

Navigating Key Stakeholder Conversations With Gartner's GPS for AI Use Cases

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By: Alicia Mullery, Daryl Plummer, David Akers

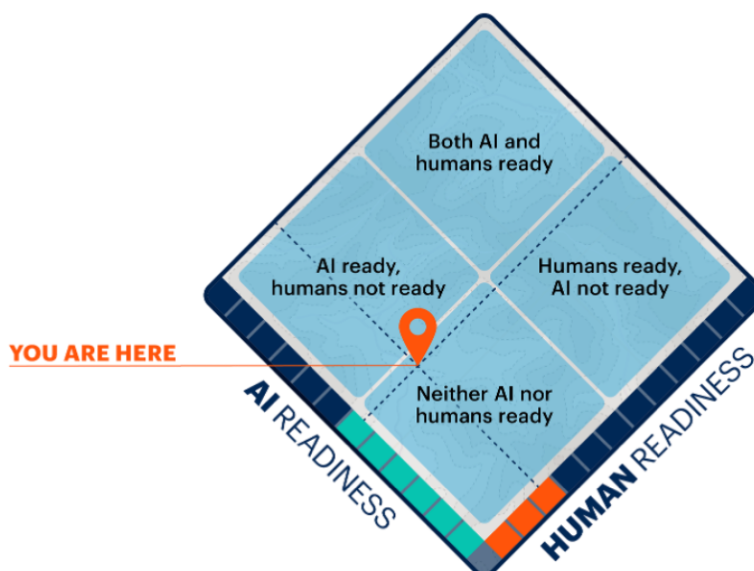
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Organizations have bold plans for AI, but most aren't ready to capture its value. This presentation introduces Gartner's "You Are Here" GPS framework – part of the 2025 IT Symposium/Xpo keynote – to help CIOs assess where their organizations stand in both AI and human readiness for each AI use case.

AI value remains elusive – not because organizations lack ambition, but because they lack readiness. Gartner's "You Are Here" GPS framework helps CIOs guide conversations to assess both AI and human readiness for each AI use case (Figure 1).

Figure 1: The "You Are Here" Gartner Positioning System

The "You Are Here" Gartner Positioning System



Source: Gartner
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In doing so, it helps answer key questions, including:

- What AI and human readiness gaps must we overcome to achieve AI value?
- Is AI truly ready – including technical capabilities like accuracy and autonomous agents?
- Are we anticipating hidden and ancillary costs, and accounting for risks and opportunities posed by vendors as digital nation-states and sovereign AI?
- What is our level of human readiness – are we ready for the impact of AI on jobs, skills, and behavioral byproducts?
- Are we investing in change management for managers to lead AI transformation effectively?
- How will AI reshape the IT function by 2030 – and are we building the technical and cultural foundations to support that shift?
- What actions can we take to close AI or human readiness barriers?
- What opportunities exist to achieve transcendent value?

This presentation details key insights from the original presentation delivered at the Gartner IT Symposium/Xpo 2025. It is also enhanced with questions, templates, and recommended resources.

How to Use This Presentation

This guide provides downloadable slides, discussion questions, and curated research to help CIOs engage stakeholders in assessing AI and human readiness for each AI use case. It supports conversations that clarify where improvements are needed to achieve value from each AI initiative.

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