

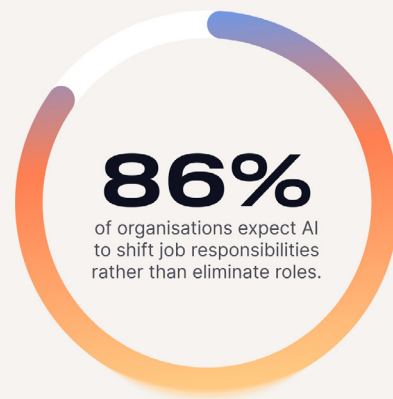


Workforce and operating model

AI IS REMODELLING WORKFORCE STRUCTURES FASTER THAN ORGANISATIONS CAN ADAPT

Executive reality

Organisations increasingly expect AI to expand workforce skills, not replace them. But workforce readiness and operating models are evolving more slowly than AI investment itself.



What's breaking

Organisations deploy AI tools faster than they redesign workforce structures and operational models. The gap is growing across:

- Workforce readiness
- Operating model alignment
- Leadership accountability

Business impact



Workforce resistance slows adoption



AI initiatives stay siloed



Scaling efforts stall

Key insight

87%

are actively retraining staff to work alongside AI

81%

expect workforce growth by 2028

IT and cybersecurity are among the fastest-growing AI workforce areas



AI transformation is becoming an operating model challenge, not a workforce reduction initiative.

The operating model gap

Organisations are creating new AI roles without redesigning the operating model to support them. The challenge is no longer workforce size; it's operational alignment.

What high-maturity organisations do differently

Organisations scaling AI successfully:

- Redesign workflows alongside AI deployment
- Operationalise human + AI collaboration
- Connect AI investment to organisational change

DXC perspective

High-maturity organisations redesign operating models alongside AI deployment, not after it.

What leaders are focusing on

- Workforce reskilling
- AI role redesign
- Organisational change management
- Human + AI operating models

Assess your AI readiness

Benchmark your organisation across governance, operating model, modernisation and enterprise AI execution maturity.

Scan to access the AI readiness assessment

