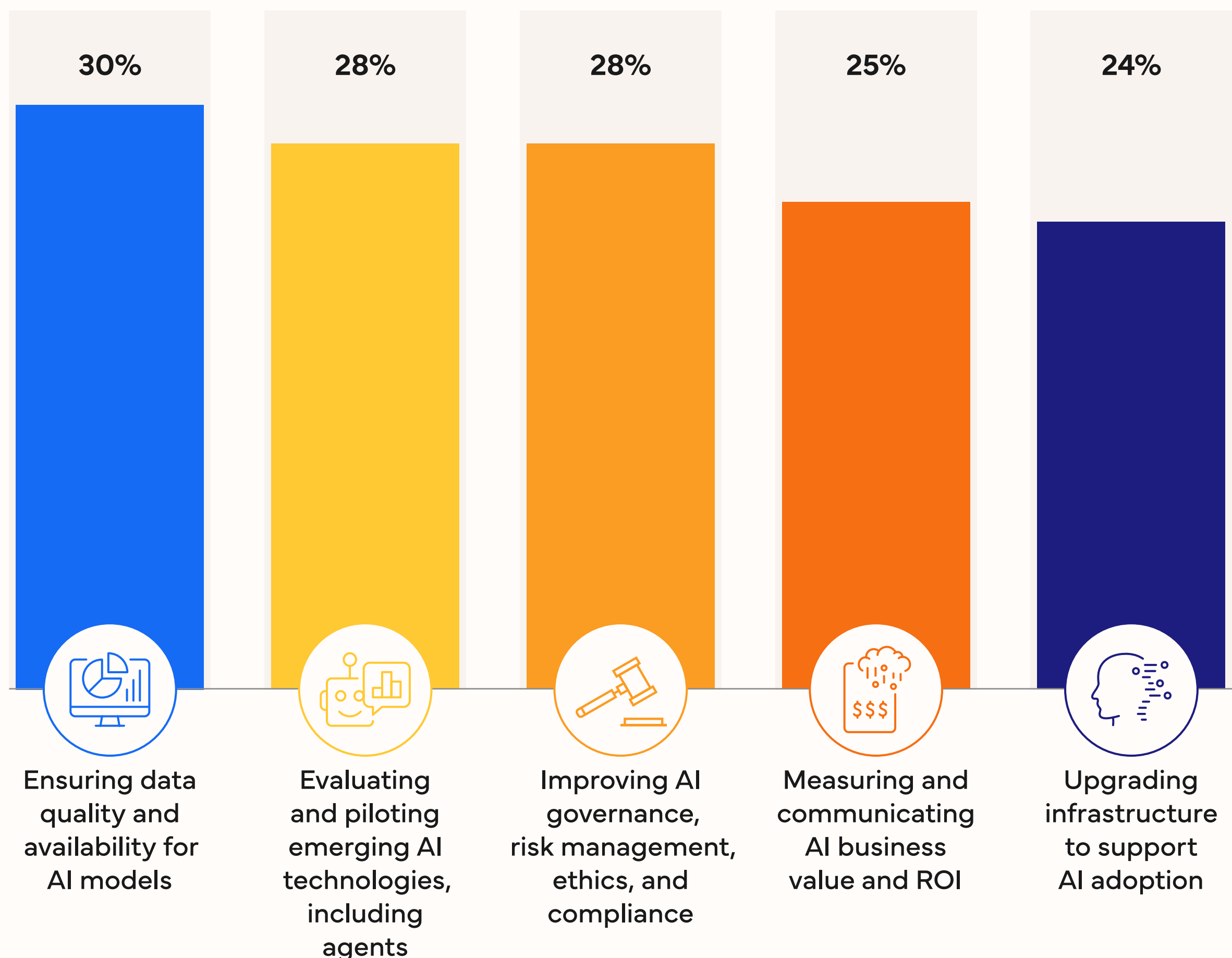


n = 903; Source: IDC's *Future Enterprise Resiliency and Spending Survey Wave 1*, March 2026

AI investment priorities already span multiple domains

Organizations are prioritizing AI across data, emerging technologies, governance, infrastructure, and business value.

What are your organization's top AI investment priorities, overall, for the next year?



n = 894; Source: IDC's *Future Enterprise Resiliency and Spending Survey Wave 7*, August 2025

AI success needs accountability for outcomes

Organizations are increasingly measuring AI success through a mix of technical and business metrics, which raises the need for portfolio-level accountability.

Which of the following best describes how your organization's approach to measuring AI success has changed over the past year or two?



n = 903; Source: IDC's *Future Enterprise Resiliency and Spending Survey Wave 1*, March 2026

Message from the sponsor



Microsoft Copilot Studio enables organizations to build, secure, and govern AI agents at enterprise scale.

With built-in identity, data protection, and lifecycle oversight, and integrations across Microsoft 365 and the broader security stack, it helps IT teams govern agents by managing risk, maintaining compliance, and operationalizing agent adoption while supporting business transformation.

[Evaluate organizational agent readiness with a 5 min assessment](#)