

CHANGE PRACTICE

The Artificial Intelligence Center of Excellence

Why an AI CoE will enhance your technology implementation, and ensure first time success of your adoption process

“Excellence is never an accident. It is the result of high intention, sincere effort, intelligent direction, skilful execution and the vision to see obstacles as opportunities”

Organizations are already investing heavily in artificial intelligence (AI) initiatives.

Considerable resources and being applied to strategies, and with good reason. Companies that have adopted AI show significant advantage over competitors.

Gartner reports: **AI will be used by 40% of infrastructure and operations teams by 2023**

Can you afford to be left behind?

What is a Center of Excellence?

Team of people, set of processes, body of knowledge, technical competence, a nexus of expertise for a given field or capability.

Relevance

- Maximizes quality, efficiency and application across lines of business

- Results in greater confidence and consistence in decision making
- Leads to a higher success rate for AI deployments
- Delivers more value at less cost and in less time
- Drives end user adoption, leading to a smoother path to improved outcomes
- Provides a formal organizational structure
- Enables the right balance between agility and sound management in deployment
- Reduces the gap between business and technology
- Improving time-to-market and change response

AI CoE Framework

- Vision, values and culture
- Executive support and sponsorship
- Competencies and processes
- Quality and best practice
- Technology



- ❑ Thought Leadership
- ❑ Metrics & KPIs
- ❑ Best Practices
- ❑ Training
- ❑ Quality
- ❑ Code

REPOSITORY
(Governance & Best Practices)

- ❑ Knowledge
- ❑ Training & Mentoring
- ❑ Innovation
- ❑ Integration
- ❑ Collaboration
- ❑ Alignment
- ❑ Growth

SKILLS
(Purpose Driven Disruption)

- ❑ Enablement
- ❑ Competency
- ❑ Expert Systems
- ❑ Problem Solving
- ❑ Employee Loyalty
- ❑ Just-in-time Advise
- ❑ End-to-end Processes

COMMUNITY
(Knowledge Dissemination)

- ❑ Vision
- ❑ Methodologies
- ❑ Monitor Use
- ❑ Rapid Solutions
- ❑ Efficiency
- ❑ Reduced Cycles & Cost
- ❑ High Performance

GOVERNANCE
(Frameworks & Re-useable Artifacts)

The Bottom Line Value

What can you expect?

Expected Benefits

Synergies between AI projects

- Enterprise vision
- Enterprise process
- Knowledge transfer

Faster deployments at lower cost

- Repeatable methods
- Reusable code and components

Furthermore, the proper creation of a CoE can guarantee

- Uses of resources in a more efficient way
- Provision of quality services and products to customers
- Reduction of inefficient practices and implementation time
- Reduction of business running costs

The processes of a CoE should not be considered a fad, nor taken lightly.

There are real and tangible benefits that can streamline your processes in many ways. To guarantee success, vision and value must be properly defined, aligned and appropriately financed.

Stages

To establish an “AI Center of Excellence”

1. Develop vision and values
2. Attain executive sponsorship
3. Define governance structure
4. Establish the architecture
5. Setup libraries and repositories
6. Define change practice
7. Take process and capability inventory
8. Prioritize process selection
9. Start executing AI projects
10. Plan for change

AI Center of Excellence

Building the Machine?



Make the Case of AI

Identify the key business driver and use cases, establish the scope and roadmap for your AI Center of Excellence.

This of the exercise as one of discovery. Develop as a go-to-resource for all stakeholders for AI related questions. Consulting as part of the discovery process will help teams understand value and roadmaps, resolve issues and determine customer need.

The Basic Principles

- Create the vision for the company
- Identify business driven use cases
- Determine phase roadmap and overall ambition
- Create a target data architecture
- Cultivate stakeholders and 'Champion' network
- Create and communicate early successes

Remember

- ~ A CoE is a living organism
- ~ Value is everything, build for customer satisfaction
- ~ Constancy of purpose and action
- ~ Respect human ingenuity and enablement
- ~ Change and innovation are constants
- ~ Create knowledge and capability

- ~ Continually reflect and improve
- ~ Optimize and mature the whole

Foster Executive Buy-In

Stakeholders ensure both strategic and operational success. Executive support will ensure productivity is tied back to investment, and when the time comes ensure AI gets executed at scale.

Build Your Leadership

Engage the business

1. Promote knowledge and capability
2. Generate awareness of what can be achieved
3. Drive use cases and development
4. Develop business acceptability and success

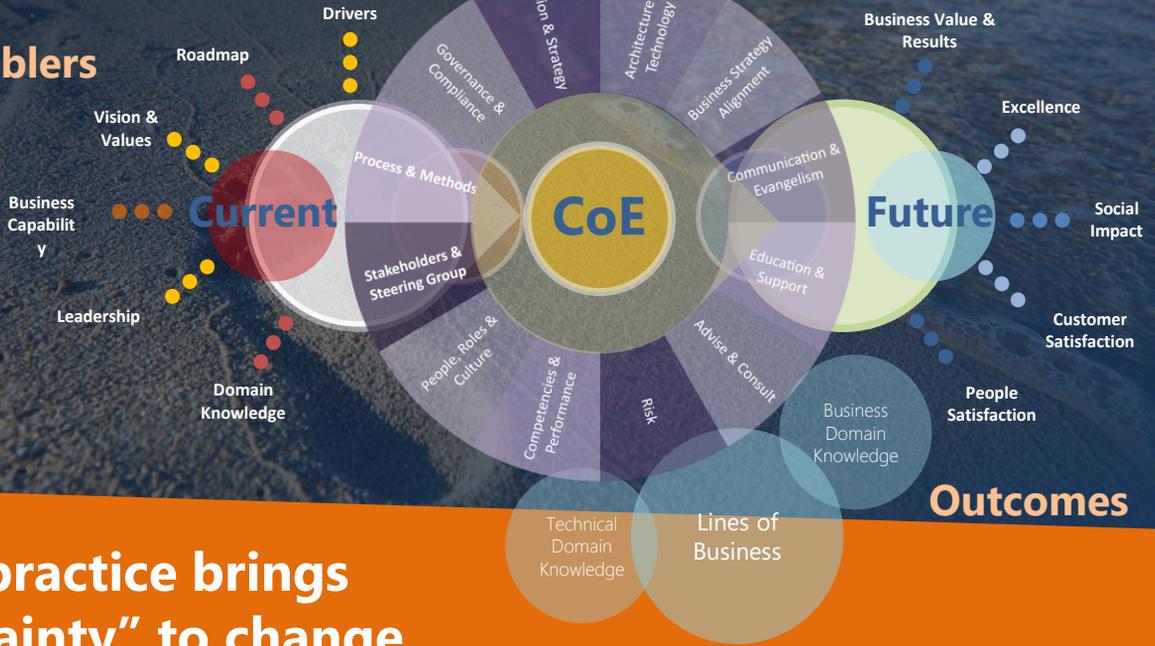
Build Your Competencies

Most teams will look similar to the following composition

1. Program/ Project Management
2. Product
3. DevOps & AIOps
4. Machine Learning
5. Data Analyst

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Enablers



CoE practice brings "certainty" to change

Create the Entrepreneurial Ecosystem

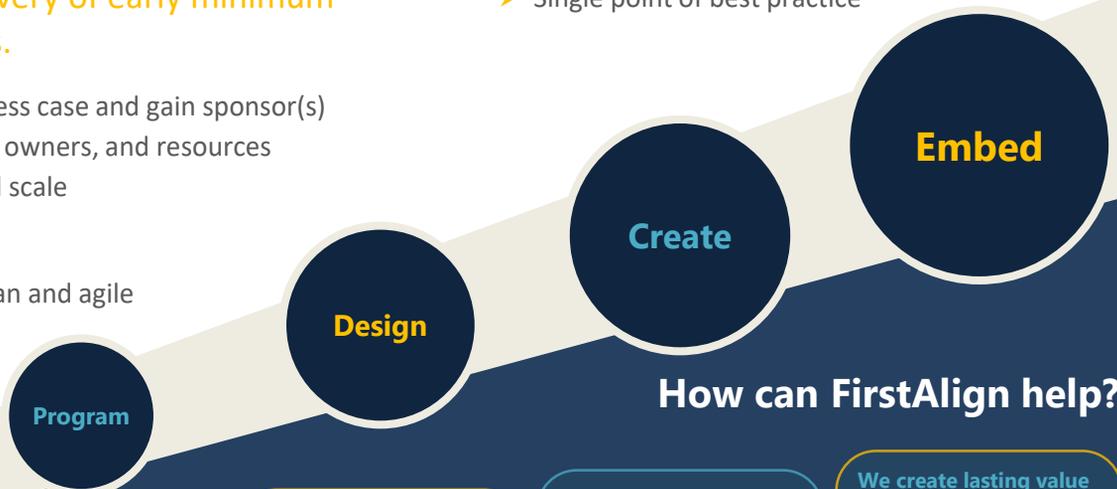
Fast paced delivery of early minimum viable products.

- Articulate business case and gain sponsor(s)
- Commit process owners, and resources
- Pilot project and scale

- Provide knowledge throughout the whole organization
- Maturity through evolution
- Single point of best practice

Success

- Creating a lean and agile structure



How can FirstAlign help?

We uncomplicate AI
We help leaders identify their AI opportunities and we bring them to life.

- ~ Change governance
- ~ Current state analysis
- ~ Future state design
- ~ Transition planning

We assess and develop
We consider the business problem, and build awareness.

- ~ New services
- ~ Existing services
- ~ Automation
- ~ Predictive analytics

We deploy tactically
We develop proof(s) of concept, and systems that bring ideas to life.

- ~ Understand
- ~ Diverge - sketch - decide
- ~ Prototype
- ~ Validate

We create lasting value
Embed new working methods, and develop better analytics.

- ~ Operational transition
- ~ Center of Excellence
- ~ Long term viability
- ~ Knowledge & education

To learn more, or view our other publications, visit www.firstalign.com/index-publications.html