



Digital capability checklist: Artificial intelligence (AI)

Our series of digital capability checklists are designed to help you identify where your business is on its digital journey and which areas would benefit from further attention.

How to use this checklist

- Tick each statement that genuinely reflects your current business capability.
- Be accurate – this tool is for your benefit, not for external assessment.
- As you complete the checklists in the series, the categories with fewer ticks are your highest priority areas for improvement.
- Use your results to guide which digital information resource to explore on the SBDC website first (smallbusiness.wa.gov.au/digital).

I have a sound understanding of what artificial intelligence (AI) is and how it is being used by small businesses in my industry.

We have explored or are currently using at least one AI-powered tool to assist with a business task such as writing, customer service, scheduling, or data analysis.

We review all content or outputs produced by AI tools before using them and do not rely on AI-generated information without checking for accuracy.

I am aware of the privacy implications of inputting customer or sensitive business data into AI tools.

I have considered what information should not be shared with third party AI platforms.

I use, or explored, AI-powered features already built into the tools we use, such as smart replies, automated bookkeeping suggestions, or scheduling recommendations.

Our business has, or is developing, a basic policy or guidelines for how staff can and can't use AI tools in their work.

I understand AI tools can sometimes produce incorrect, biased, or misleading outputs and know how to identify and manage this risk.

I have considered the competitive implications of AI, including whether our competitors are using it, and have a view on how AI fits into our broader business strategy.

Next steps

- Visit smallbusiness.wa.gov.au/digital for more information on using digital tools in your business.
- As you read through our digital information, complete the self assessment checklists to help you identify areas for improvement.

Turn to us for business support

The Small Business Development Corporation (SBDC) provides free advice and support to small business owners across Western Australia. Call **133 140** or visit smallbusiness.wa.gov.au to find out more.