

Agentic Automation Operating Model (AAOM) and Agentic Maturity Assessment

A unified model for scaling automation and AI with governance, value and responsibility

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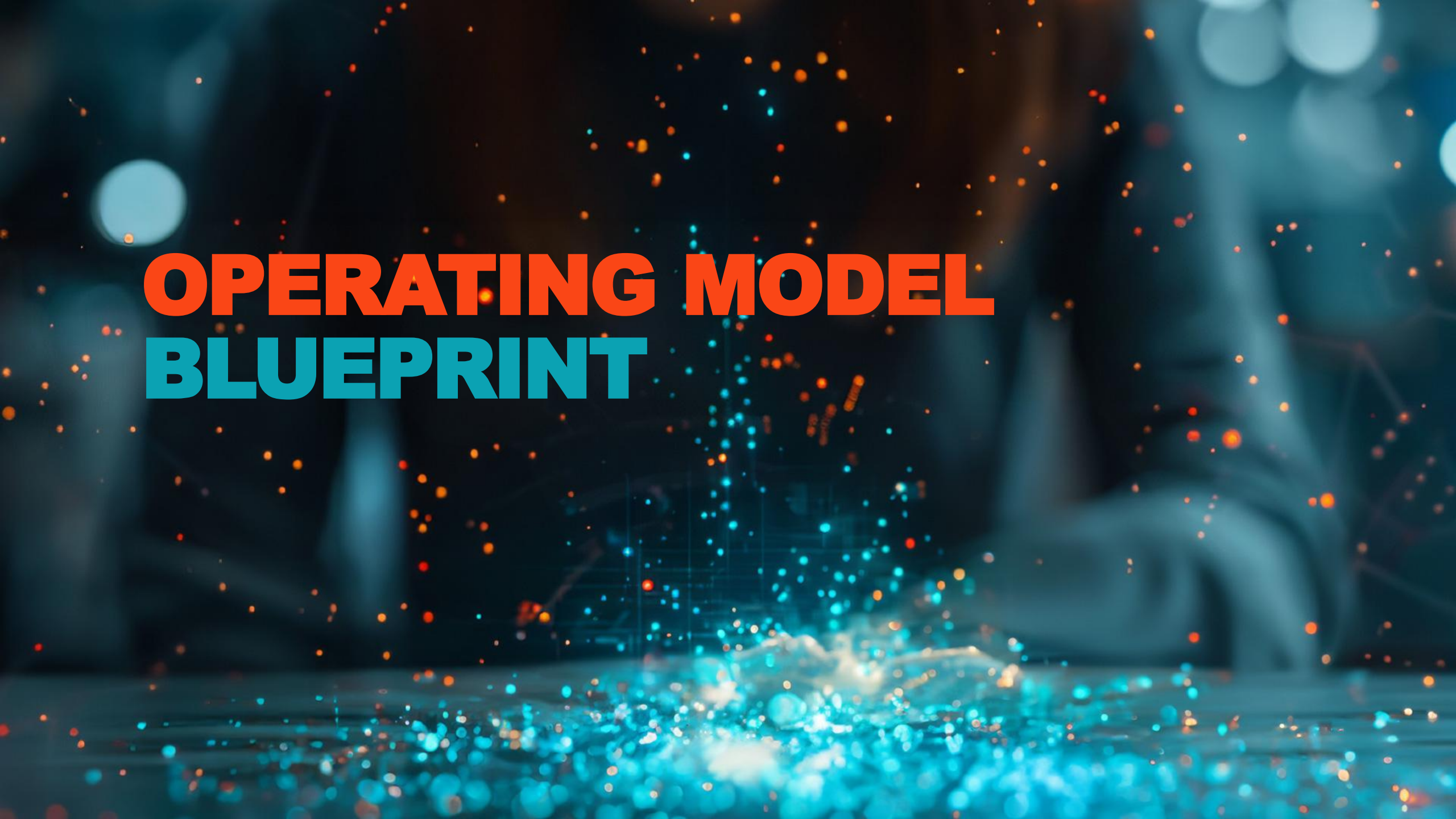
An Agentic Operating Model is the enterprise-wide framework that governs how organizations deploy, scale and manage Automation and AI systems that reason, act and evolve.

It is the directional framework that systematically governs how AI transforms the business — not just supports it.

The operating model defines the **structure, roles, processes and governance** needed to shift from individual AI use cases to repeatable, orchestrated and business-aligned AI capabilities.

Operating model is governance across the organization, not an equivalent term for CoE

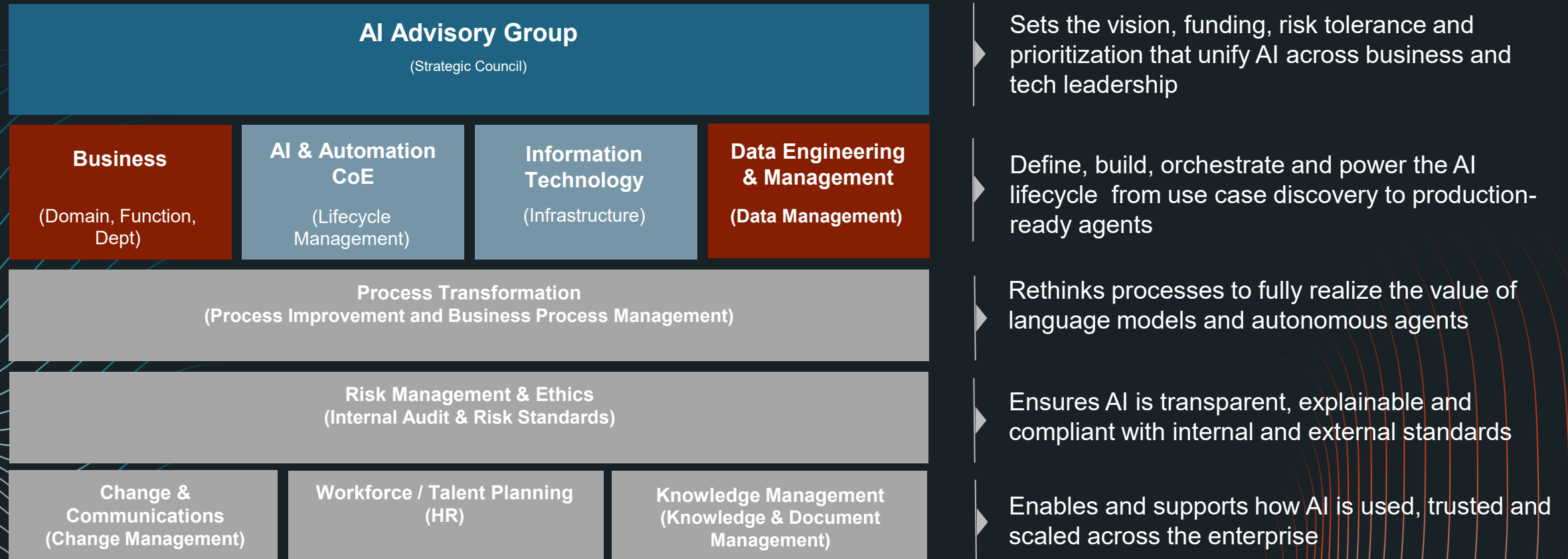
OPERATING MODEL **BLUEPRINT**

The background is a dark, abstract composition. It features a dense field of small, glowing particles in shades of blue and orange. A faint, light blue grid pattern is visible, particularly in the lower half of the image. The overall effect is one of digital complexity and dynamic energy.

The governance of the AAOM

Where a CoE supports execution, the operating model defines the why, where and how of AI — ensuring every initiative drives strategic impact

UiPath Agentic Operating Model



Key Pillars of the Agentic Automation Operating Model

Automation & AI strategy

- AI and Automation vision
- Executive sponsorship
- Operations model definition
- Automation Program design and structure
- Value definition and measurement

Use case and lifecycle management

- Use case intake
- AI/Automation Lifecycle – path to production
- Development standards and governance
- Feedback, iteration and continuous development mechanisms
- Production maintenance support

Technical infrastructure and orchestration

- LLM and Agent runtime infrastructure
- Security and access control
- Toolchain and API Integration
- Automation infrastructure and platform management
- Monitoring and observability

Data, knowledge, and governance readiness

- Knowledge curation management
- Bias, privacy and ethics frameworks

Workforce and process enablement

- AI literacy and training programs
- Talent strategy, role design and career development
- Change Management and Communications
- Business process transformation

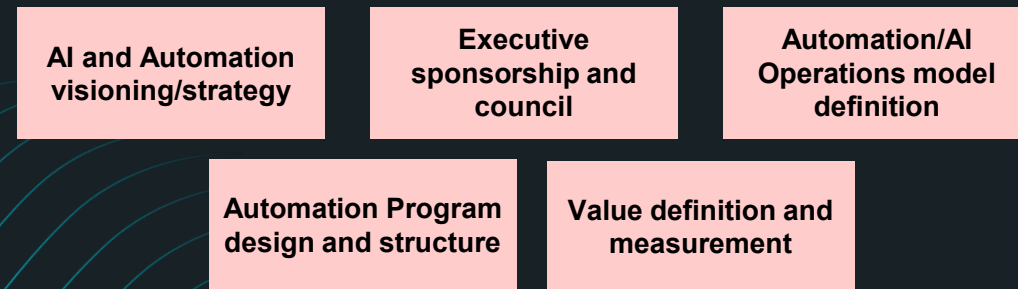
Value realization

- Executive engagement and reporting
- Funding governance, models and horizon
- Dashboarding and KPI measurement

Automation & AI strategy

Define and sustain a clear enterprise vision, governance, and delivery framework for automation and AI that aligns with business objectives, drives executive accountability, and ensures measurable value realization.

Core capabilities



Critical decisions to consider

- Do automation and AI primarily drive efficiency, innovation or new business models?
- Will we have a centralized CoE, federated or hybrid governance?
- How are initiatives financed? Central investment, BU chargeback or hybrid?
- Should we only track financial benefits or a balanced scorecard (customer, employee, compliance).
- What are the AI Advisory Council meeting frequency, decision thresholds and review cycle?

Roles & Responsibilities

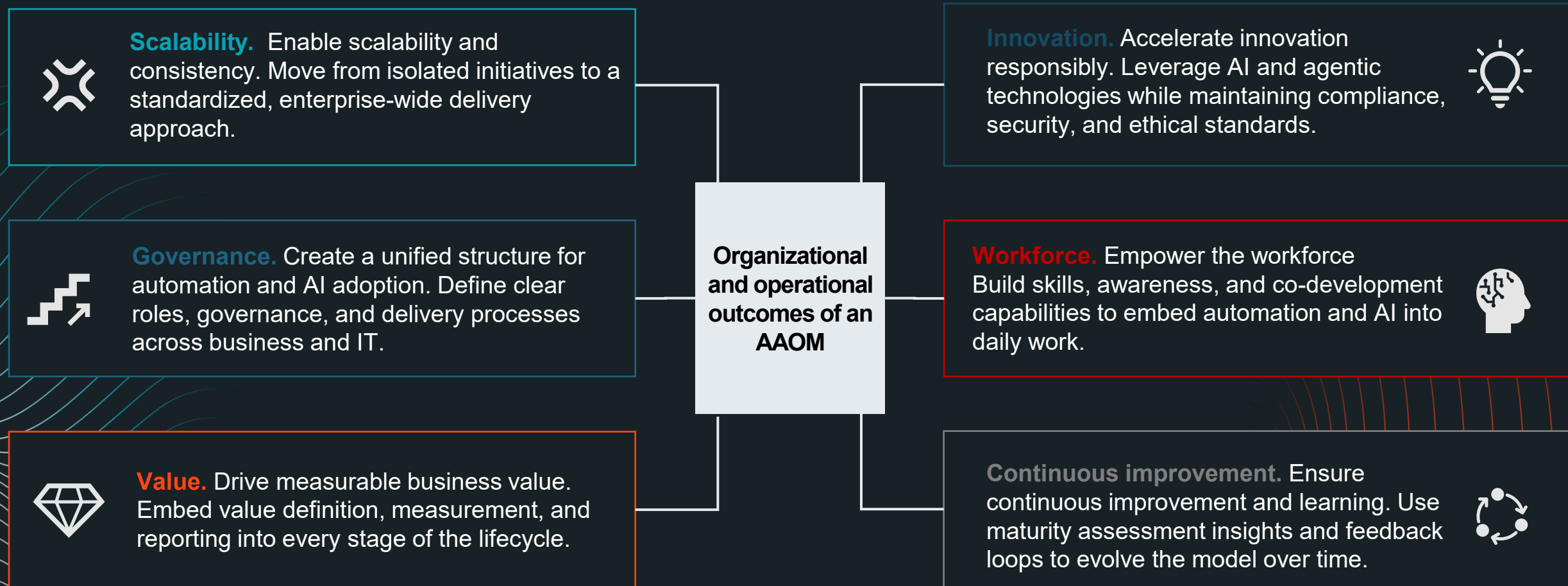
Executive Sponsor	Provides vision, advocacy, and funding commitment
Automation / AI Council	Sets priorities, resolves cross-functional issues, monitors value.
CoE Lead / Program Manager	Defines roadmap, coordinates governance, manages portfolio execution
Business Unit Leads	Identify opportunities, ensure alignment with operational goals.
Value Analyst / Finance Partner	Quantifies benefits and validates business impact.

Best Practices & Enablers

- Anchor the automation and AI strategy in enterprise business objectives, not technology trends.
- Maintain a living roadmap reviewed quarterly by the council.
- Tie every automation/AI initiative to measurable value outcomes.
- Embed “responsible AI” and ethics checkpoints early in the strategic life

The Business and Organizational Outcomes of an Agentic Automation Operating Model

The tangible outcomes realized when automation and AI are scaled through a unified operating model.



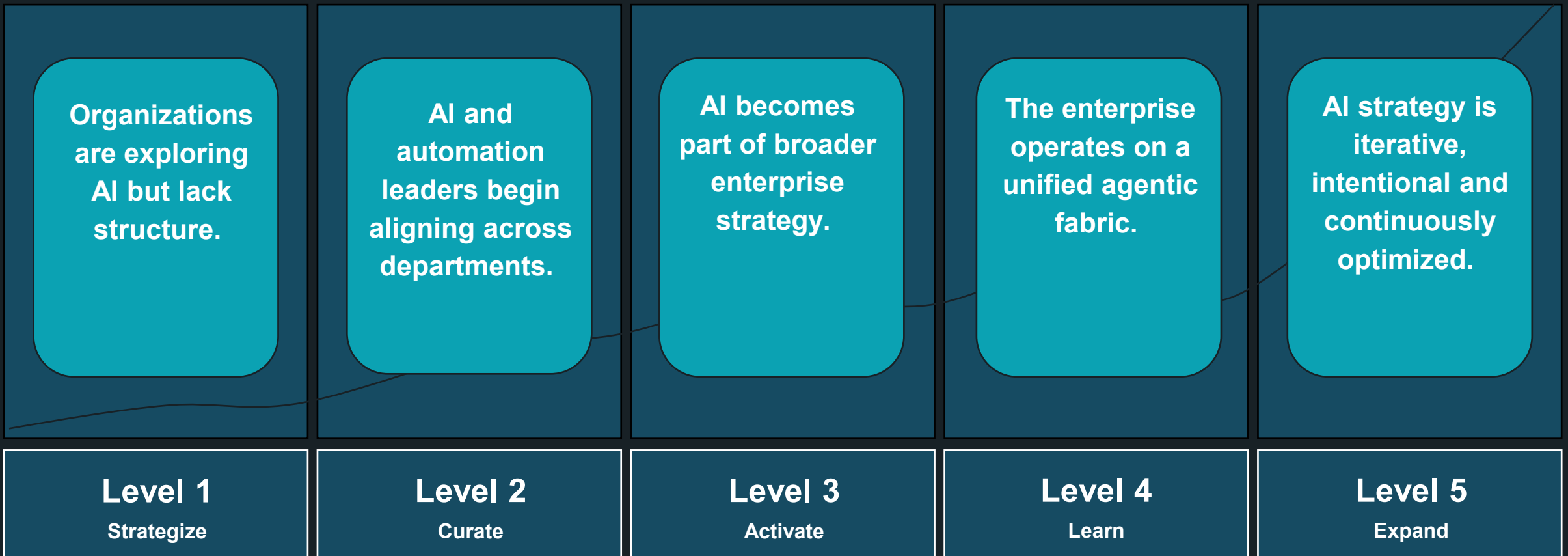


AGENTIC AUTOMATION **GROWTH AND** **MATURITY**

The UiPath AI Maturity Model: SCALE

From experience to enterprise transformation

Our framework covers isolated pilots to business-critical infrastructure, where many organizations struggle to move beyond experimentation.



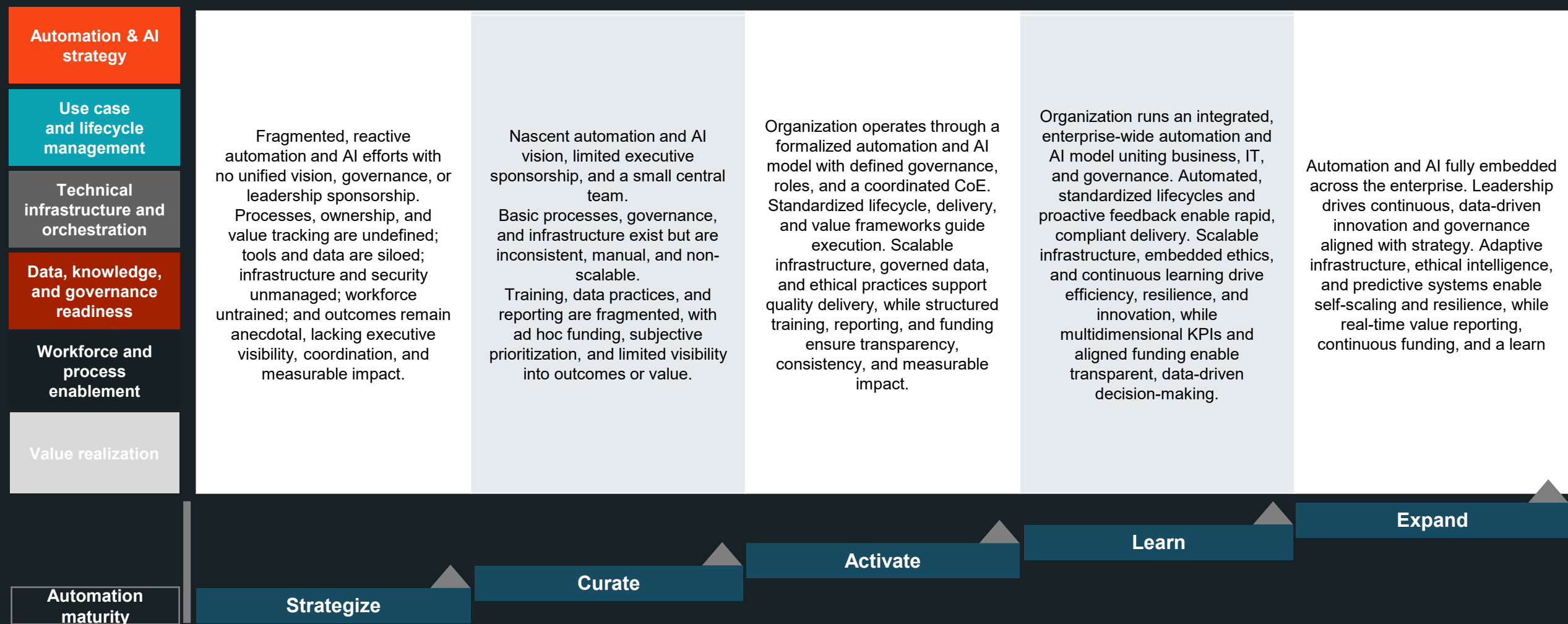
AAOM pillars and components

Pillars	Automation & AI strategy	Use case and lifecycle management	Technical infrastructure and orchestration	Data, knowledge, and governance readiness	Workforce and process enablement	Value realization
	AI and Automation visioning/strategy	Use case intake/identification and prioritization	LLM and Agent runtime infrastructure	Knowledge curation management	AI and Automation literacy and training programs	Executive engagement and reporting
Components	Executive sponsorship and council	AI/Automation Lifecycle – path to production	Monitoring and observability	Bias, privacy, and ethics frameworks	AI/Automation program awareness	Funding governance, models and horizon
	Automation/AI Operations model definition	Automation/AI development standards and governance	Security and access control		Co-development framework	Dashboarding and KPI measurement
	Automation Program design and structure	Feedback, iteration and continuous development mechanisms	Toolchain and API Integration		Talent strategy, role design and career development	
	Value definition and measurement	Production Maintenance Support	Automation infrastructure/platform management		Change Management and Communications	
		AI Data, knowledge and governance readiness			Business process transformation	

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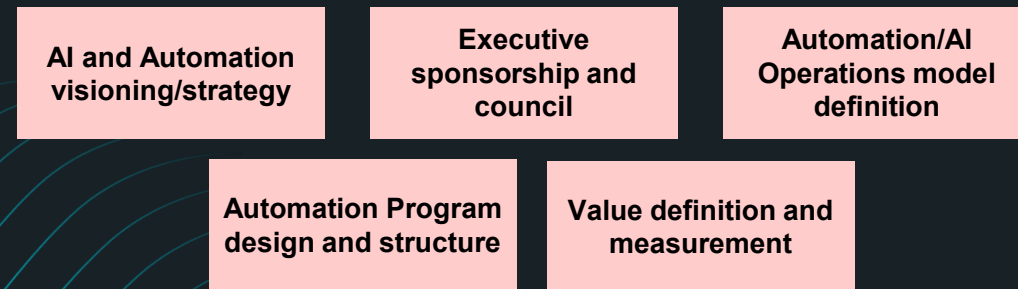
Our detailed framework of how customers progress from reactive, fragmented practices to integrated, data-driven and continuously improving operations.



Automation & AI strategy

Define and sustain a clear enterprise vision, governance, and delivery framework for automation and AI that aligns with business objectives, drives executive accountability, and ensures measurable value realization.

Core capabilities



Objectives

- Defines the strategic direction and organizational ambition for Automation and AI.
- Assesses vision articulation, leadership sponsorship and alignment of automation and AI objectives with business strategy.
- Success definition and measurement
- Formal recognition of operating model across the enterprise.

Roles & Responsibilities

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Automation & AI strategy

Levels of maturity

	Level 1 Strategize	Level 2 Curate	Level 3 Activate	Level 4 Learn	Level 5 Expand
AI and Automation visioning/strategy	Strategize - No clear automation/AI vision; activities are reactive, isolated or tool-driven without strategic linkage.	Curate - Early discussions or presentations exist; a high-level vision is articulated but not documented or aligned with business priorities.	Activate - Formal strategy exists, linked to corporate goals; roadmap outlines focus areas and expected outcomes. Leadership is aligned on direction.	Learn - Strategy is integrated into business planning; AI/automation priorities drive investment decisions. Adjustments are made based on feedback and results.	Expand - Automation & AI are central to enterprise vision. Strategy is continuously refined through innovation scanning, market benchmarking and enterprise-wide participation.
Executive sponsorship and council	Strategize - No executive sponsorship; automation initiatives lack visibility or priority at leadership level.	Curate - One or two executives sponsor automation tactically (e.g., funding pilots), but engagement is inconsistent.	Activate - A cross-functional council or steering committee exists, meets regularly and enforces governance. Clear executive sponsors are visible and vocal.	Learn - Council actively shapes priorities, removes barriers and ensures alignment across business units. Sponsorship extends to mid-management layers.	Expand - Executives champion automation/AI as a strategic differentiator. Council influences enterprise policy, embeds accountability and communicates value externally.
Automation/AI Operations model definition	Strategize - No clear ownership or accountability; delivery is project-based and inconsistent.	Curate - A CoE or small central team exists but lacks formal governance; roles are loosely defined.	Activate - A defined operating model exists (centralized/federated/hybrid); roles, decision rights and escalation paths are documented and applied.	Learn - Operating model is enterprise-wide, with integration into IT, business and governance structures. Regular reviews ensure adaptability.	Expand - Operating model is fully embedded in enterprise governance; business and IT collaborate seamlessly. Operating model evolves proactively with market and technology changes.

**THANK
YOU.**