

CHRO Checklist

Evolve to an AI-Infused HR Operating Model

By 2030, 50% of HR tasks will be performed by AI and the rest will be augmented by AI. CHROs face a critical choice: Reinvent HR or risk becoming obsolete.

This checklist outlines how CHROs can revamp HR's service delivery, talent strategy and tech deployment for an AI-infused operating model.

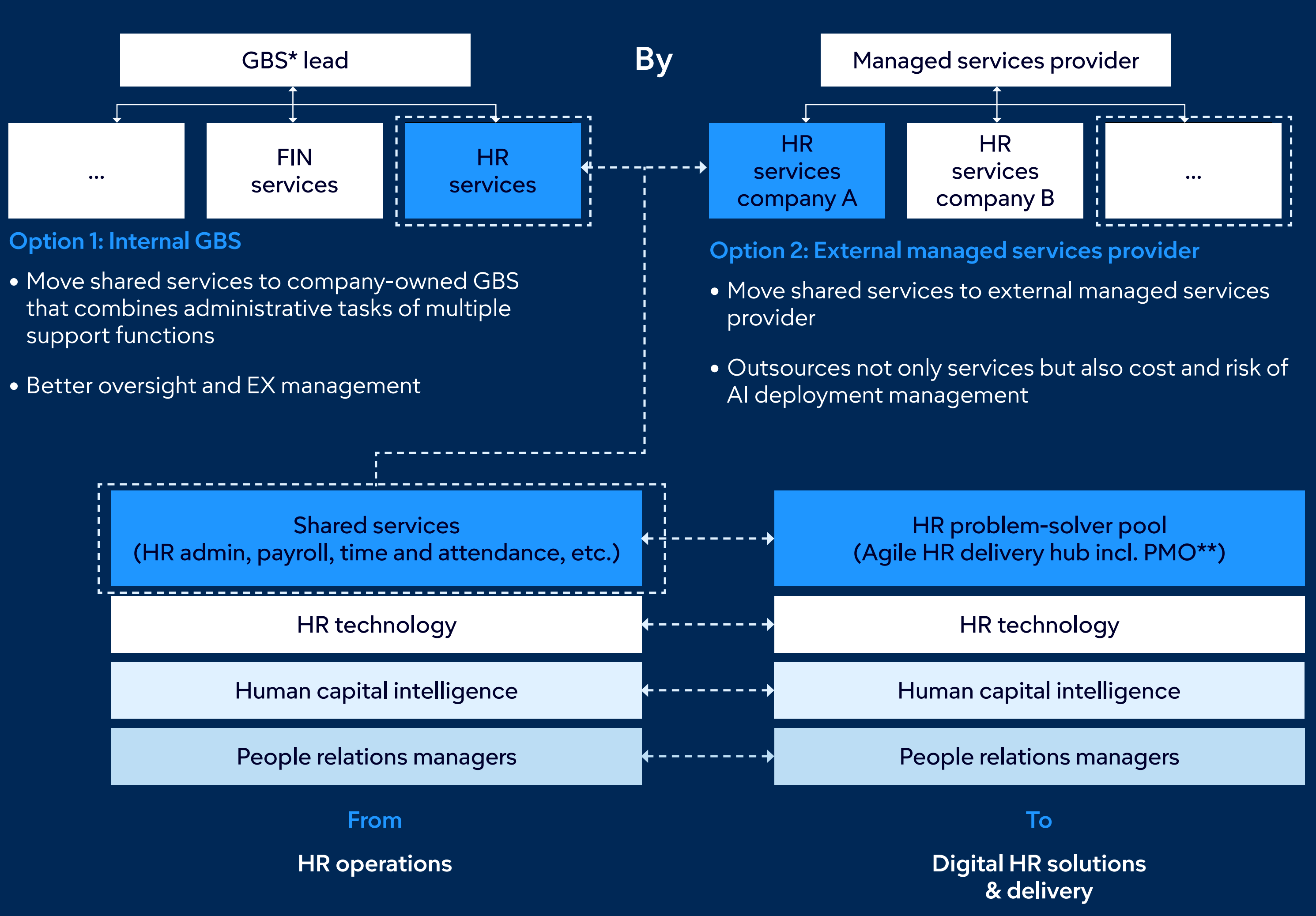
Impact 1

AI agents will perform most of the Tier 0 and Tier 1 activities within HR operations.

Enable HR operations as a digital solutions delivery hub:

- ✓ Invest in robust data management and knowledge modeling for reliable AI outputs
- ✓ Ensure HR systems can manage large data volumes, complex workflows and AI tool integration
- ✓ Standardize HR processes for automation with a customer-needs focus
- ✓ Upskill HR operations on AI prompt design, scenario planning and HR product delivery

From HR operations to digital HR solutions and delivery



Impact 2

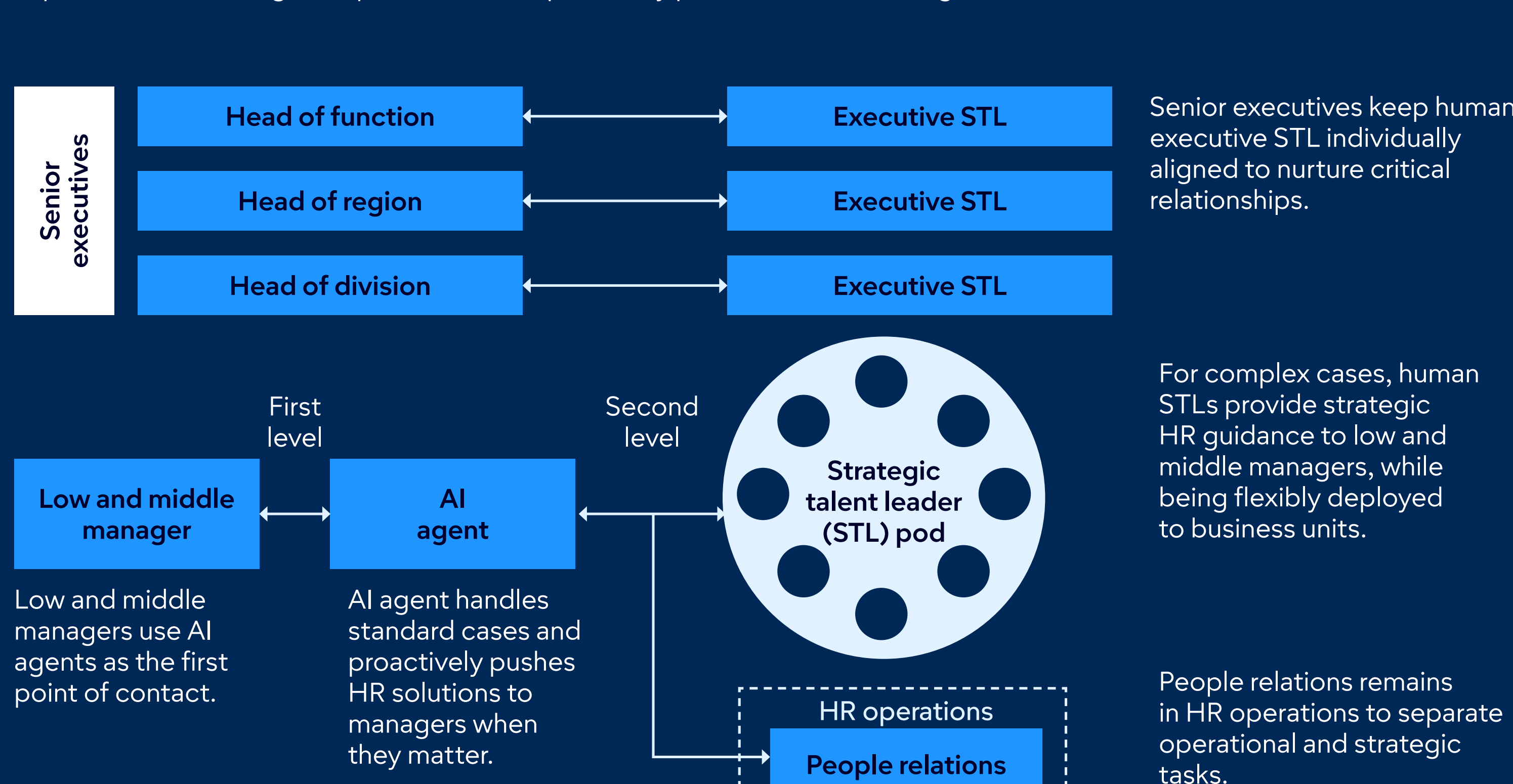
HRBPs will become the potential point of contact for most managers as AI augments their role.

Form dynamic pods of strategic talent leaders to:

- ✓ Equip HRBPs with AI tools that provide real-time talent and business insights
- ✓ Enable managers to confidently use AI agents as primary interface by providing targeted training and demonstrating AI's value
- ✓ Upskill HRBPs in data judgment and critical thinking to discern AI hallucinations and bias

Future HRBP interaction model

Note: An HRBP is being described as a "strategic talent leader (STL)" to highlight their strategic responsibilities and align this presentation to previously published Gartner insights.



Impact 3

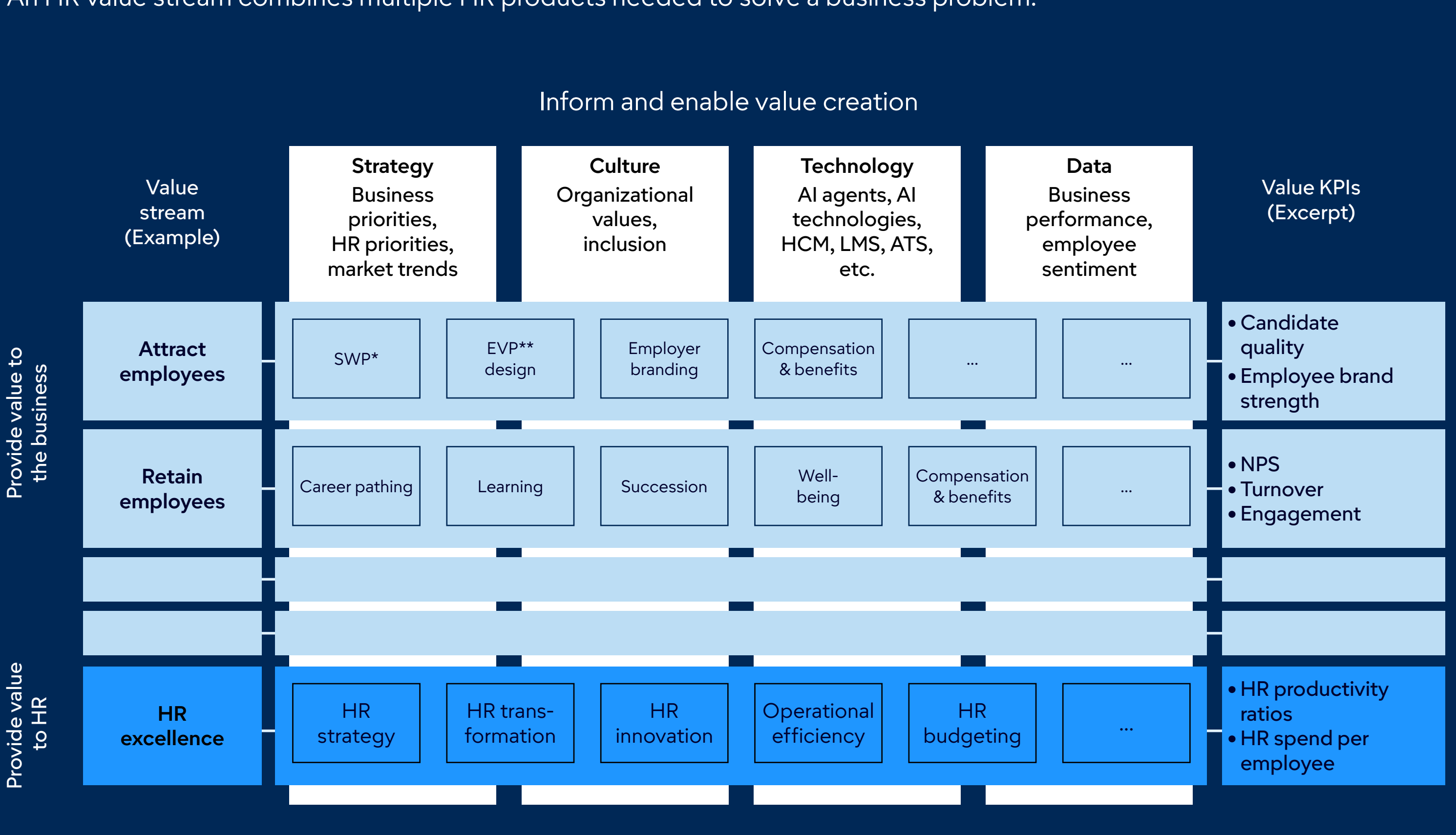
AI augmentation and real-time employee data will enable hyperpersonalized HR products.

Evolve centers of excellence (COEs) into custom HR product designers:

- ✓ Break down HR COE work into products and assess resourcing needs regardless of past investment
- ✓ Leverage behavioral science tactics to foster collaboration by value streams vs. by verticals
- ✓ Upskill COEs on critical thinking, innovation, product management and collaboration

COEs operate along horizontal value streams

An HR stream combines multiple HR products needed to solve a business problem.



Gartner for CHRO clients have access to:

- ✓ Diagnostics and benchmarks
- ✓ Guides and toolkits
- ✓ Expert inquiry
- ✓ Expert business and technology insights
- ✓ In-person events
- ✓ Peer connections
- ✓ Case studies and best practices
- ✓ Live webinars and online learning events
- ✓ Document reviews

Get Started