

# The AKSES Scorecard

Five questions to test whether AI actually includes people.

Human-in-authority. AI-in-service.

## How to use this scorecard

Score each of the five questions from 0 to 3. Add the scores for a total out of 15. Use the reflection prompts to document where the work still needs to go. Re-score every quarter as your product, team, and user understanding evolve.

### *Scoring guide (0–3)*

0 — Not addressed. 1 — Discussed but not designed for. 2 — Partially designed. 3 — Designed, built, and verified.

## The five questions

### *A — Anchor on the hardest user*

Who is the most constrained person this product must serve first — and have we designed for that person from the beginning?

**If this is your weakest area:** Rewrite your hardest-user profile before building more features.

Score: \_\_\_\_ / 3 Reflection:

### *K — Keep cost out of participation*

What does participation actually cost this user — money, bandwidth, time, trust, fear, mistakes, literacy, or hardware — and what have we removed?

**If this is your weakest area:** Audit the true cost of participation: money, bandwidth, device, trust, time, fear, and mistakes.

Score: \_\_\_\_ / 3 Reflection:

### *S — Serve at the moment of need*

Where does this user need guidance inside the real workflow — not before, not after, but at the exact moment a decision must be made?

**If this is your weakest area:** Find the exact moment where the user gets stuck and design guidance into that moment.

Score: \_\_\_\_ / 3 Reflection:

### ***E — Engineer concrete outcomes***

What measurable outcome does this product help the user reach — income, safer care, clearer decisions, stronger livelihood, faster access, or real opportunity?

**If this is your weakest area:** Define the concrete outcome your product must help the user reach.

Score: \_\_\_\_ / 3 Reflection:

### ***S — Safeguard human authority, with AI in service***

Where must human judgment, care, accountability, or approval remain visible — and how does AI support it without replacing it?

**If this is your weakest area:** Clarify where human authority, review, approval, or accountability must remain visible.

Score: \_\_\_\_ / 3 Reflection:

## Interpreting your total

**0 – 5** — Early. The product is not yet designed for the people it claims to serve. Restart from the hardest user.

**6 – 10** — Emerging. The intent is real but the design is incomplete. Pick the lowest-scoring principle and rebuild around it.

**11 – 13** — Strong. The product genuinely expands access. Tighten the weakest principle and document what works.

**14 – 15** — Exemplary. Codify your practice and teach it. Re-score quarterly to keep humans in authority as AI evolves.

***Humans remain in authority. AI remains in service.***

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