# AI Belongs on your Org Chart

By Jim Haviland

The rapid integration of AI tools within organizations necessitates a structured approach to skills development, management, and accountability. Leveraging the Ninety org chart tool, organizations can effectively map, manage, and ensure accountability for their AI tools, treating them as integral components of their operational structure. This document outlines how to utilize the Ninety org chart tool for this purpose, drawing upon its inherent capabilities to define roles, responsibilities, and reporting lines. This document should be used in conjunction with our guidance on analyzing and planning for AI adoption. Putting AI on the Org Chart (Responsibility Chart, Accountability Chart, etc.)will allow leaders to have a more complete understanding of where the organization is on the path to adoption and maturity.

The AI Tool as a "Seat" on the Org Chart

In the Ninety Org Chart, every function, department, or individual occupies a "seat." To organize and hold AI tools accountable, each significant AI tool or system should be represented as its own "seat" within the organizational structure. This approach elevates AI tools from mere assets to active participants in the organizational ecosystem. This also allows leaders to begin to effectively catalog where ai is being used effectively and where additional support or training is required.

Defining AI Tool Seats

- **Categorization:** Group AI tools based on their primary function or the department they serve (e.g., "Customer Service AI," "Data Analytics AI," "Marketing AI").
- **Unique Identity:** Each AI tool "seat" should have a unique identifier that clearly distinguishes it from other tools and human roles.
- **Placement:** Strategically place AI tool "seats" within the org chart under the department or functional area that is primarily responsible for their oversight, maintenance, and the utilization of their outputs. For example, a customer service chatbot would sit under the Customer Service department.

Adding AI Tools to my responsibility structure
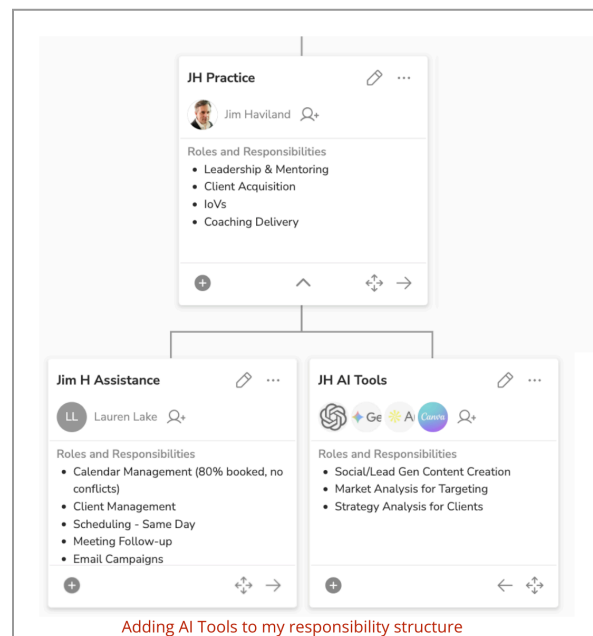
Establishing Accountabilities for AI Tools

Just as human seats have accountabilities, so too should AI tool "seats." This ensures that the performance, ethical considerations, and impact of each AI tool are regularly reviewed and managed. The Ninety org chart allows for the clear definition of accountabilities associated with each seat as well as descriptions that can contain agreements on how to measure success in those accountabilities. AI tools should be held to the same standard

Key Accountabilities for AI Tool Seats

- **Performance Metrics:** Define specific, measurable performance indicators (KPIs) for the AI tool. These could include accuracy rates, processing speed, efficiency gains, or error rates.
- **Data Integrity & Privacy:** Outline accountabilities related to the data inputs and outputs of the AI tool, including data quality, security protocols, and compliance with privacy regulations (e.g., GDPR, CCPA).
- **Ethical Guidelines:** if ethical behavior is part of your human requirements, this should also apply to your AIs. Clearly state the ethical principles the AI tool must adhere to, such as fairness, transparency, and avoidance of bias. Accountabilities should include regular audits for ethical compliance. This should include standards on where and when AI involvement is labelled or cataloged. Do we acknowledge AI usage to our clients?
- **System Maintenance & Updates:** Define the responsibilities for ensuring the AI tool is up-to-date, secure, and functioning optimally. This might include responsibilities for bug fixes, version control, and infrastructure management.
- **Output Utilization & Impact:** Detail how the AI tool's outputs are to be used and the expected impact on business operations or decision-making. This links the tool's function directly to organizational goals.

Seat name

JH AI Tools

Seat Holders (optional)

[ChatGPT ai] [Apollo AI] [Gemini Google] [Canva AI] 🗑 ⌄

Roles and Responsibilities ⌄

⌄ Title and description

⌄ Social/Lead Gen Content Creation 🗑

Free Piece>Lead Magnet>Webinar>Offering
First Draft of each portion
Image Generation
Chart Creation

⌄ Market Analysis for Targeting 🗑

Determine which industries and segments will benefit from our offerings and how to speak to them
Gemini Research
ChatGPT Research
Apollo

⌄ Strategy Analysis for Clients 🗑

Help clients work through SWOT and 5 Forces with additional market data
Gather insights for white papers
Gemini Research
ChatGPT Research

+ Add new

Seat Skills & Competencies ⓘ ⌄

Image Generation 🔗 unlinked ⋯

Content Creation 🔗 unlinked ⋯

Assigning "Owners" to AI Tool Seats

While an AI tool occupies a "seat," it cannot hold itself accountable. Therefore, each AI tool "seat" must have a human "owner" or "accountable person" within the Ninety org chart. This individual is responsible for overseeing the AI tool's performance, ensuring its accountabilities are met, and addressing any issues that arise just as you would do for any other direct report

Responsibilities of the AI Tool "Owner"

- **Monitoring Performance:** Regularly review the AI tool's performance against its defined KPIs and ethical guidelines.
- **Troubleshooting:** Act as the first point of contact for issues related to the AI tool's operation or output.

- **Decision-Making:** Make decisions regarding the AI tool's configuration, updates, or operational adjustments.
- **Reporting:** Report on the AI tool's status, performance, and any significant incidents to relevant stakeholders or leadership teams.
- **Liaison:** Facilitate communication between technical teams, business users, and other stakeholders regarding the AI tool.

Integrating AI Tool Seats into the Reporting Structure

The Ninety org chart inherently defines reporting lines. By placing AI tool "seats" within this structure, their oversight and accountability become seamlessly integrated into the broader organizational hierarchy.

Example Reporting Structure for AI Tools

Department/ Function	Human Leader	AI Tool Seat	AI Tool Owner (Human)
Customer Service	☺ Person	Customer Service Chatbot AI	☺ Person
Data Analytics	☺ Person	Predictive Modeling AI	☺ Person
Marketing	☺ Person	Content Generation AI	☺ Person

This table illustrates how AI tools can be formally acknowledged within the organizational structure, with clear lines of accountability and ownership.

Early Stage Adoption

For many employees, their current AI usage may be limited or non-existent. Even if an employee is only using AI features embedded in existing tools, it is worth mapping those realities. The differences in usage between the technologically curious and the technologically fearful may be stark. For many organizations, the expertise or success of some employees will provide necessary insight on where training will be valuable. Leaders can ensure that best practices and discoveries are propagated effectively.

Regular Review and Adaptation

The dynamic nature of AI and organizational needs requires a continuous review process. The Ninety Org Chart provides a visual and structured platform for these reviews. Leaders should align on standards for the cadence of review based on the predicted level of impact or risk.

Review Mechanisms

- **Quarterly Reviews:** Conduct regular (e.g., quarterly) reviews of AI tool performance, ethical considerations, and alignment with strategic objectives.

- Accountability Check-ins: AI tool "owners" should participate in regular accountability meetings to report on their tools' status.
- Org Chart Updates: As AI tools evolve or new ones are introduced, the Ninety org chart should be updated to reflect these changes accurately. This ensures the organization's understanding of its AI landscape remains current.

By formally incorporating AI tools into the Ninety org chart, organizations can achieve greater clarity, control, and accountability over their AI investments, ensuring these powerful technologies contribute effectively and responsibly to organizational success.

Resources

Yes, here are the links for the previously provided list of resources, which can help readers better understand organizational design and accountability in the age of AI.

1. **Ninety.io Trial Start:** The Ninety Free Tier allows you to create a free Org Chart like the one represented in this document.

2. **Ninety.io's Org Chart Brief:** This resource from **Ninety.io** offers a detailed look at how to build an accountable org chart, a key principle that extends to integrating AI.

3. ***AI Accountability* by Lumenova AI:** This article defines AI accountability and its importance, focusing on principles like fairness, transparency, and governance.

4. ***AI Is Reshaping Organizational Design Globally* by Borderless AI:** This article explores how AI adoption is leading to new organizational structures and roles.

5. ***AI Governance Framework* White Paper from the Wharton Human-AI Research Initiative:** This paper provides a deep dive into the risks of AI and outlines a formal governance framework for managing them.

6. ***When the AI agent joins the org chart* by IBM:** An IBM article that discusses the challenges managers face when supervising teams that include both human and AI workers.