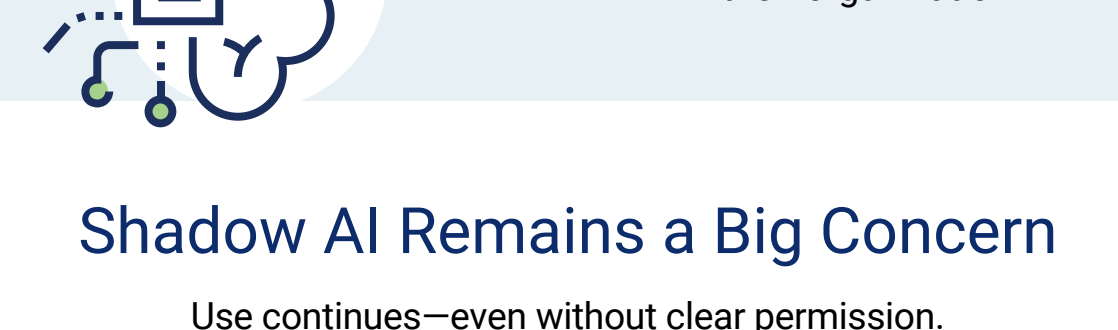


# Taking the Pulse of AI in 2026

Amid the hype and uncertainty around AI, ISACA's annual AI Pulse Poll cuts through the noise. Based on real insights and experience from more than 3,400 practitioners worldwide, the 2026 results show how organizations are actually using AI today, where progress is being made, and where real challenges remain in policy, skill building and risk management. For more statistics and analysis, visit [www.isaca.org/ai-pulse-poll](http://www.isaca.org/ai-pulse-poll).

## AI Use Is Now the Norm and Embedded Across the Enterprise

AI adoption has moved from experimentation to expectation.



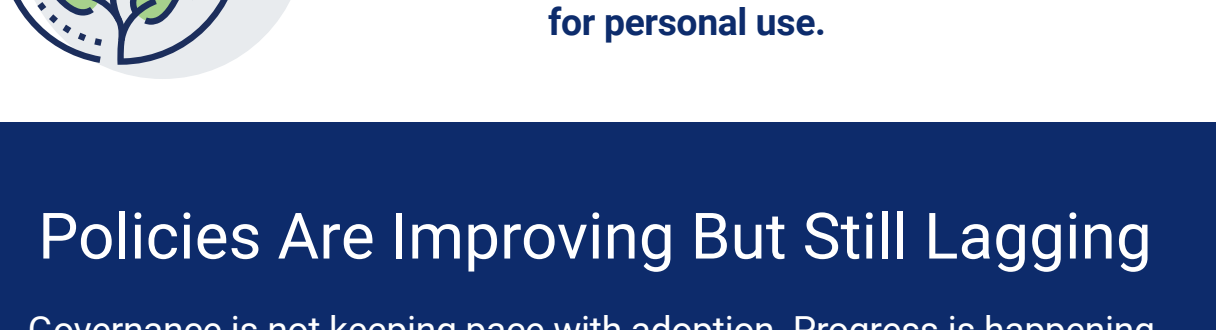
## Shadow AI Remains a Big Concern

Use continues—even without clear permission.



### MOST COMMON USES ARE

- 62%** Increasing productivity  
Creating written content
- 50%** Automating repetitive tasks
- 49%** Analyzing large amounts of data
- 37%** Customer service (e.g., chat bots)
- 36%** Improving decision making



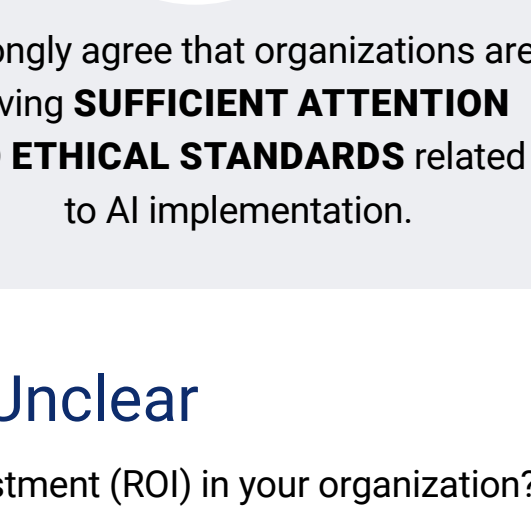
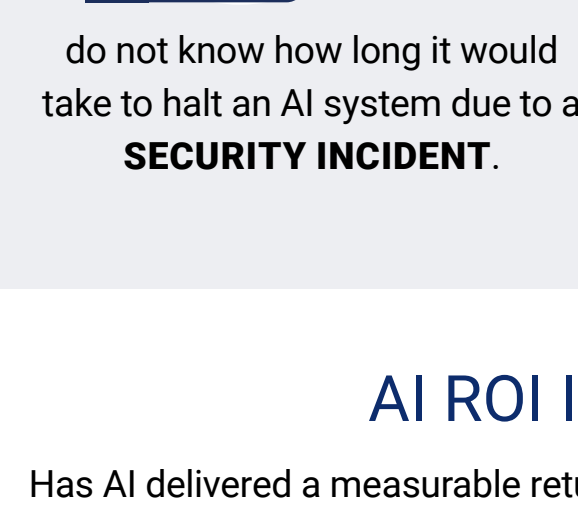
## Policies Are Improving But Still Lagging

Governance is not keeping pace with adoption. Progress is happening, but most organizations still lack the necessary guardrails.



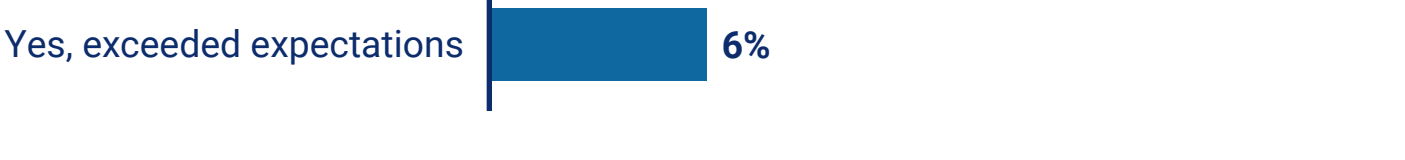
Does your organization **HAVE A DOCUMENTED PROCESS** for shutting down or overriding AI systems if things go wrong (e.g., bad actor or AI performing adversely)?

- 39%** I don't know
- 25%** No
- 16%** A process is being developed
- 12%** Yes, and it is tested regularly
- 8%** Yes, but it is not tested regularly



## AI ROI Is Still Unclear

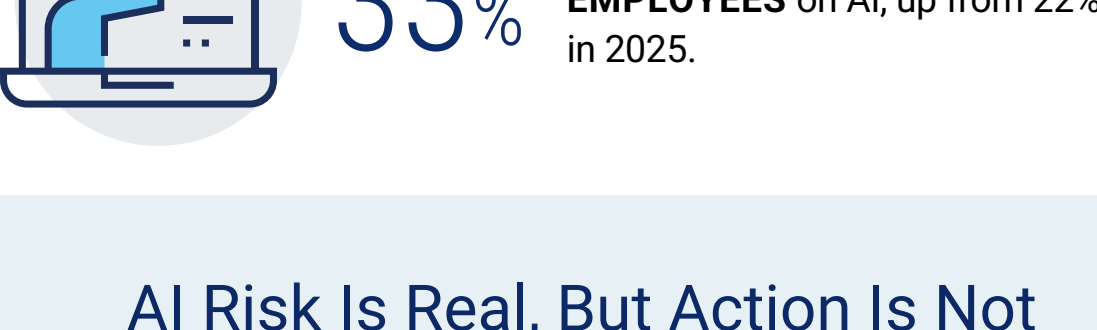
Has AI delivered a measurable return on investment (ROI) in your organization?



### AI LITERACY IS NO LONGER OPTIONAL



### INCREASED INVESTMENT IN TRAINING AS DEMAND FOR AI SKILLS RISES



## AI Risk Is Real, But Action Is Not

Risk recognition is rising slowly—far behind AI adoption speeds.

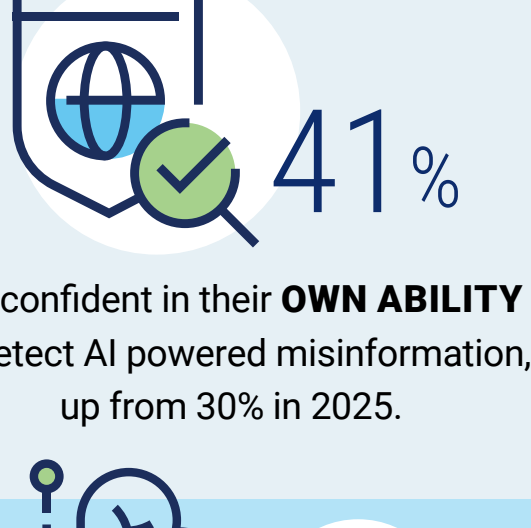


### TOP AI RISKS

#### MOST CITED AI RISKS INCLUDE:

- 82%** Misinformation and disinformation
- 74%** Privacy violations
- 60%** Social engineering
- 58%** Loss of intellectual property
- 42%** Job displacement

### DETECTION CAPABILITY IS IMPROVING BUT TRUST REMAINS FRAGILE.



## AI Is Reshaping the Workforce

Roles are changing—and new ones are emerging.



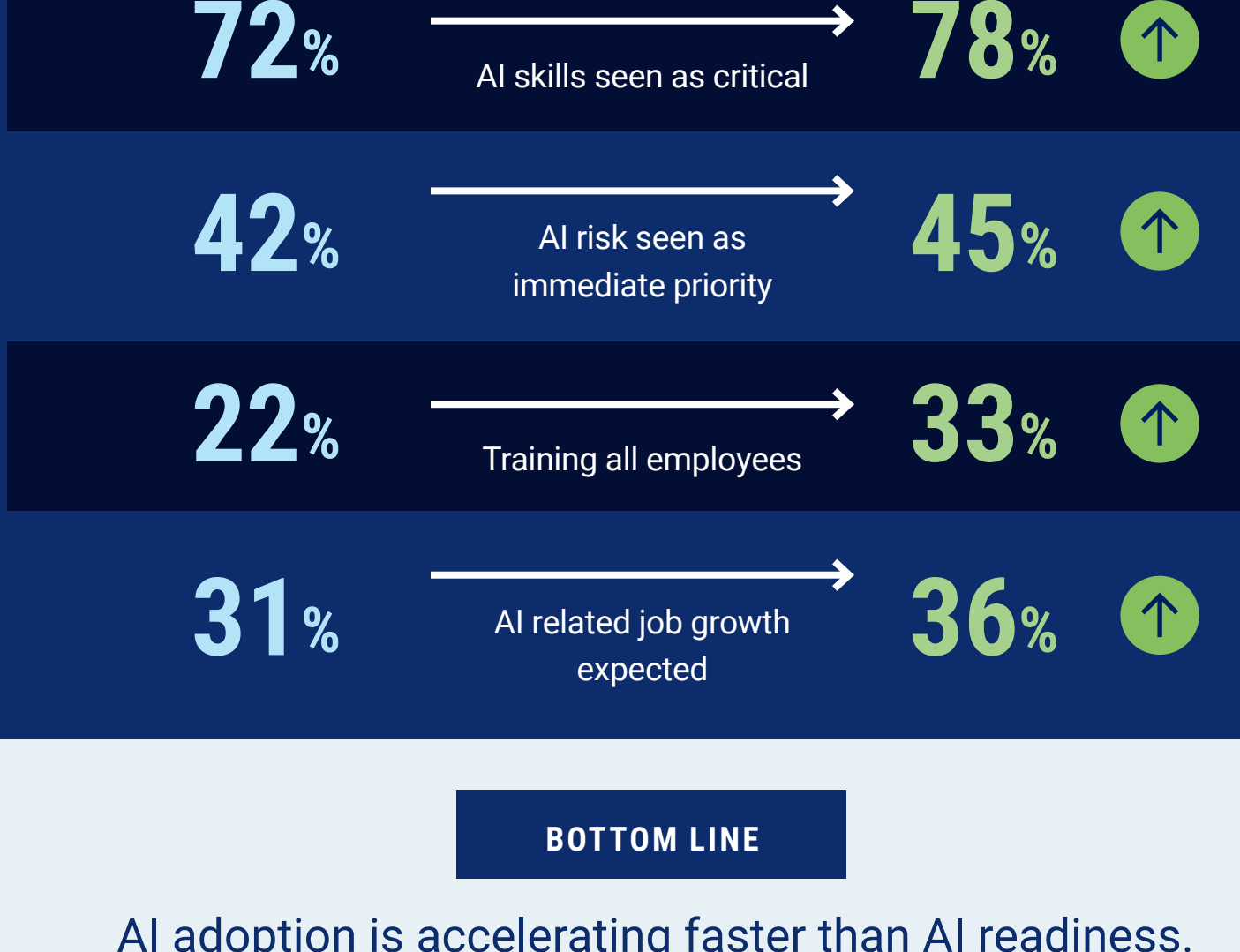
### WORK LOADS AREN'T YET DECREASING DUE TO AI.

**NEARLY 7 IN 10** say job responsibilities have increased or have not changed in the last year



### AT A GLANCE:

## What's Changed Since Last Year



### BOTTOM LINE

AI adoption is accelerating faster than AI readiness.

Organizations are embracing AI, but gaps in policy, training, and risk management persist. Closing these gaps is essential to building trust, protecting value, and sustaining digital resilience.

EXPLORE THE FINDINGS: [www.isaca.org/ai-pulse-poll](http://www.isaca.org/ai-pulse-poll)