Rosetta Ready Workforce

SOLUTIONS24X7 · WORKFORCE   **STARTER EDITION**

> **Document Overview:** The pragmatic, fast-track AI workforce readiness guide for growing SMEs. Focused on the Human-in-the-Loop roles required to safely govern autonomous AI agents — not generic AI literacy.

THE MISSING LINK IN AI ADOPTION

Frameworks define *how* an AI-native business operates. But a framework alone cannot execute tasks. **Rosetta Ready** answers the critical question: *how do your people get ready to run it?*

Most AI training fails because it focuses on generic tool literacy. True operational readiness requires training staff for the specific **Human-in-the-Loop (HITL) roles** required to safely govern autonomous agents in production. The goal: certify your team in 30 days.

PRE-DEPLOYMENT READINESS

The program is a **pre-deployment companion** — it runs *before* your operating model activates, handing over certified staff who slot directly into their governance roles on Day 1.

Workforce Readiness Training	→	AI Operating Model	→	Agents & Automations

THE THREE TRAINING TRACKS

Staff learn only what their specific role requires — no wasted training hours, no unnecessary complexity.

Track	HITL Roles	Audience	Duration
Operator	Triage Supervisor, Dispatcher	Admin, ops, customer-facing staff	< 8 hrs
Governor	Stakeholder, Peer Reviewer	Managers, team leads, business owners	< 6 hrs

* **Builder Track** (Systems Engineer / IT generalist, 10–12 hrs) is included in the Full Version — see below.

1. Operator Track — *"You work side-by-side with the agents every day."*

- Understanding what agents can and cannot do, and when to intervene or escalate.
- Secure triage of incoming requests and handling edge cases at the Intake layer.
- **Outcome:** Confident operators managing high-volume tasks with governed AI tools.

2. Governor Track — *"You set the rules and review the outputs."*

- Authorising agent actions and setting standing orders. Reviewing outputs against quality gates.
- Enforcing responsible AI principles and organisational governance limits.
- **Outcome:** Managers who steer AI strategy without micromanaging tools.

PERSONALISED ASSESSMENT

A best-in-class readiness program begins with an **Agentic Skills Gap Assessment**. An internal chat agent interviews each staff member, mapping their existing skills to the required HITL roles and routing them to the correct track automatically. This ensures zero wasted training hours and a perfectly mapped team ready for Day 1 activation.

> 💡 **What's in the Full Version?**
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> The Full Rosetta Ready Workforce program includes enterprise implementation details beyond this Starter Edition:
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> - **Builder Track (complete):** Full configuration training — agent guardrails, override protocols, system health monitoring, and knowledge base integration for your IT generalist.
> - **AI-Assisted Assessment:** A Copilot Studio agent that auto-maps each staff member to their HITL role, sends weekly progress nudges via Teams, and generates Task-to-Skill Mapping Reports for business owners.
> - **Microsoft Ecosystem Fit:** Zero new tooling spend — full M365-native delivery via Viva Learning, Microsoft Teams, Power Automate, and Copilot Studio.
> - **Pricing & Packaging:** Starter ($5K flat, up to 20 staff), Scale ($250/seat, up to 200 staff), and Deploy (custom, bundled with full Rosetta OS implementation).
> - **ROI Modelling:** A 20-employee deployment delivers $78,000 productivity recapture in 6 months against a $5,000 investment — greater than 15× ROI.
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> The Full Rosetta Ready Workforce program is delivered as part of our AI Operating Model engagement — **solutions24x7.com**