
AINNOLAB
AI Innovation Lab with & for People
Introducing the HAISE Delivery Model

Intro

- HAISE is AINNOLAB's framework for measuring and governing performance in human–AI work systems. It helps organisations move beyond simple AI adoption and usage metrics to understand whether AI is creating **verified business value at an acceptable level of cost and risk**.

- HAISE combines business outcomes, operational performance, assurance, attribution, autonomy and accountability into one evidence-based management approach. It supports leaders in deciding **where AI should be scaled, improved, governed or reconsidered**—based on measurable results rather than assumptions.

- This deck introduces the wider options including reverse engineering which organizations have for measuring and governing Performance in human-AI work systems. As a reader you may find the detailed documentation beneficial.

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Reverse engineer AI value from Business Outcomes*

Instead of measuring “AI usage” or generic productivity, start with the business result and work backwards to the specific KPI where AI can move the needle.



Example
Revenue growth → conversion from first meeting to opportunity

AI thesis
Better AE preparation + faster follow-up improves conversion

Measure
Do AI-assisted calls convert higher than non-assisted calls?

***Outcome: a measurable investment thesis, not a broad request such as “everyone should use AI more”. Consider using Objectives and Key Results (OKRs) as agreed at the Quarterly Design Review (QDR) meeting**

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What changes when AI value is reverse engineered

The approach turns AI deployment into a targeted portfolio of use cases, workflow redesigns and KPI experiments.

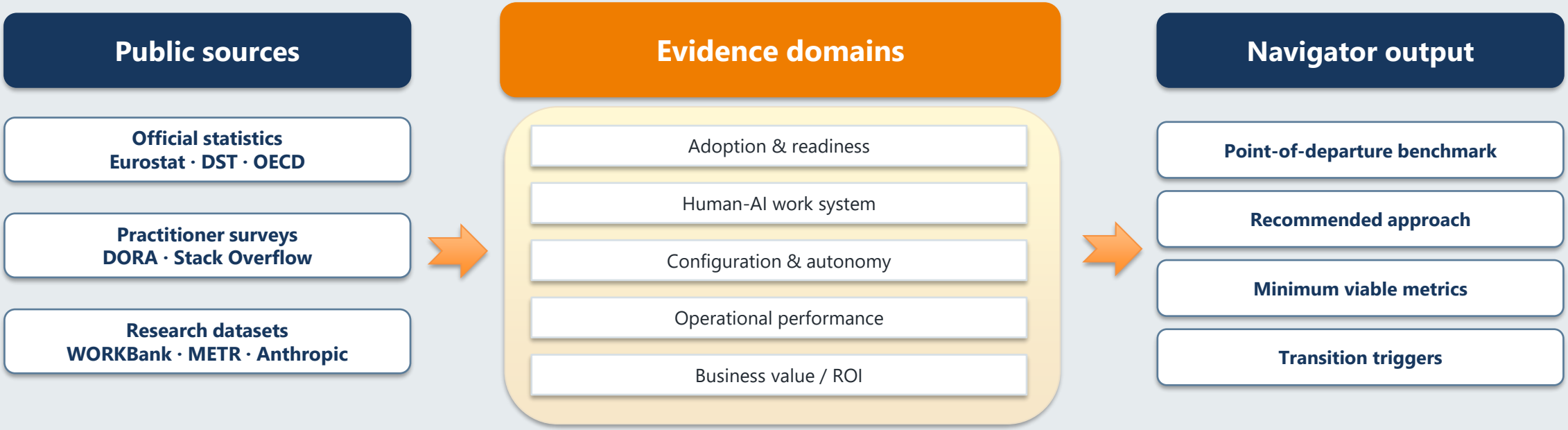
Training	Champions	Measurement
Build use cases and automations for the levers that matter most. Agree Learning Journeys to persona clusters. Don't offer generic AI coaching for everyone.	Give champions a clear mandate: improve specific metrics through redesigned workflows and targeted automation.	Track before/after and compare AI-assisted with non-assisted work to build a credible evidence case.

Before Q4: agree the 3–5 critical 2027 business metrics, identify their levers, and decide where AI can move them faster or further

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Public evidence can seed an AI Value Benchmark Navigator

The market already offers reference data, but each source benchmarks a different layer of AI value.



Sources: Eurostat isoc_eb_ai; Statistics Denmark ITAV19; Stack Overflow Developer Survey 2025; DORA Quick Check/ROI; Stanford WORKBank; Anthropic Economic Index; METR; Cui et al.

Core idea: benchmark by evidence domain, not by a single universal AI ROI score

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Treat public benchmarks as three evidence classes

The Navigator v1 show benchmark confidence. Otherwise survey data, telemetry and RCTs are mixed as if they meant the same thing.

Class A Population benchmark	Class B Professional reference	Class C Research evidence
Representative or official statistics Best for: market position, adoption baseline, country/industry/size comparison Examples: Eurostat, Statistics Denmark, OECD	Large but self-selected practitioner populations Best for: developer adoption, trust, sentiment and experience context Examples: Stack Overflow, DORA survey/Quick Check	Academic or controlled research evidence Best for: causal claims, task effects and evidence ranges Examples: METR, Cui et al., SPACE-of-AI, WORKBank

Source anchors: official statistical series (Eurostat/DST/OECD), practitioner surveys (DORA/Stack Overflow) and experimental or task-level research (METR, Cui et al., Microsoft SPACE-of-AI, Stanford WORKBank).

Design rule: show reference values with an evidence label.
Benchmark, reference population or research evidence before suggesting conclusions

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Building starter benchmark repository from public sources

The Navigator only uses sources that are transparent enough to support external comparison or evidence-based interpretation.

Source	Evidence	Usable benchmark	Navigator role
Eurostat / DST	A	AI adoption by country, size, industry	Point-of-departure
Stack Overflow	B	Developer AI use, trust, sentiment, agents	Experience & readiness
DORA	B	Delivery metrics, Quick Check, ROI logic	Operational baseline
Stanford WORKBank	C	Task-level desired vs feasible agency	Human–AI configuration
METR / Cui et al.	C	Measured productivity effects; positive and negative cases	Evidence range
Anthropic Index	C	Observed task/occupation AI use; augmentation vs automation	Use-case context



Sources: Eurostat 2025 AI enterprise adoption; Statistics Denmark Digitalisation/ITAV19; Stack Overflow Developer Survey 2025; DORA Quick Check 2026 and ROI guide; Stanford WORKBank; Anthropic Economic Index; METR and Cui et al. studies.

Initial proposition: combine official adoption benchmarks with practitioner reference data and causal research evidence without pretending they are statistically equivalent

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The Navigator v1 benchmarks just a small set of measures with usable public reference points

Adoption & readiness		
Enterprise uses AI	Eurostat/DST	A
Adoption by size & industry	Eurostat/DST	A
AI use frequency	Stack Overflow	B

Experience & trust		
Perceived usefulness / sentiment	Stack Overflow	B/C
Trust/distrust in AI output	Stack Overflow	B
Agent use and workflow fit	Stack + WORKBank	B/C

Work-system performance		
DORA delivery performance	DORA	B
AI-assisted task-time delta	METR / Cui	C

HAISE internal baselines		
Attribution coverage	Internal	Int
Verified-output / rework signal	Internal + proxies	Int/C

A = population benchmark · B = professional reference · C = research evidence · Int = internal baseline

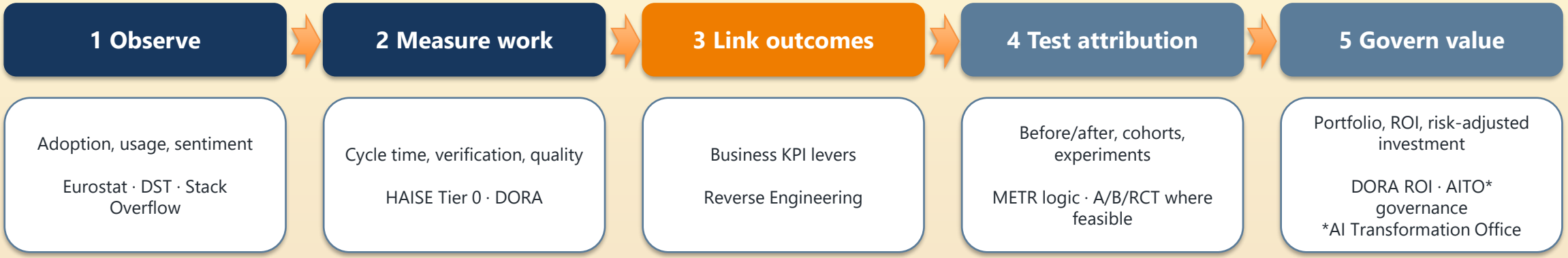
Examples: Eurostat/DST provide adoption baselines; Stack Overflow provides trust/sentiment proxies; DORA provides delivery benchmarks; METR and Cui et al. provide causal productivity reference ranges; HAISE builds internal baselines for attribution and verification

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Trigger-based progression: move from Navigator v1 to next level only when the current evidence no longer supports the decision being made

Organisations should not all start with full ROI modelling. The pathway depends on decision need, evidence appetite and measurement maturity.

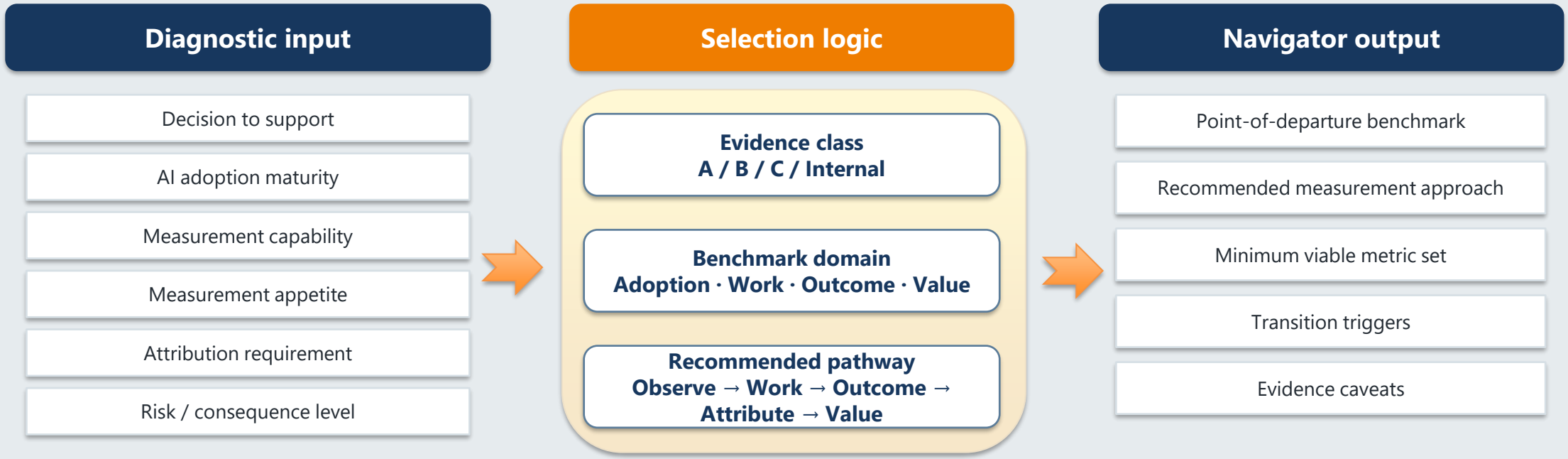
Example: a small AI pilot may stop at Observe + Measure Work; regulated autonomous workflows may need all five levels



Sources: DORA Quick Check and ROI material; Section reverse engineering logic; HAISE tiered metric catalogue and maturity model; METR/Cui et al. causal productivity evidence

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The first deliverable should connect diagnostic answers, public evidence and recommended measurement pathways



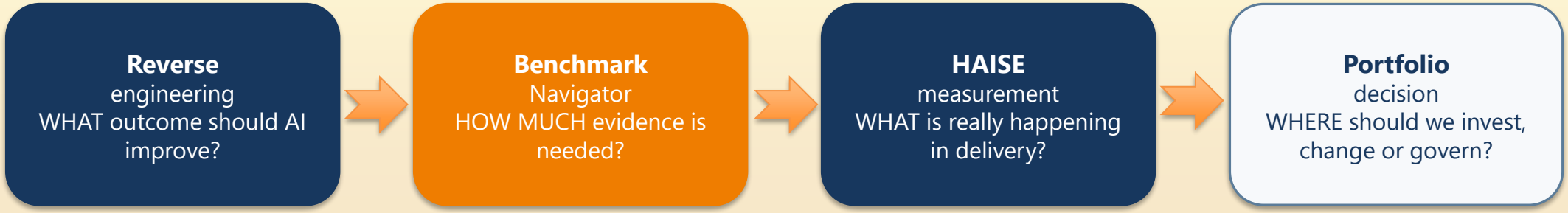
Reference basis: HAISE Tier 0 and maturity model; official adoption statistics; practitioner surveys; task-level human agency datasets; experimental productivity studies; DORA benchmark and ROI model.

The Navigator Version 1 should prioritise 8–12 benchmarkable measures (not the full HAISE Catalogue!), then grow as internal benchmark data accumulates

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HAISE is the operating measurement layer that explains what is happening inside the human–AI delivery system

Without HAISE, reverse engineering can identify a target KPI — but not whether AI created verified value or moved cost and risk downstream



Management logic: Business outcome → evidence strategy → human–AI performance → investment and governance decision

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The core management shift is from counting AI activity to understanding verified value, flow, assurance and control

Traditional question
Are developers becoming more productive with AI?

HAISE question
Is the human–AI engineering system producing more verified value at acceptable cost and risk?

More AI activity and generated output ≠ more verified business value

VALUE
Does AI improve outcomes?

FLOW
Does AI shorten end-to-end delivery?

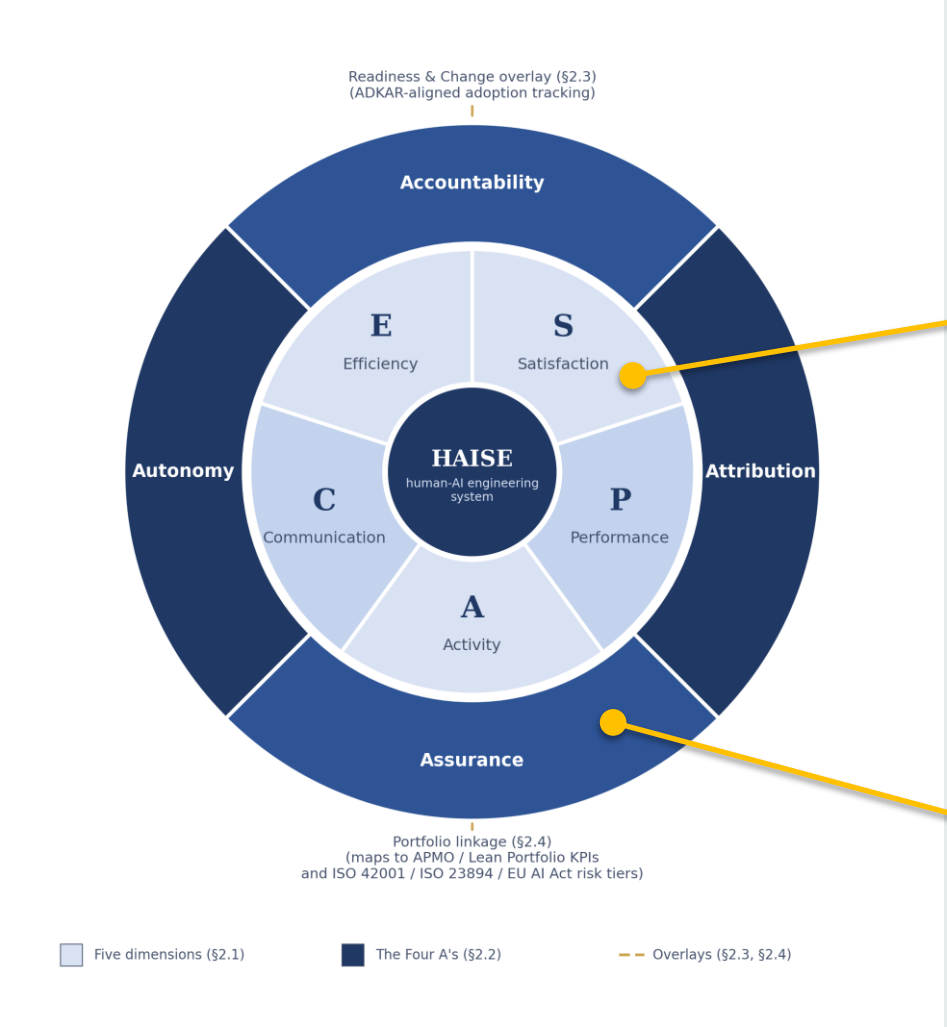
ASSURANCE
What do verification and rework cost?

CONTROL
Who or what produced the work — and who is accountable?

Positioning: HAISE is a system-performance and portfolio-governance framework — not an individual developer monitoring tool.

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4 properties cut across all 5 dimensions and answer questions no single SPACE dimension is designed to answer on its own



SPACE Dimension – Inner Circle	Traditional focus	AI-era extension
Satisfaction and well-being	Burnout, autonomy, fulfilment	AI confidence, cognitive load, deskilling concerns, surveillance concerns
Performance	Quality and outcomes	Verified correctness, business value, security, maintainability, AI-induced defects
Activity	Commits, reviews, tickets	Human-, AI- and jointly produced work; delegation, acceptance, modification, rejection
Communication and collaboration	Team coordination, knowledge sharing	Human-AI collaboration, agent orchestration, context quality, escalation
Efficiency and flow	Cycle time, interruptions, waiting	End-to-end time including prompting, agent execution, review, verification, rework

Cross-Cutting Property – Outer Circle	Core question	Why it matters
Attribution	Can the organisation distinguish human, AI-assisted, AI-generated and agent-executed work?	Foundational for every other metric; without it, measurement is guesswork
Assurance	How much effort is required to establish that AI output is fit for use?	Surfaces the hidden verification cost that offsets generation speed
Autonomy	How much responsibility is delegated to the AI system?	Productivity metrics mean different things at different autonomy levels
Accountability	Does the team retain clear responsibility for requirements, outputs, approvals and incidents?	Prevents apparent efficiency from becoming unmanaged risk

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Proposed reference stack of European-founded, on-premises-capable tools covering required functional layers

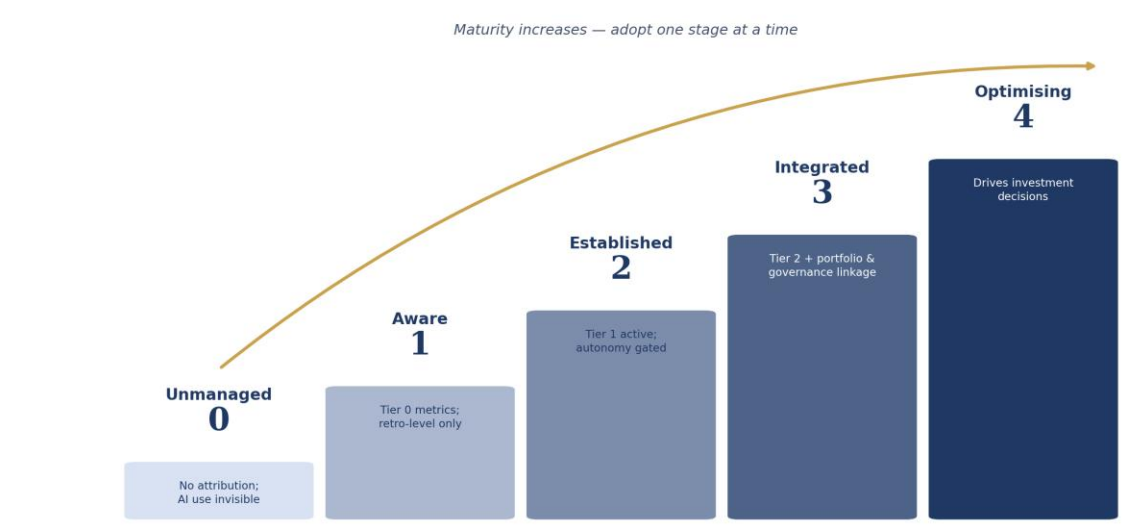
Proposed European-founded on-prem stack

HAISE layer	Recommendation	Origin	Notes
Work tracking	OpenProject	Berlin, Germany	Free Community edition (unlimited users) or paid Enterprise on-prem
Source control + CI/CD	Forgejo	Codeberg e.V., Germany (non-profit)	Where the attribution tag (section 3.6) is enforced via CI, as Azure Pipelines or GitHub Actions would do
Survey / people data	LimeSurvey	Hamburg, Germany	Satisfaction-cluster and Bloom AS-IS assessment data collection (section 3.7)
Dashboards -the HAISE monitoring layer	Grafana OSS	Created in Sweden; company is US-headquartered	Software is AGPL-licensed and fully self-hostable regardless of company domicile
Governance and compliance analysis	Self-hosted LLM (e.g. Mistral) + vector search	Paris, France	For ISO 42001/23894 policy-gap analysis feeding the AI Governance Lead's Table 8 responsibilities

- HAISE is tooling-agnostic by design: it defines what to measure, at what tier, and who owns it, not which product does the measuring. In practice, two broad implementation paths cover most organisations today
- The first is the conventional enterprise ALM stack most BizDevOps delivery organisations already run: Jira with Confluence, or Azure DevOps. Work items map to Tier 0 throughput metrics, pull-request review maps to human review coverage, Confluence or wiki pages hold the governance artefacts referenced throughout section 3 in the HAISE workbook, and pipeline hooks (Jenkins, GitHub Actions, Azure Pipelines) are where the attribution tag from section 3.6 gets enforced as a CI check rather than a manual convention
- Translating this into an actual configuration cookbook, including custom fields, webhook definitions, pipeline YAML, and dashboard queries, is a complementary document to this (at the time unpublished)
- The second path responds to a specific and growing requirement: European organisations increasingly need or prefer infrastructure that is both on-premises and European-founded, driven by data-sovereignty regulation and by Atlassian's own discontinuation of self-hosted Jira. Jira Data Center stopped taking new subscriptions in March 2026 and reaches end of life in 2029 as all remaining Data Center licenses expire and products switch to read-only mode.

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Structured to sit alongside existing PMO and ISO 42001 Governance Maturity, HAISE proposes five maturity stages



Stage 0 - Unmanaged

- No attribution, no readiness overlay; AI use is invisible to any metric. AI adoption is happening ungoverned, with no visibility into quality, security, or accountability exposure.
- Organisations typically move off this stage following a quality incident or audit finding traceable to unattributed AI output.

Stage 1 - Aware

- Attribution tagging in place; **the ten Tier 0 metrics** tracked manually or via basic dashboards. Readiness overlay run once as a baseline.
- No governance linkage (e.g. ISO42001/ISO23894) yet. Metrics inform team retrospectives only. Typical duration: one to two quarters.

Stage 2 - Established

- **Full Tier 1 metric** set active with named owners and automated dashboards. Autonomy-level distribution tracked, with Autonomy Level 3+ work requiring a named accountable owner as a hard gate.
- Readiness overlay run quarterly and actively used to explain metric movement. Metrics reviewed quarterly, with stale metrics retired.

Stage 3 - Integrated

- **Tier 2 diagnostic metrics** available on demand for specific investigations. Portfolio linkage active: Performance and Efficiency metrics feed APMO, Lean Portfolio reporting or those defined by the **AI Transformation Office (AITO)**.
- Governance linkage active: Autonomy and Accountability metrics mapped to ISO 42001/ISO23894 risk categories or EU AI Act risk tiers for regulated engagements. Verified Throughput Index used as a standing team-level trend indicator.

Stage 4 - Optimising (same convention as in CMMI)

- **Verified Throughput Index and portfolio-linked metrics inform investment decisions** — tooling spend, headcount mix, build-versus-buy on AI tooling. Governance reporting is continuous and audit-ready rather than point-in-time. Readiness and change metrics feed a standing organisational capability register, so new teams onboard against a known playbook rather than starting from Stage 0.
- The framework itself is reviewed by the **AI Transformation Office (AITO),** combining the portfolio-management responsibilities of a PMO with the expertise, governance, and enablement functions of an AI CoE.
- HAISE must be updated quarterly, alongside a Quarterly Digital Review (QDR) - a cross-team digital-strategy alignment cadence sometimes used in enterprise digital transformation programmes and the retrospective of Objectives and Key Results (OKRs).
- In HAISE that continuous loop is concrete and integrated in the quarterly AITO framework review, the QDR, and the OKR retrospectives, repeated on a standing quarterly cadence.

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Tier 0 - the starter set (month one)

Quick self-assessment: define the Point-of-Departure.
Tick each item that is already true; any unticked item caps the effective maturity stage regardless of how advanced other metrics are.

✓	Question	If the answer is no
☐	Is every AI-touched commit tagged with an attribution value?	You are at Stage 0, regardless of other metrics in place
☐	Are individual and team AI adoption tracked separately from usefulness perception?	Adoption blind spot — Readiness overlay is qualitative-only, capped at Stage 1
☐	Does every Autonomy Level 3+ workflow have a named accountable human?	Ungoverned autonomy gap — capped at Stage 1 regardless of dashboard maturity
☐	Are metrics reported as distributions or trends, never individual scores?	Psychological safety risk — pause rollout until corrected
☐	Can Performance and Efficiency metrics be traced to a portfolio KPI?	Capped at Stage 2
☐	Is there a governance mapping to ISO 42001/23894 or EU AI Act risk tiers?	Capped at Stage 2 for regulated engagements

For this initial step, we use 10 metrics.
This is the minimum viable measurement layer and the only tier that is mandatory. Adoption is deliberately included.

Dimension / Property	Metric	Definition	Owner
Satisfaction (& well-being)	AI usefulness index	Self-reported: AI tools meaningfully help my work	AI Enablement Lead
Performance	Verified-output rate	% of AI-touched changes passing review and tests without material correction	Engineering lead
	AI-associated defect rate	Escaped defects traceable to AI output, per 100 changes	QA / Engineering lead
Activity	AI-generated change proportion	% of shipped change volume by attribution category	Engineering lead
Communication	Human review coverage	% of AI/agent changes receiving human review before merge	Engineering lead
Efficiency	End-to-end cycle time	Intent-to-verified-output time, AI-assisted vs. human-only	Engineering lead
Attribution	Attribution tagging coverage	% of changes tagged human / AI-assisted / AI-generated / agent-executed	Engineering lead
Assurance	Verification effort ratio	Verification and correction time ÷ total delivery time, AI-touched work	Engineering lead
Adoption	Individual AI adoption rate	% of developers using AI tools at least weekly, with a frequency-band breakdown (daily / weekly / monthly / rarely)	AI Enablement Lead
Adoption	Team AI adoption category	Team classified as All / Most / Some / None of members actively using AI (weekly threshold)	AI Enablement Lead

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Tier 1 - Core (month two to three)

Added once Tier 0 is stable.

Sixteen metrics across the five dimensions plus three cross-cutting additions and one Readiness-anchored addition

Dimension / Property	Metric	Definition	Owner
B1. Satisfaction & well-being	Perceived autonomy	Self-reported: developers feel empowered vs. constrained by AI workflows	People Analytics / L&D
	Skill-development effect	Self-reported: AI use is building or eroding skills developers value	People Analytics / L&D
B2. Performance	Security findings per AI-assisted change	Security findings (SAST/DAST/manual) per AI-touched change vs. human-only baseline	Security / Engineering lead
	Maintainability delta	Static-analysis maintainability score, AI-touched vs. human-authored code	Engineering lead
	Rework attributable to AI output	% of total rework hours traceable to correcting AI-generated work	Engineering lead
B3. Activity	Suggestion acceptance rate	% of AI suggestions accepted as-is or with minor edit	Engineering lead
	Modification-after-acceptance rate	% of accepted AI suggestions substantially edited before merge (see section 3.8)	Engineering lead
	Agent tasks initiated / completed	Count and completion rate of tasks delegated to autonomous agents	Engineering lead
B4. Communication & Collaboration	Context completeness score	Reviewer-rated: did the agent/AI receive adequate requirements and constraints (see section 3.8)	Engineering lead
	Agent escalation quality	% of agent escalations that reached the correct human with sufficient context on first attempt (see section 3.8)	Engineering lead
B5. Efficiency & Flow	Review and verification time	Time spent reviewing/verifying AI-touched changes vs. human-only	Engineering lead
	Rework time	Hours spent correcting AI output after initial acceptance	Engineering lead
B6. Cross-cutting additions	Review-type split (Attribution)	% of changes human-reviewed vs. automatically approved	Engineering lead
	Hallucination/fabrication rate (Assurance)	% of AI outputs containing fabricated facts, APIs, or references, caught in review	Engineering lead / QA
	Autonomy-level drift (Autonomy)	Change in autonomy-level distribution quarter over quarter	PMO/APMO Lead / AI Governance Lead
B.7 Adoption and competency depth (Readiness)	Team AI competency depth	Distribution of team members across Bloom Bands B1–B6 (section 3.7), from behaviourally-anchored AS-IS assessment	AI Enablement Lead

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Tier 2 Metric Catalogue (Diagnostic) used selectively to investigate a specific time-bound problem

Dimension / Property	Metric	Definition	Owner
C1. Satisfaction & well-being	Confidence-using-AI gap	Delta between self-rated AI confidence and observed correction rate	People Analytics / L&D
	Ownership/craft erosion signal	Free-text sentiment coding from retrospectives on “whose work is this”	Engineering Lead / People Analytics
C2. Performance	Customer outcome linkage	Change in a named product KPI (latency, conversion, incident rate) following AI-assisted releases	Product owner
C3. Activity	Human interventions per agent task	Average number of human corrections/approvals per agent-executed task	Engineering lead
C4. Communication & Collaboration	Traceability of AI decisions	% of AI/agent decisions with a reconstructable rationale (prompt, context, output chain)	AI Governance Lead
	Collaboration satisfaction	Self-reported: AI improves vs. fragments team collaboration	People Analytics / L&D

Dimension / Property	Metric	Definition	Owner
C5. Efficiency & Flow	Waiting time for context or approval	Time agents or developers spend blocked awaiting human input	Engineering lead
	Concurrent agent supervision capacity	Number of agent workstreams one developer can supervise without quality degradation	Engineering lead
C6. Cross-cutting additions	Escaped AI-associated defects (Assurance)	Defects reaching production traceable to AI output, per release	QA
	Policy violation rate (Accountability)	Count of agent/AI actions outside defined guardrails, per quarter	AI Governance Lead

Ten metrics, drawn on demand once Tier 0 and Tier 1 are established

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HAISE operating model: who owns what



Operating principles

- Most HAISE responsibilities stay within existing roles. Cross-team coordination is introduced only when scale, risk or portfolio reporting requires it
- **Start with existing roles.** At early maturity stages, HAISE responsibilities are absorbed by Engineering, QA, Security, Product and People/L&D roles
- **Formalise only when scale requires it.** Once several teams use HAISE, portfolio coordination, AI governance and enablement should be consolidated across teams
- **As adoption scales** across several teams, portfolio reporting, AI governance and enablement should be coordinated through an AITO or equivalent cross-functional forum.
- **Use AITO as the cross-functional coordination and escalation layer.** It connects delivery teams with portfolio management, AI governance and risk leadership
- The purpose is **clear ownership not additional bureaucracy**

Layer	Role Function	Primary ownership in HAISE
Delivery team	Engineering / Team Lead	Flow, attribution, verification and operational metrics
Delivery team	QA / Security	Defects, assurance, security and risk signals
Delivery team	Product Owner	Link engineering outcomes to product/customer KPIs
Enablement	AI Enablement + People/L&D	Adoption, readiness, competency and employee experience
Portfolio & governance	PMO / APMO	Cross-team roll-up and portfolio decision support
Portfolio & governance	AI Governance	Autonomy, accountability, policy and regulatory linkage
Coordination	AITO / equivalent forum	Quarterly review, escalation and alignment across portfolio, risk and delivery

HAISE does not require a large new organisation. It makes existing accountabilities explicit and introduces cross-team coordination where scale and risk justify it

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Different decision problems lead into HAISE at different points



CIO / CTO
"We are being asked to invest more in AI, but we do not have a consistent basis for deciding what should be scaled."
Management lacks a common evidence base for comparing initiatives and deciding where further investment will create the greatest value.
Need to answer:
Which AI investments are genuinely improving performance, where are benefits constrained by skills or processes, and which capabilities should be expanded, redesigned or stopped?
HAISE approach:
Combine HAISE performance evidence → compare readiness and maturity → link results to portfolio KPIs → assess value, risk and scalability.
Outcome:
A more defensible, risk-adjusted AI investment portfolio with clearer decisions on tooling, infrastructure, capability building and scale-up.



BPMO / Transformation Lead
"We are investing in AI but cannot demonstrate portfolio value."
Several AI initiatives are active, but reporting mainly shows adoption and activity. Leadership wants to know where AI is genuinely improving business performance.
Need to answer:
Which initiatives move critical KPIs and justify further investment?
HAISE approach:
Reverse engineer key business outcomes → determine evidence requirements → connect HAISE measures to portfolio KPIs.
Outcome:
A prioritised, evidence-based AI investment portfolio.



AI Governance / Risk Lead
"We are introducing autonomous AI workflows, but have insufficient operational visibility & accountability."
Teams are beginning to use agents and increasingly autonomous AI capabilities..
Need to answer:
Can we trace AI-assisted and agent-executed work, and demonstrate that accountability and control remain effective?
HAISE approach:
Establish attribution tagging → classify autonomy levels → measure assurance and policy compliance → assign named accountability and escalation paths.
Outcome:
A measurable governance model that links operational AI behaviour to risk, and regulatory obligations.



Engineering Lead
"Developers say AI makes them faster, but delivery performance is not improving."
Code generation is increasing, yet review effort, rework and defects may be absorbing the apparent productivity gain.
Need to answer:
Does AI actually reduce time to verified output without degrading quality?
HAISE approach:
Baseline verified output, cycle time, verification effort, defects and attribution.
Outcome:
Clear evidence of where AI accelerates engineering—and where it merely shifts effort downstream.

HAISE is modular: start with the decision that needs to be made

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Illustrative journey: from AI adoption to verified value

Example: a software organisation has deployed copilots across 12 teams. Usage is high, but release predictability has not improved

- High AI usage
- Developers report time savings
- Defects slightly increasing
- AI-assisted work not tagged
- Portfolio cannot explain value



5 Decide
Invest in verification and practices before expanding licences

4 Compare cohorts
AI-assisted vs. human-only work and teams at different adoption maturity

3 Establish Tier 0 baseline
Attribution, verified output, cycle time, verification effort and defects

2 Set evidence requirement
Need operational evidence, not adoption data alone

1 Reverse engineer objective
Improve feature lead time without increasing production defects

Potential finding: generation time falls, but verification and rework absorb much of the benefit, so the next investment is capability and assurance, not simply more licences

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AinnoLab provides modular work packages helping you establish the evidence, data & governance to use it

Discover
Point-of-departure
Benchmark Navigator

Measure
Tier 0 baseline
Instrumentation

Explain
Diagnostics
Reverse Engineering

Govern
Assurance
AITO / governance

Optimise
Portfolio dashboard
Investment decisions

Work package	Customer receives
WP1 — AI Value Point-of-Departure	Business priorities, AI maturity, benchmark position and initial hypotheses
WP2 — AI Value Reverse Engineering	3–5 AI investment hypotheses linked to business KPIs
WP3 — HAISE Baseline	Current maturity stage and Tier 0 baseline
WP4 — HAISE Instrumentation	Data-source mapping, attribution model, metric definitions and dashboard design
WP5 — Human–AI Readiness	Adoption, competency, employee experience and change constraints
WP6 — AI Assurance & Governance	Autonomy/accountability model, risk linkage and ISO 42001 / EU AI Act alignment
WP7 — Portfolio Value Management	Cross-team dashboard, investment review and quarterly HAISE governance

Commercial principle: You start with the decision You need to make, then You move on to pick work packages as required from the HAISE framework

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AinnoLab provides modular work packages helping you establish the evidence, data & governance to use it

Discover
Point-of-departure
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Measure
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Phase	Work package	Customer receives
Discover	**WP1** — AI Value Point-of-Departure	Business priorities, AI maturity, benchmark position and initial hypotheses
Explain	**WP2** — AI Value Reverse Engineering	3–5 AI investment hypotheses linked to business KPIs
Measure	**WP3** — HAISE Baseline	Current maturity stage and Tier 0 baseline
Measure	**WP4** — HAISE Instrumentation	Data-source mapping, attribution model, metric definitions and dashboard design
Cross-phase	**WP5** — Human–AI Readiness	Adoption, competency, employee experience and change constraints
Govern	**WP6** — AI Assurance & Governance	Autonomy/accountability model, risk linkage and ISO 42001 / EU AI Act alignment
Optimise	**WP7** — Portfolio Value Management	Cross-team dashboard, investment review and quarterly HAISE governance

Commercial principle: you start with the decision you need to make, then pick work packages as required from the HAISE framework

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HAISE Metric Data Dictionary (Application Reference) – D.1 Tier 0 - starter set

ID	Metric	Formula / calculation logic	Unit / scale	Dir.	Data source	Freq.	Owner
T0-01	AI usefulness index	Mean of 5-point Likert responses to “AI tools meaningfully help my work”	1–5 mean	↑	Survey	Monthly	AI Enablement
T0-02	Verified-output rate	AI-touched changes passing review + tests without material correction ÷ total AI-touched changes × 100	%	↑	Git/VCS + review tool	Weekly	Engineering Lead
T0-03	AI-generated change proportion	Changes per attribution category ÷ total changes × 100	% by category	Band	Git/VCS (tag)	Weekly	Engineering Lead
T0-04	Human review coverage	AI/agent changes reviewed before merge ÷ total AI/agent changes × 100	%	↑	Review tool	Weekly	Engineering Lead
T0-05	End-to-end cycle time	Mean (verified-output timestamp − intent timestamp), AI-assisted vs. human-only	Hours	↓	Work-tracking + CI/CD	Weekly	Engineering Lead
T0-06	Attribution tagging coverage	Changes with a valid attribution tag ÷ total changes × 100	%	↑	Git/VCS (CI check)	Weekly	Engineering Lead
T0-07	Verification effort ratio	(Verification + correction time) ÷ total delivery time, AI-touched work	Ratio 0–1	Band	Time tracking + review tool	Weekly	Engineering Lead
T0-08	AI-associated defect rate	Escaped defects traceable to AI output ÷ 100 AI-touched changes	Defects / 100 changes	↓	Incident tracker (tag)	Monthly	QA / Engineering Lead
T0-09	Individual AI adoption rate	Developers with ≥1 AI-tool session/week ÷ total developers × 100, plus frequency-band distribution	% (+ band)	↑	Aggregated platform telemetry (admin usage reports only); survey fallback (see section 2.3)	Monthly	AI Enablement
T0-10	Team AI adoption category	Team classified by % weekly-active from T0-09: All ≥90%, Most 60–89%, Some 10–59%, None <10%	Categorical (4 bands)	↑	Derived from T0-09	Quarterly	AI Enablement

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HAISE Metric Data Dictionary (Application Reference) – D.2 Tier 1 - Core

ID	Metric	Formula / calculation logic	Unit / scale	Dir.	Data source	Freq.	Owner
T1-01	Perceived autonomy	Mean 5-point Likert, "I feel empowered, not constrained, by AI workflows"	1–5 mean	↑	Survey	Quarterly	People Analytics
T1-02	Skill-development effect	Mean 5-point Likert, "AI use is building, not eroding, skills I value"	1–5 mean	↑	Survey	Quarterly	People Analytics
T1-03	Security findings per AI-assisted change	Findings on AI-touched changes ÷ AI-touched changes, vs. human-only baseline ratio	Findings / change (ratio)	↓	Security tooling	Monthly	Security / Engineering Lead
T1-04	Maintainability delta	Maintainability score (AI-touched) − score (human-authored)	Index pts	↑	Static analysis	Quarterly	Engineering Lead
T1-05	Rework attributable to AI output	Rework hours on AI-generated work ÷ total rework hours × 100	%	↓	Time tracking (tag)	Monthly	Engineering Lead
T1-06	Suggestion acceptance rate	Suggestions accepted as-is/minor edit ÷ total suggestions offered × 100	%	Band	IDE/Copilot telemetry	Weekly	Engineering Lead
T1-07	Modification-after-acceptance rate	Accepted suggestions substantially edited before merge ÷ accepted suggestions × 100	%	↓	Git diff analysis	Weekly	Engineering Lead
T1-08	Agent tasks initiated / completed	Count initiated; completion rate = completed ÷ initiated × 100	Count; %	↑ (completion)	Agent orchestration logs	Weekly	Engineering Lead
T1-09	Context completeness score	Mean reviewer rating (1–5) of requirement/constraint adequacy given to agent	1–5 mean	↑	Structured review checklist	Monthly	Engineering Lead
T1-10	Agent escalation quality	Escalations reaching correct human with sufficient context first attempt ÷ total escalations × 100	%	↑	Agent orchestration logs	Monthly	Engineering Lead
T1-11	Review and verification time	Mean review/verification time on AI-touched changes vs. human-only baseline	Hours/change (ratio)	↓	Review tool timestamps	Weekly	Engineering Lead
T1-12	Rework time	Sum of hours correcting AI output after initial acceptance	Hours	↓	Time tracking	Monthly	Engineering Lead
T1-13	Review-type split (Attribution)	Human-reviewed changes vs. automatically approved changes, as % split	% split	Band	Review tool	Weekly	Engineering Lead
T1-14	Hallucination/fabrication rate (Assurance)	AI outputs with fabricated facts/APIs/references caught in review ÷ outputs reviewed × 100	%	↓	Review tool + QA sampling	Monthly	Engineering Lead / QA
T1-15	Autonomy-level drift (Autonomy)	Autonomy-level distribution this quarter − previous quarter, by level	pp change / level	Watch	Agent orchestration logs	Quarterly	PMO/APMO / AI Gov.
T1-16	Team AI competency depth	% of team members at each Bloom Band B1–B6, from behaviourally-anchored AS-IS assessment	Categorical (6 bands)	↑ (bounded by role fit)	Bloom AS-IS assessment	Quarterly	AI Enablement

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HAISE Metric Data Dictionary (Application Reference) – D.3 Tier 2 - diagnostic

ID	Metric	Formula / calculation logic	Unit / scale	Dir.	Data source	Freq.	Owner
T2-01	Confidence-using-AI gap	Self-rated AI confidence (1–5) − observed correction rate (normalised 1–5)	Gap score	↓	Survey + performance data	Quarterly	People Analytics
T2-02	Ownership/craft erosion signal	Coded sentiment from retro free-text on “whose work is this”	Categorical index	↑	Retro notes (coded)	Quarterly	Engineering Lead / People Analytics
T2-03	Customer outcome linkage	% change in a named product KPI following AI-assisted releases vs. prior baseline	% change	Context	Product analytics	Quarterly	Product owner
T2-04	Human interventions per agent task	Human corrections/approvals ÷ agent tasks executed	Interventions/task	↓	Agent orchestration logs	Monthly	Engineering Lead
T2-05	Traceability of AI decisions	Decisions with reconstructable rationale ÷ decisions sampled × 100	%	↑	Audit sampling	Quarterly	AI Governance
T2-06	Collaboration satisfaction	Mean 5-point Likert, “AI improves, not fragments, team collaboration”	1–5 mean	↑	Survey	Quarterly	People Analytics
T2-07	Waiting time for context or approval	Sum of time agents/developers blocked awaiting human input	Hours	↓	Orchestration/work-tracking logs	Monthly	Engineering Lead
T2-08	Concurrent agent supervision capacity	Max agent workstreams per developer without T0-02/T0-08 degradation	Count	↑ (bounded)	Derived (Activity + Performance)	Quarterly	Engineering Lead
T2-09	Escaped AI-associated defects (Assurance)	Count of production defects traceable to AI output, per release	Defects/release	↓	QA / incident tracker	Quarterly	QA
T2-10	Policy violation rate (Accountability)	Count of agent/AI actions outside defined guardrails, per quarter	Count/quarter	↓ (target 0)	Governance audit log	Quarterly	AI Governance

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