

The AI Integrations Matrix.

A board-level map of where AI sits, what it touches, who owns it, and how much governance it needs. Use it to calibrate the size of the pause to the size of the decision.

THE MATRIX



WHAT THE MATRIX HELPS NAKEDAI DO

- 01 Locate the AI activity
- 02 Identify ownership
- 03 Judge proportional risk
- 04 Trigger The Human Pause

Where does your organisation sit on this matrix?

Take the Human Pause Score to find out where AI is, where it should be and what to do next



The AI Integrations Matrix

Map the decision before you size the governance

USE THIS WHEN

Use this framework when an AI proposal is on the table and the discussion has moved to platforms, suppliers or pilots before anyone has established what kind of decision this actually is.

WHY IT MATTERS

The same technology can be a minor convenience for one person or a system the organisation depends on. The interface may look identical in both cases. The decision is not the same, and neither is the governance it needs.

Two questions place any AI use on the matrix. How much does it influence a material decision, and how deeply is it integrated into the way the organisation works?

The Four Positions

1. Personal productivity

Low impact, ad hoc integration.

An individual uses AI to work faster and think better: drafting, summarising, research prompts. The output stays with them, and they are close enough to it to see when it is wrong.

Ownership sits with the individual, with manager guidance. Governance should be proportionate: acceptable-use guidance and data awareness.

2. Team workflow

High impact, ad hoc integration.

A department uses AI in repeatable workflows: legal review, HR screening, marketing production. The output no longer stays with one person. It travels into other people's work and informs what they do next.

Ownership moves to a function lead. This position needs policy, review and consistency, because one person's unchecked output becomes another person's starting assumption.

3. Operational process

Low impact, embedded integration.

AI becomes part of how the business runs: customer service, finance checks, procurement analysis. Each individual output may be minor. The volume is not.

Ownership sits with operations or the process owner. This position needs controls, an audit trail and escalation, because a small error repeats at scale before anyone sees the pattern.

4. Decision support

High impact, embedded integration.

AI influences material decisions: hiring, lending, pricing, mergers and acquisitions, compliance. These decisions have real consequences for real people.

Ownership requires an executive sponsor and board accountability. This position needs human oversight, explainability and defensibility. Oversight must be real, which means the reviewer needs time, context and the authority to reject the output.



The AI Integrations Matrix

Map the decision before you size the governance

Map two positions, not one

Most organisations map where a pilot sits today and stop there. The more useful question is where success will take it.

A pilot may use copied files, a small group of users and manual review. The intended operating model may connect to live data, serve several departments and shape decisions that matter. Treating both as the same use creates a false sense of continuity. Technical capability often scales smoothly. Ownership, review capacity and risk do not.

Write down two positions before a pilot begins. Where the AI sits during the pilot, and where it will sit if the pilot succeeds. Then describe what has to be true to move between them.

That movement is the decision.

AI you did not decide to buy

Most organisations map where a pilot sits today and stop there. The more useful question is where success will take it.

A pilot may use copied files, a small group of users and manual review. The intended operating model may connect to live data, serve several departments and shape decisions that matter. Treating both as the same use creates a false sense of continuity. Technical capability often scales smoothly. Ownership, review capacity and risk do not.

Write down two positions before a pilot begins. Where the AI sits during the pilot, and where it will sit if the pilot succeeds. Then describe what has to be true to move between them.

That movement is the decision.



The AI Integrations Matrix

Map the decision before you size the governance

The leadership check

Use these questions with your leadership team.
If an answer is vague, leave it blank and treat that as useful evidence.

CURRENT POSITION

Where does this AI uses sit on the Matrix today?

INTENDED POSITION

Where will it sit if it succeeds?

CONDITIONS TO MOVE

What must be true before it moves from one position to the other?

OWNERSHIP

Who owns it now, and who owns it then?

EMBEDDED AI

What AI is already running inside software we pay for, and where does that sit?

Size the pause to the size of the decision.

A personal drafting tool does not need a board process. A system influencing material decisions does not become safe because it has the same chat box as the drafting tool.

The purpose is not to make every AI use look large. It is to stop a large use being governed as though it were small.

If you cannot agree where this sits, or where it is heading, take a Human Pause before approval.

Where does your organisation sit on this matrix?

Take the Human Pause Score to find out where AI is, where it should be and what to do next.