

# AI Maturity for Compliance-Critical Products

## Key Takeaways

The webinar, led by Caryn Lusinchi, focused on the theme "From Risk to Readiness" and provided a comprehensive exploration of AI governance, compliance, and quality management. Caryn introduced her background as Nemko Digital's AI Strategy Lead, with deep expertise in AI governance, risk management, and policy development, particularly in the context of the EU AI Act, GDPR, and NIST frameworks.

### *Key Takeaways*

#### **1. The Shift from Physical to Digital Trust**

Caryn emphasized Nemko's legacy in building physical trust since 1933 and the current imperative to extend this trust into the digital realm, especially as AI becomes embedded in products and services. The intersection of physical and digital trust is seen as foundational for establishing AI trust.

#### **2. Value Drivers for AI Governance**

The main drivers for organizations to invest in AI governance include regulatory compliance (especially with the EU's evolving regulations), brand reputation, safety and risk control, stakeholder demands (internal and external), and achieving a competitive market advantage.

#### **3. The Role and Structure of AI Governance**

AI governance is positioned as a critical enabler for successful product deployment and market access. The maturity of an organization's governance framework directly impacts its ability to innovate and comply with global standards.

#### **4. AI Governance Maturity Assessment**

A central theme was the importance of conducting AI governance maturity assessments. These assessments help organizations:

- Understand their current landscape and use governance as a lever for organizational alignment.
- Align leadership and reach consensus across C-suite, legal, compliance, and board levels.
- Scale operations and oversight as AI adoption matures.
- Stay ahead of evolving global regulations and frameworks.
- Manage ethical, reputational, and operational risks.
- Benchmark against industry standards and competitors.

- Build stakeholder and customer trust.

## **5. Global Frameworks and Overlaps**

Nemko Digital's AI governance model is built around three major frameworks: ISO 42001 (AI management systems), the EU AI Act (risk-based), and NIST (operational integrity and cybersecurity). The model is adaptable to local and national regulations, providing a “kaleidoscope” view of compliance.

## **6. The Eight Core Areas of AI Governance Maturity**

The maturity framework is structured around eight categories:

- Leadership and Governance: Strategic alignment, charters, and steering committees.
- AI Lifecycle Management: From design to decommissioning.
- External Stakeholders: Supply chain, vendors, and customers.
- People and Culture: Literacy, upskilling, and organizational alignment.
- Operations: Controls, processes, and continuous improvement.
- Risk Management: Setting and managing risk tolerance.
- Compliance: Adherence to regulations and proactive audit readiness.
- Technology: Infrastructure, data, and cybersecurity.

## **7. Maturity Levels and Industry Status**

Most organizations are at the early stages (exploring or founding) of AI governance maturity, with only a small percentage advancing to higher levels. Understanding current maturity and setting a roadmap for improvement is crucial for responsible and efficient AI implementation.

## **8. Roadmap and Implementation**

A successful maturity assessment leads to a tailored roadmap, including:

- Stakeholder engagement across technical and non-technical roles.
- Readiness readouts and SWOT analysis.
- 1, 3, and 5-year plans for advancing maturity.
- Advisory support for bridging gaps.

## **9. Service Tiers for Maturity Assessment**

Nemko Digital offers three levels of assessment:

- Quick Scan: High-level, rapid assessment for nascent organizations.
- Focused Assessment: Deeper dive into specific use cases or departments.
- Comprehensive Assessment: Organization-wide evaluation, including technical infrastructure and compliance benchmarking.

## **10. Continuous Learning and Community Engagement**

Attendees were encouraged to participate in upcoming webinars (e.g., on AI literacy, the EU AI Act, ISO 42001 readiness) and to join [Nemko Digital's LinkedIn community](#) and AI Trust Hub for ongoing resources and support.

### ***Actionable Insights***

- Organizations should prioritize understanding their current AI governance maturity and develop a clear, actionable roadmap for improvement.
- Leadership alignment and cross-functional engagement are essential for effective governance.
- Proactive compliance and risk management are critical as regulations evolve rapidly.
- Investment in people, culture, and continuous monitoring will drive sustainable AI adoption and trust.
- Leveraging external resources, such as Nemko Digital's webinars and community, can accelerate learning and readiness.

### ***Conclusion***

The webinar provided a thorough, practical guide to AI governance maturity, emphasizing the need for structured assessments, leadership buy-in, and continuous improvement. The approach is holistic, covering strategy, operations, compliance, and technology, and is adaptable to organizations at any stage of AI adoption.