

CHAPTER 8 - HOW AI LEARNS YOUR WORK

Enterprise AI Readiness Checklist

Know what any AI tool at your company is actually working from before you trust its answer.

Three levels exist, and knowing which one you are talking to changes everything about how much to trust it.

It Works Like	What It Means	You'll Hear
A closed-book exam	It answers using only what it learned during training.	LLM or SLM
An open-book exam	It looks up trusted company documents before answering.	RAG
A colleague who can act	It answers questions and connects to systems to perform tasks.	AI Agents, MCP

Before You Trust a Company AI Tool, Ask

- Is this AI answering from its own general knowledge, or retrieving from our documents?
- Is it connected to our internal systems, or only to a knowledge base?
- Can it perform actions, or does it only answer questions?
- If it takes action, is there a human checkpoint before anything consequential happens?
- Who manages this tool, and who can I ask when I am not sure?

Before You Trust What It Retrieved, Ask

- Is this the latest version of the document?
- Is this still our current policy?
- Does this apply to my team or location?
- Has anything changed since this document was written?
- Should I confirm this with the document owner?

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Three Beliefs Worth Correcting

The Belief	The Reality
If my company's AI tool got something wrong, every AI tool everywhere must be unreliable.	Not necessarily. It matters whether that tool worked from a closed book or an open one.
Once it's connected to our documents, it knows everything perfectly.	Not quite. There is still a limit to what fits, and documents can be outdated.
Any AI that can take real action is too risky to use.	Not automatically. The risk depends on the safeguards and how the system is governed.

A word of caution

Imagine a version of AI that does not just say the wrong thing, but does the wrong thing. This is exactly why responsible organizations build human review into anything an AI agent is about to act on.

The rule: the more capable a tool becomes, the more it deserves your attention, not less.

Run This on a Real Tool

The tool, and which of the three levels it actually operates at:

One question from this checklist I do not currently know the answer to:

Who I will ask to find out:

Better technology improves access to information. Better judgment ensures the right decisions are made.