



CHRO Checklist

Prepare for AI’s impact on the HR Operating Model

AI solutions will soon augment all HR tasks and perform up to 50% of them, challenging HR’s traditional value proposition and operating model. CHROs now face a critical choice: reinvent HR or risk obsolescence.

This checklist outlines three ways AI will change HR operating models and the steps CHROs should take to revamp service delivery, talent strategy and tech deployment in an AI-first environment.

Impact 1

AI agents will perform most of the tier 0 and tier 1 activities within HR operations.

Enable HR operations as digital solutions delivery hub:

- ✓ Develop data readiness.
- ✓ Develop tech readiness.
- ✓ Develop process readiness.
- ✓ Upskill the HR operations team.

Impact 2

HRBP agents will become the potential point of contact for most managers as AI augments their role.

Form dynamic pods of strategic talent leaders to:

- ✓ Enable AI-driven insights.
- ✓ Encourage HRBPs to nurture relationships with senior executives and deliver strategic advice across the business.
- ✓ Upskill the HRBP team to drive the human side of the enterprise AI transformation.

Impact 3

AI augmentation and real-time employee data will enable hyperpersonalized HR products.

Evolve centers of excellence (COEs) into custom HR product designers:

- ✓ Implement product and portfolio management.
- ✓ Foster cross-functional collaboration.
- ✓ Upskill the COE team.

Gartner for CHRO clients have access to:



Diagnostics and benchmarks



Guides and toolkits



Expert inquiry



Expert business and technology insights



In-person events



Peer connections



Case studies and best practices



Live webinars and online learning events



Document reviews

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