

10

Gold Standard Metrics to Accelerate Trusted AI Adoption through Governance

“We need to redefine AI governance as an enabler of effective and safe innovation”

—Office of Management and Budget Memorandum , “Accelerating Federal Use of AI through Innovation, Governance, and Public Trust,” M-25-21

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Governance is essential to capturing the ROI from AI. Read on for the metrics to track AI adoption and innovation through governance.



Adoption and Innovation are the new mandates for AI governance teams

Effective AI governance goes beyond frameworks and policies; it enables innovation by managing risk and compliance through efficient alignment of people, documented process, and technology to smoothly orchestrate governance at scale.

AI governance is no longer a nice-to-have, it's a critical enabler of trusted AI adoption and responsible innovation in cutting-edge technologies, like generative and agentic AI.

What gets measured gets managed, therefore, tracking the right metrics provides organizations with the visibility needed to steer governance towards efficiency, adoption and business value. Unlike traditional investments that can calculate ROI in financial terms alone,

AI governance challenges can be more difficult to measure due to their tangible and intangible benefits ([IBM report](#)).

Therefore, to make AI governance visible and actionable, organizations must track a predefined set of metrics that not only show progress but communicate the value of governance in terms of effectiveness, adoption and impact on their stakeholders.

Governance metrics help companies tell a compelling ROI story of impact, accountability and sustainable business innovation.



10 Gold Standard Metrics

Trusted AI Adoption & Enablement

AI Adoption metrics are crucial for showcasing the ROI of AI governance.

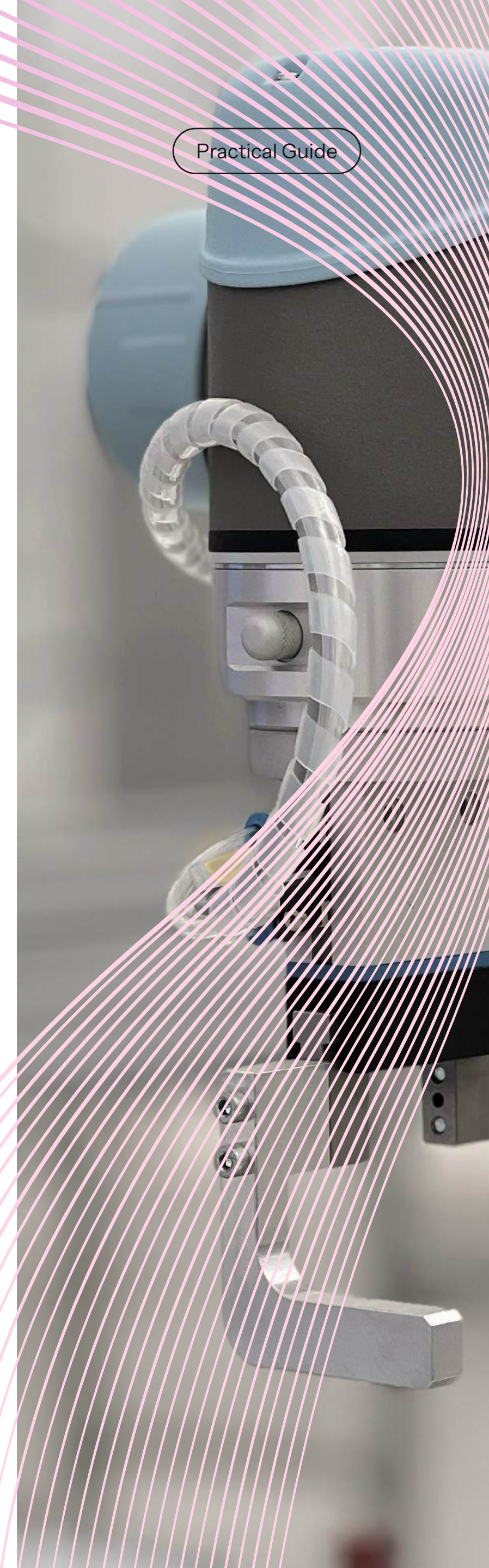
If it were not for the trust and confidence AI governance policies instill in AI products, a lot of AI initiatives might be abandoned. However, many are still challenged to successfully scale that value.

According to Deloitte's State of Governance in AI, 70% of organizations have moved 30% or fewer Generative AI experiments into production.

Additionally, three of the top four things holding organizations back from developing and deploying Generative AI tools and applications are risk, regulation (such as the EU AI Act), and governance issues (Deloitte State of Governance in AI). AI Governance metrics can help organizations overcome these scaling challenges by tracking how well their governance efforts are scaling across the organization and enabling the responsible deployment of AI.

“70% of organizations have moved 30% or fewer Generative AI experiments into production.”

— Deloitte's State of Governance in AI



Trusted AI Adoption & Enablement Metrics

1.

Number of AI Use Cases Approved for Deployment per Month

Measures how many use cases are not just governed, but actively being deployed. This can be a strong indicator of how governance is enabling responsible innovation at scale.

2.

Growth in Number of AI Use Cases Registered Over Time

This metric can be especially helpful for companies that have just adopted governance as an initial indicator of increased AI adoption and the organizational-wide growing engagement with governance processes.

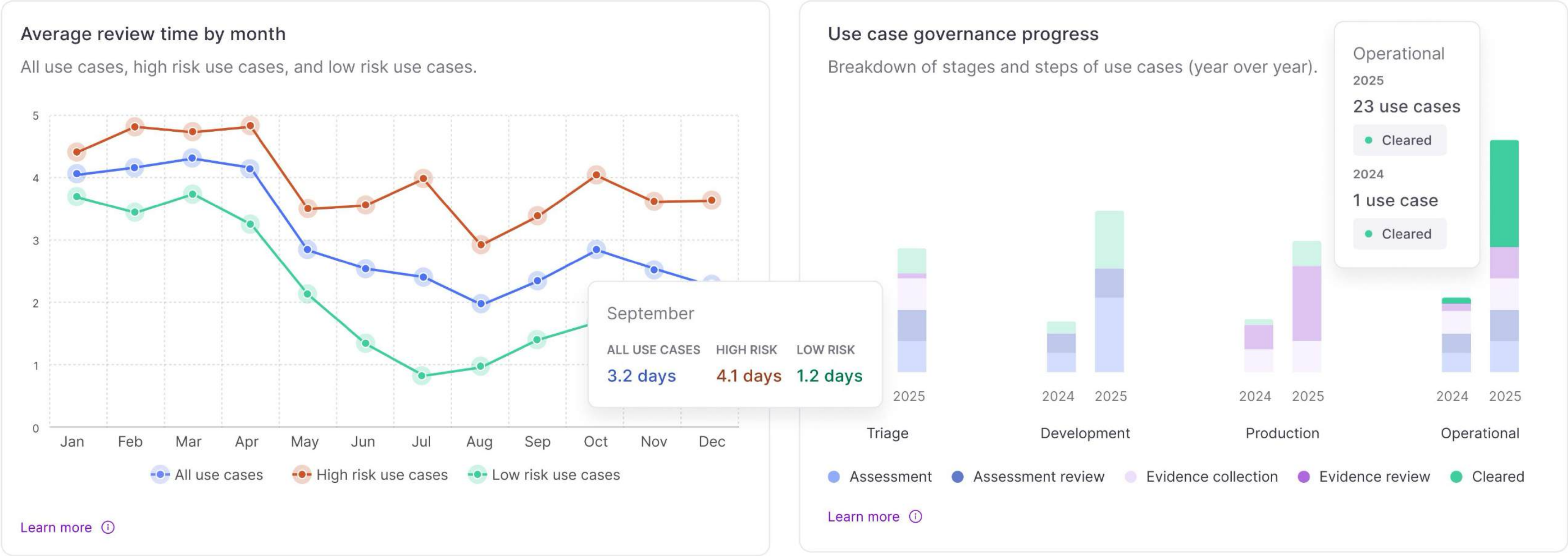
3.

Time to Production for Approved AI Use Cases

This metric captures how quickly AI use cases move from approval to deployment. Although full deployment may depend on factors beyond governance (like engineering resources or business priorities), companies should still track time to deployment as an indicator of how governance enables downstream responsible deployment of AI solutions.

Visualizing AI Adoption & Enablement Metrics

Below are examples of visualized gold standard metrics for AI governance. Left: Average review time of AI use cases by month, separated by risk level. Right: governance stage per use case, by cumulative use cases YoY.



Operational Efficiency

Successful governance programs streamline their workflows to expedite innovation and maintain stakeholder buy-in. AI governance professionals should pay close attention to how long each step in their process takes to quickly address bottlenecks and inefficiencies.



Operational Efficiency Metrics

4.

Average Time to Review an AI Use Case

Measures the average time it takes to review and approve a use case. This metric is a good indicator of streamlined workflows, stakeholder alignment, and ultimately AI governance maturity. It reflects how quickly governance teams can assess AI use cases, identify risks, and move them through the governance process. It's also valuable to track review time by risk level; for example, if low-risk use cases take disproportionately long review times, it may signal unnecessary friction, while unusually fast reviews of high-risk use cases could point to gaps in scrutiny.

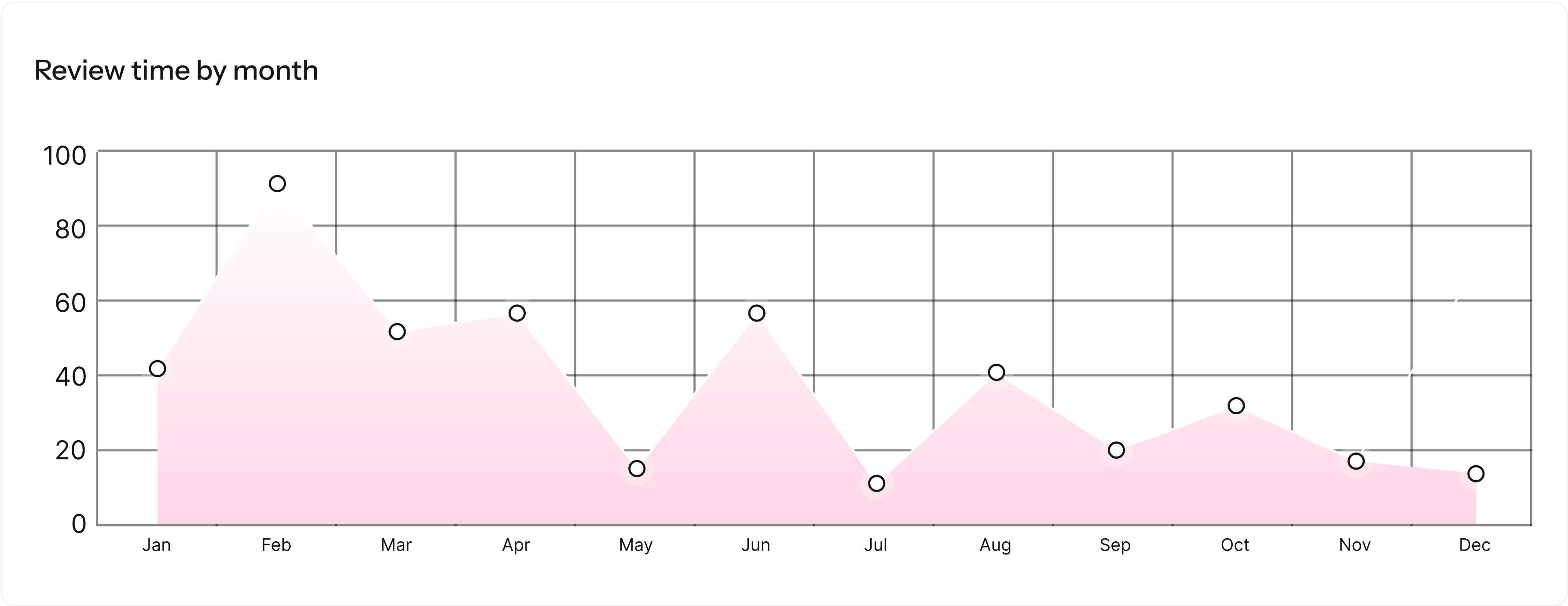
5.

Use Case Approval Efficiency (Approved vs. Submitted Ratio)

In addition to average time to review a use case, throughput can be another useful measure of how effectively use cases move from submission to approval. As governance matures, this ratio should improve indicating better throughput, clear streamlined workflows and stakeholder alignment. Conversely, a declining approval ratio can signal friction and bottlenecks in review process. A ratio of 70-80% can signal a healthy balance between approvals and rejections,

Visualizing AI Use Case Review Time By Month

Lowering review time by month can be a primary signal of AI governance efficiency, as governance teams focus to triage pre-approved, low risk AI use cases to unlock adoption and scale.



Risk & Compliance Oversight

“By 2027, 60% of organizations will fail to realize the anticipated value of their AI use cases due to incohesive ethical governance frameworks.”

—Gartner Data & Analytics Summit 2024

Risk & Compliance Oversight Metrics

6.

Percent of AI Use Cases Compliant with Key Regulations

Measures alignment with regulations to ensure compliance with laws such as the EU AI Act, GDPR or US state specific laws such as mandatory bias audits under New York City’s Local Law 144, Colorado’s SB-169 and Connecticut’s SB-2.

7.

Percent of Mitigation Effectiveness by Risk Type

Average % reduction in risk (inherent vs. residual), tracked by risk category over a rolling time window. NIST [AI RMF](#) encourages organization to track metrics for the effectiveness of risk treatments. This metric tracks impact by assessing whether risks were actually reduced and where governance is delivering results. Example: “We reduced fairness risk by 40% across use cases reviewed in Q2.”

8.

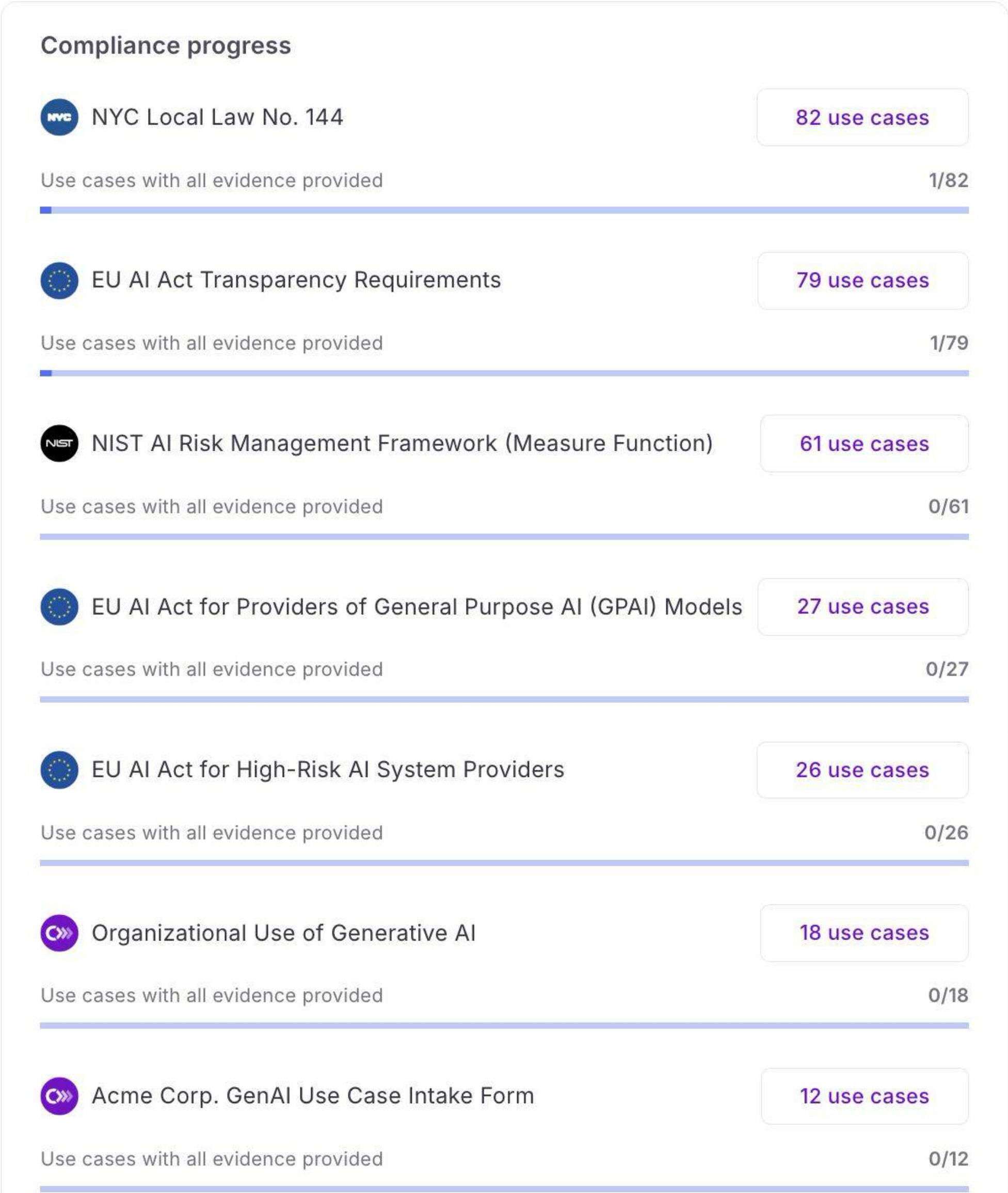
Time to Resolution for Risk/Compliance Issues

In addition to flagging risks, companies also need to track how well they respond to risk and compliance issues. Time to resolution closes the loop between risk identification and risk mitigation. As governance matures, time to resolution should decrease as an indication of both responsiveness and growing governance expertise.

Tracking Risk & Compliance Oversight Metrics

Visual dashboards can give organizations an immediate snapshot into their regulatory posture enabling faster decision making and greater transparency across teams.

Each row represents a specific standard and tracks the number of AI use cases evaluated under that standard.



Governance Adoption & Stakeholder Engagement Metrics

To ensure proper AI oversight, AI governance has to be viewed and established as an organization-wide activity that is deeply embedded in organizational workflows and business operations. AI Governance is not just about process efficiency and AI adoption. While automation is key to driving a fast and smooth process, it's the people behind the process who build and sustain stakeholder buy-in through trust, collaboration, and human-centered engagement.

9.

Percent of Teams Participating in AI Governance

Captures adoption across business units and ensures governance is not siloed. As this percentage increases, it signals that governance practices are becoming increasingly embedded in business operations rather than being managed solely by a central governance team.

10.

Number of Monthly Active Users (Governance Platform MAU)

The more teams are engaged with governance, the more they will turn into governance champions promoting more user engagement. A continuous increase in the monthly active users is a good indication of growth, engagement and adoption of governance.

Bonus Metric

11.

Stakeholder Satisfaction with Governance Process

This Metric measures perceived value and usability, in short buy-in, especially from non-governance teams that are critical to governance such as product, legal, data science, and others. Securing buy-in from these teams is a critical prerequisite for successful governance adoption. Because of its importance, governance teams dedicate significant time to fostering buy-in. They conduct awareness-building meetings, address concerns, and offer support, almost functioning like a customer success team. This ongoing engagement is essential to overcoming barriers and ensuring wide adoption across the organization.

Conclusion

In addition to tracking core governance metrics, organizations should also secure three key business-facing indicators that highlight governance's role as an enabler of enterprise success. These include: the total dollar value of the AI portfolio under governance, the increased speed of AI-driven product sales, and the estimated value of avoided regulatory fines.

While these numbers may not shift monthly, they are critical for demonstrating governance's contribution to business impact, showcasing its role in building product trust and quantifying the true "cost of not governing AI". Together, they strengthen the ROI narrative that executive leadership demands, thereby establishing AI governance as both a risk management necessity and a business growth driver.



AI adoption and innovation are the new mandates for governance teams.

Meet our authors



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Want to learn more?

Request to meet with Credo AI experts to learn how AI governance can be a driver of trusted AI adoption and innovation.