

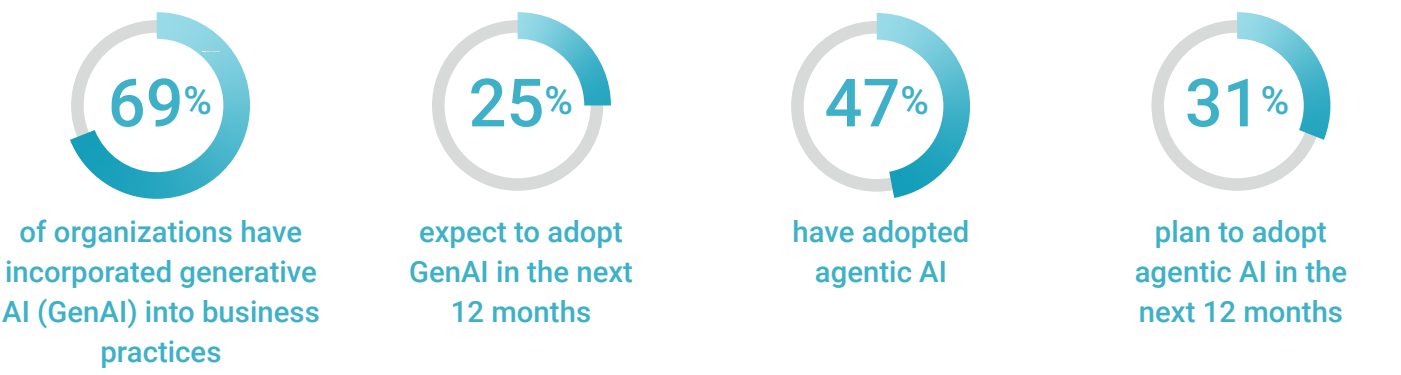
CDO Insights 2026: The Trust Paradox and the Data Governance Moment

Artificial intelligence (AI) is accelerating across the enterprise, and employee confidence in AI-ready data is climbing. But for many organizations, readiness for responsible, reliable outcomes still lags behind, creating a trust gap that CDOs cannot afford to ignore.

These findings come from the 2026 CDO Insights report, based on a survey of 600 data leaders, that highlight where perceived AI readiness diverges from the governance, skills and data foundations required to scale responsibly.

AI is Now the Baseline, Not the Experiment

AI is already embedded in day-to-day operations, so CDOs need to treat readiness as a scale requirement, not a pilot phase.



The Trust Paradox: Confidence Outpaces Capability

High employee trust paired with major skills gaps creates a false sense of security that can increase risk and reduce predictability in AI outcomes.



Governance is Falling Behind AI Use

As AI adoption spreads faster than controls, visibility and governance become the difference between acceleration and unmanaged exposure.



Unstructured Data is Now a Board-Level AI Constraint

Unstructured data has increasingly become the fuel for AI. However, governing it is critical to improving outcomes while reducing privacy and compliance risk.



Customer Experience Leads AI Priorities

Customer experience is where many AI programs are expected to prove measurable business impact, so CDOs need trusted data and strong privacy controls to deliver outcomes at scale.



Operationalize Trust with Data Fundamentals and Governance

The data governance moment is here. CDOs who make trust measurable through stronger data foundations, skills and controls will be the ones who scale AI with confidence.

Read the full report to see the benchmarks behind the trust paradox and the actions CDOs are taking to close the gap.

[DOWNLOAD REPORT](#)

Source: Informatica, CDO Insights 2026: Data Governance and the Trust Paradox of Data and AI Literacy Take Center Stage, 2026



About Informatica
Informatica from Salesforce is a leader in AI-powered enterprise cloud data management. Its Intelligent Data Management Cloud (IDMC) platform enables organizations to connect, manage and unify AI-ready data across the enterprise. With capabilities spanning data cataloging, integration, governance, quality, privacy, metadata management and master data management, Informatica supports a broad partner ecosystem and helps customers unlock the full value of their data and AI initiatives.

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