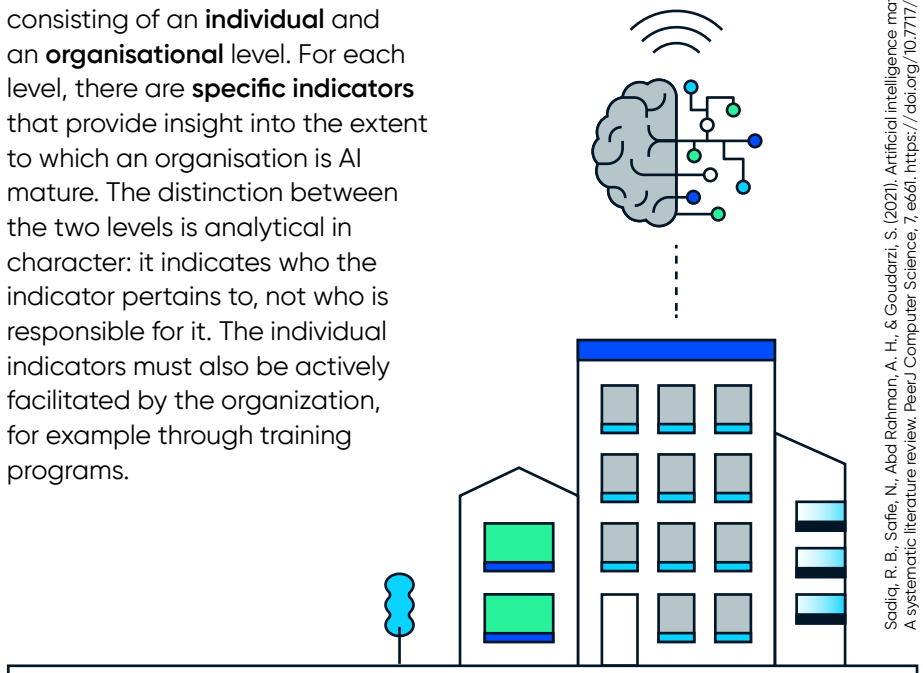
What is AI-maturity?

Organisations are increasingly expected to be “AI mature”, but what this means in practice often remains unclear. Based on an **extensive literature review**, **expert interviews** and a **brainstorm with experts**, we bring together the key building blocks of AI maturity in an overarching framework.

AI maturity is a layered concept consisting of an **individual** and an **organisational** level. For each level, there are **specific indicators** that provide insight into the extent to which an organisation is AI mature. The distinction between the two levels is analytical in character: it indicates who the indicator pertains to, not who is responsible for it. The individual indicators must also be actively facilitated by the organization, for example through training programs.



Sadiq, R. B., Safie, N., Abd Rahman, A. H., & Goudarzi, S. (2021). Artificial intelligence maturity model: A systematic literature review. PeerJ Computer Science, 7, e662. https://doi.org/10.7717/peerj-cs.662

Definition AI maturity

AI maturity is the extent to which an organisation has developed the capabilities, processes, governance, and culture needed to adopt, scale, and responsibly use AI effectively.

Gebaseerd op Sadiq et al. (2021)

AI maturity

Individual level

The individual level focuses on what individual employees need to be AI-mature.

- **AI literacy**
- **AI self-confidence**
- **AI readiness**

Organisational level

At the organisational level, this concerns the structures, processes and resources within an organisation that are necessary to be AI mature.

- **AI (procurement) policy**
- **AI strategy**
- **AI governance**
- **Digital and data infrastructure**
- **Risk management**
- **Ethical considerations**
- **Regulation**

AI literacy refers to the knowledge, skills and attitudes that employees have to understand and critically use AI. It involves both an understanding of how AI works and can be used, as well as an awareness of the presence and impact of AI in one's own work context and in society at large.

AI self-confidence is the extent to which employees have confidence in their own ability to use AI applications independently.

AI readiness refers to employees' awareness of the potential added value of AI, combined with their motivation and willingness to explore, experiment with and apply it.

AI (procurement) policy refers to the set of internal guidelines, roles, procedures and agreements that determine when, for what purpose and in what way AI may be used and purchased within the organisation.

AI strategy is the long-term vision that describes how AI contributes to the organisation's mission, objectives and value creation.

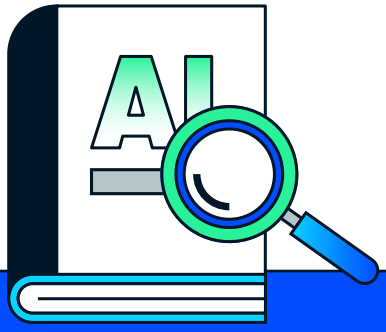
AI governance refers to the set of oversight and accountability structures an organization uses to ensure that AI applications function as intended in practice.

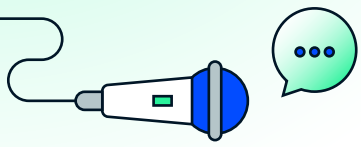
Digital and data infrastructure concerns the quality, accessibility, security and organisation of the technological systems and datasets needed to develop or use AI in a reliable manner.

Risk management refers to the systematic identification and management of risks arising from the use of AI applications within the organization.

Ethical considerations involve systematically assessing the potential moral, human and societal consequences of an AI system.

Regulation concerns the extent to which an organisation is able to correctly understand, implement and comply with legal requirements relating to AI.





Discover the complete literature, explanation of the indicators and all expert interviews in the latest report from the Knowledge Centre Data & Society: **AI maturity in the work context: from literature and experts to a new framework (in dutch)**.

A selection of responses from experts

"Without targeted training, there is a risk that employees will not explore AI sufficiently or use it correctly."

– Dieter Somers (VOKA)

"The value created by AI must be sustainable and include everyone in the narrative. Digital inclusion is crucial in this regard."

– Paul Roevens (UNIZO)

"AI maturity requires clear policy at management level and a long-term vision. AI is not a one-off project."

– Ferdinand Casier (Agoria)

Knowledge Centre Data & Society

Artificial Intelligence Flanders

Knowledge Centre Data & Society (May 2026). What is AI maturity? Brussels: Knowledge Centre Data & Society.