BRIDGING THE GAPS IN AI SKILLING

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AI is captivating the interests of CEOs

- CEOs are increasingly captivated by the potential of artificial intelligence (AI) and its transformative impact. According to our latest survey of CEOs and senior business executives in 2024, AI emerges as the clear leader in terms of the next major trend for business transformation, surpassing ot her contenders by a wide margin. Thirty-four percent of CEOs identified A I as the top priority, while operational efficiency and agility trailed behind at a distant 9%.

- The level of interest and enthusiasm displayed by CEOs towards AI, partic ularly generative AI, is remarkable and goes beyond what might be expec ted. This likely stems from the recognition of AI's highly disruptive nature and its potential to revolutionize various aspects of business operations.

According to Gartner’s 2024 CEO and Senior Business Executive Survey, AI is a major focus for CEOs. Here are some key findings:

High priority

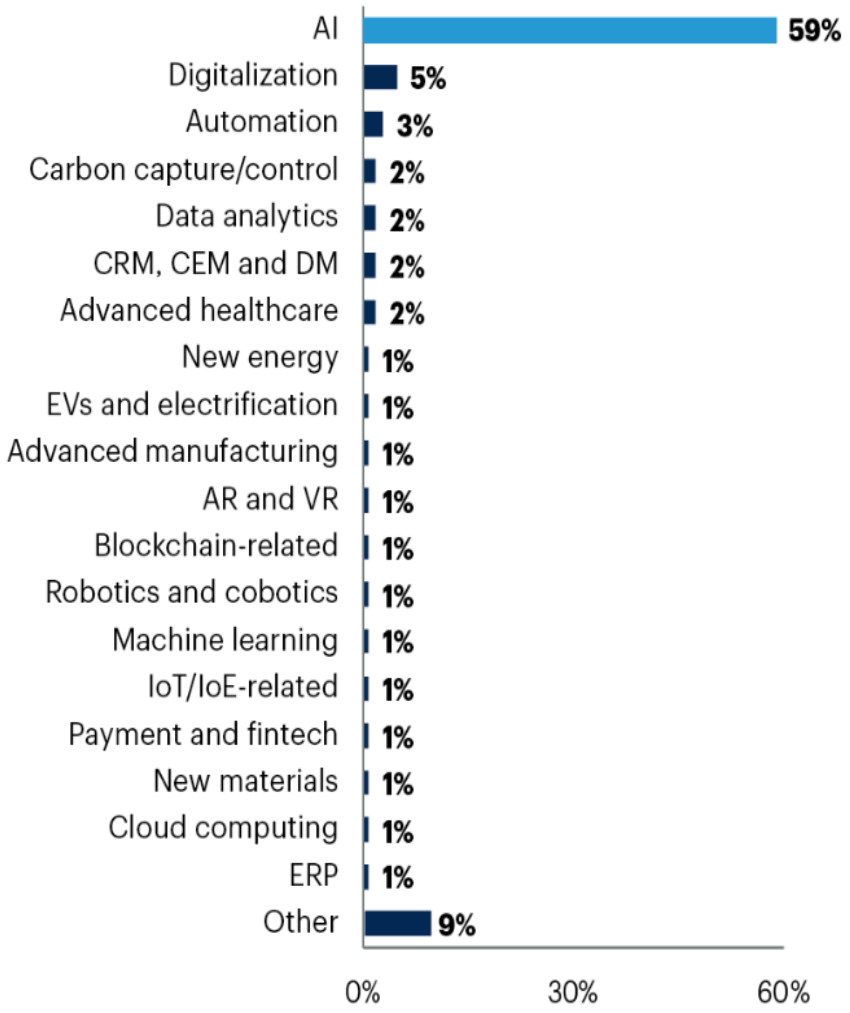
Productivity boost

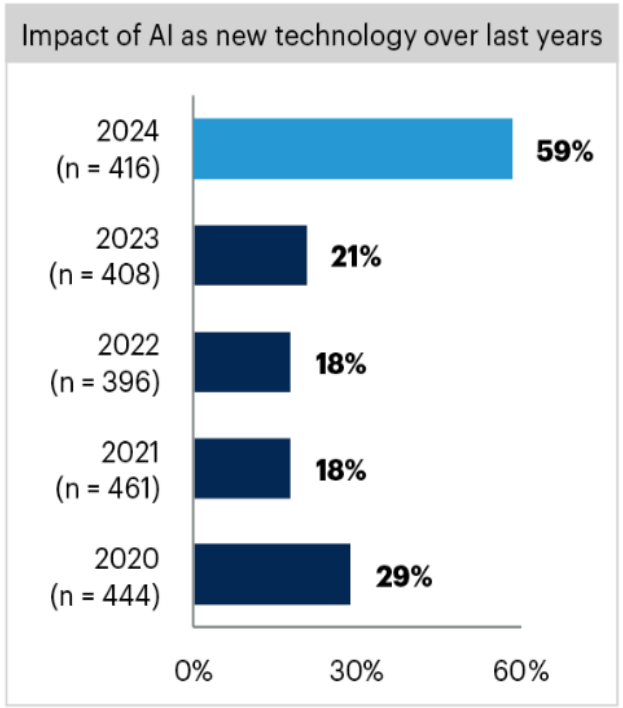
Revenue growth

Personal use

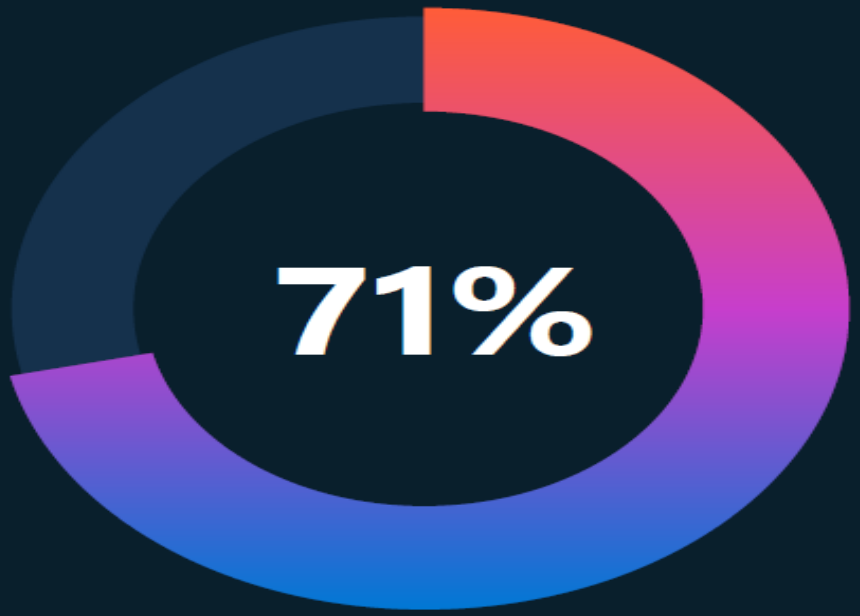
Which new technology CEOs believe will impact their industries over the next three years

- **AI lives up to the hype**

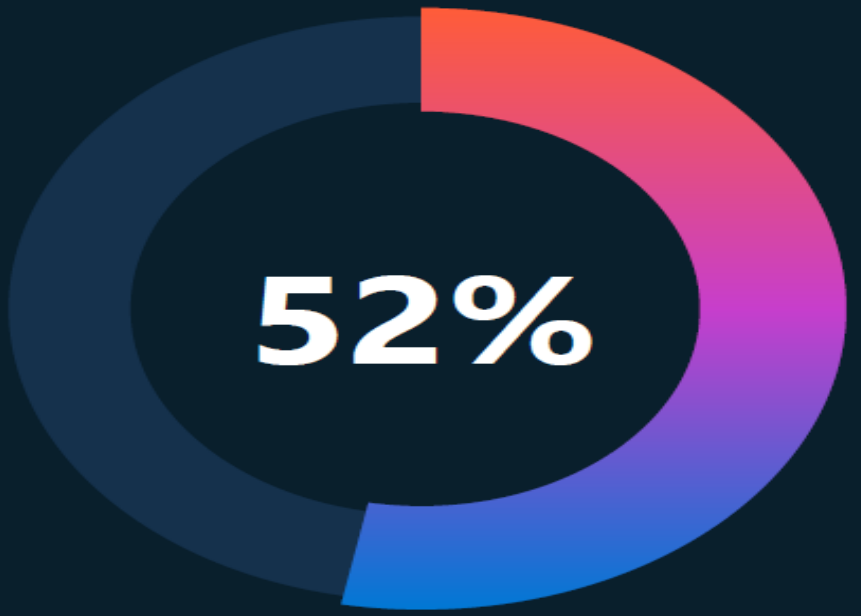




Does your business have the skills to transform with AI?

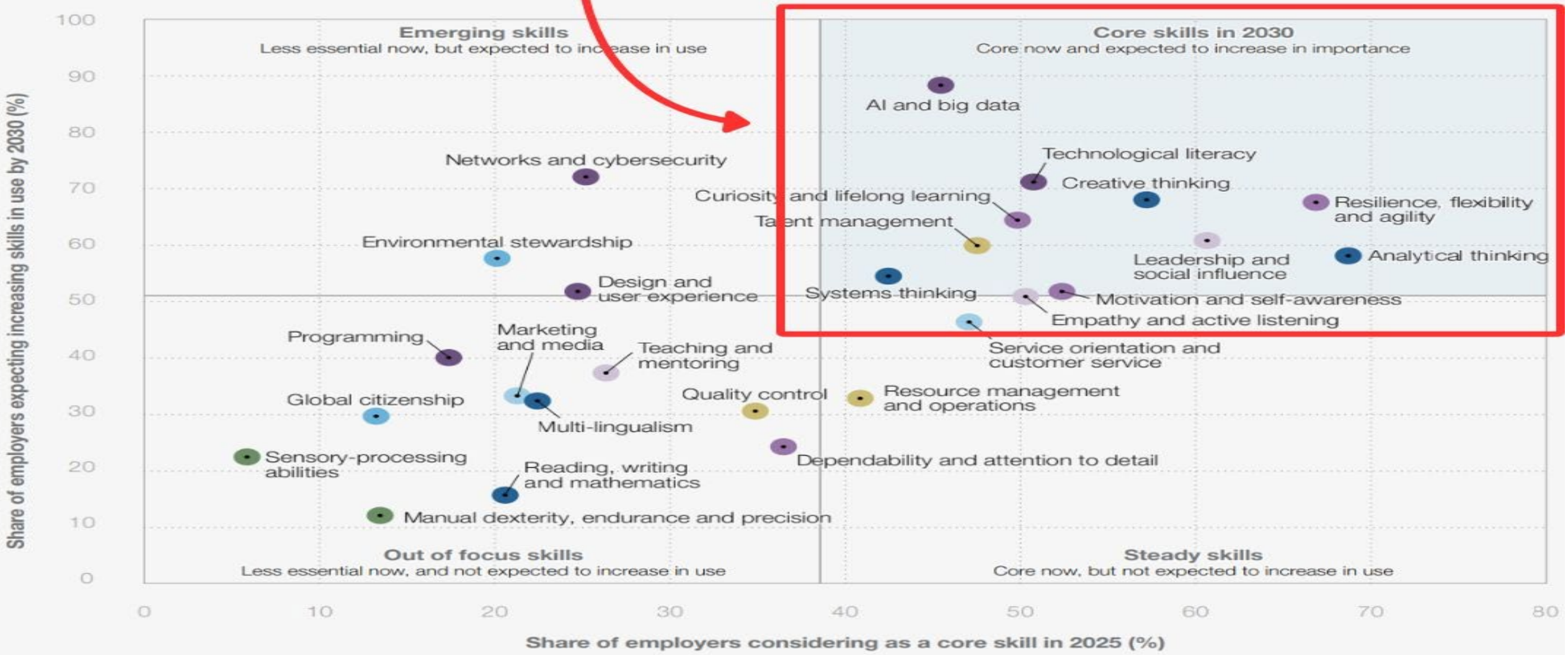


of companies are already using AI.[1]



of companies report that a shortage of skilled talent is the biggest barrier to implementing at scale.[1]

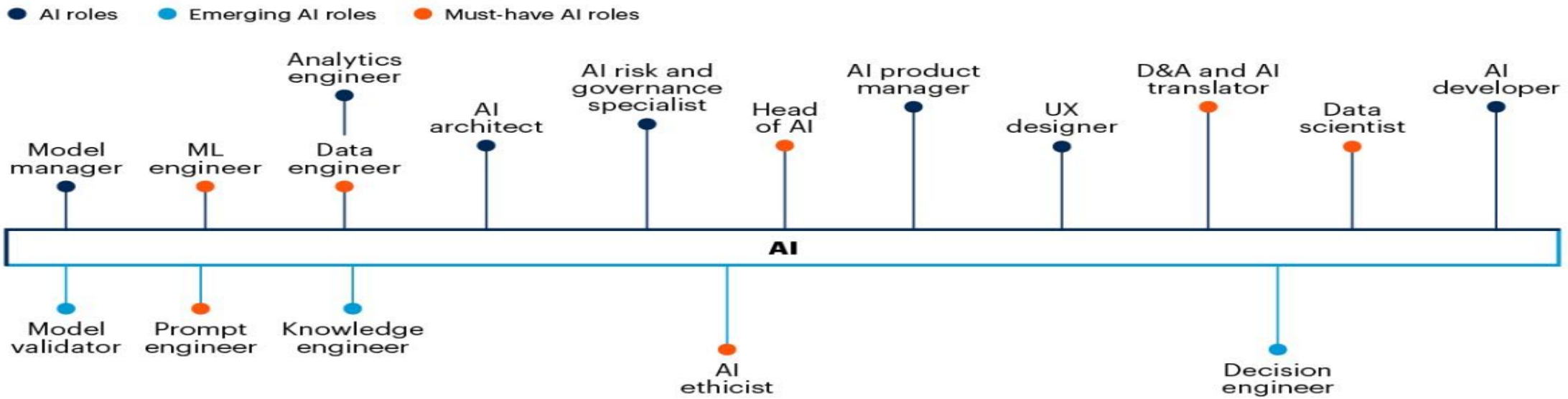
Core Skills in 2030

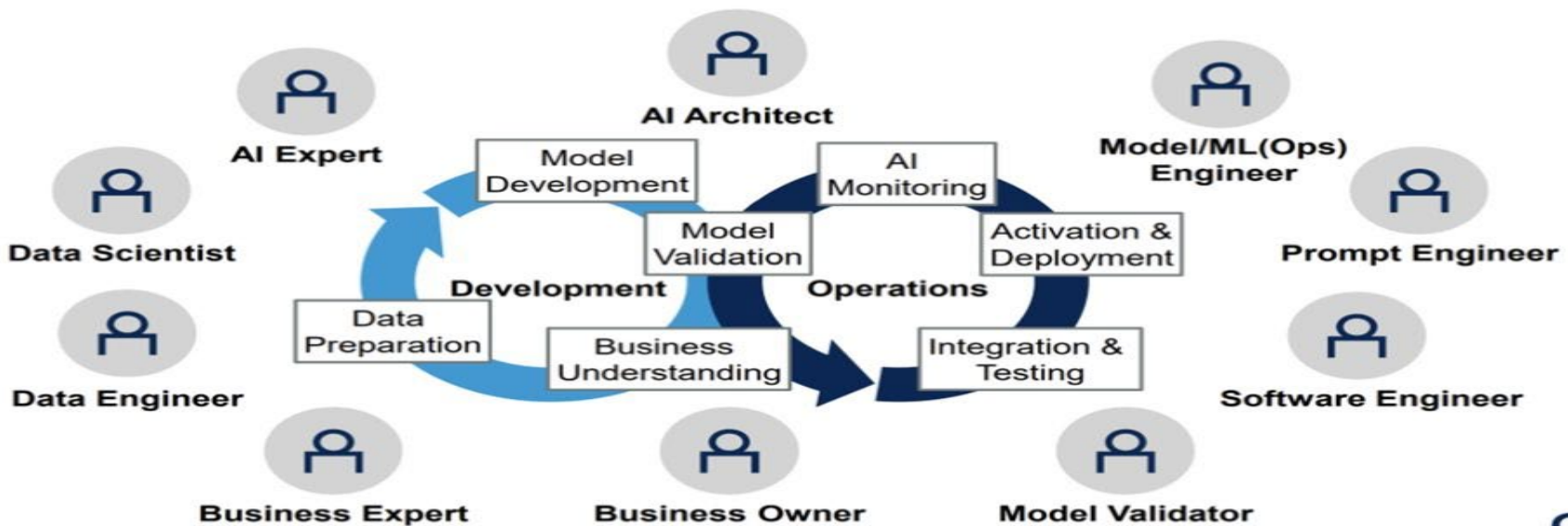


Cognitive skills · Engagement skills · Ethics · Management skills
Physical abilities · Self-efficacy · Technology skills · Working with others

Source: Future of Jobs Report 2025

New Roles for AI



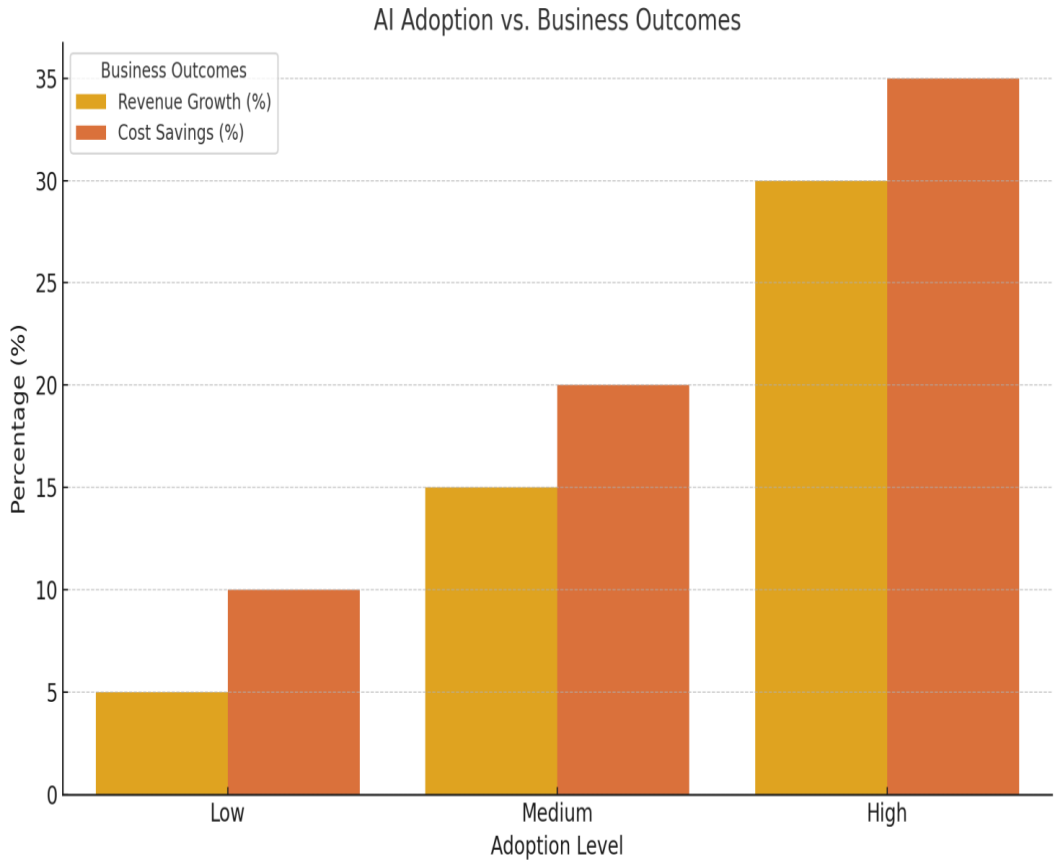


Gartner

Becoming an AI-first Company

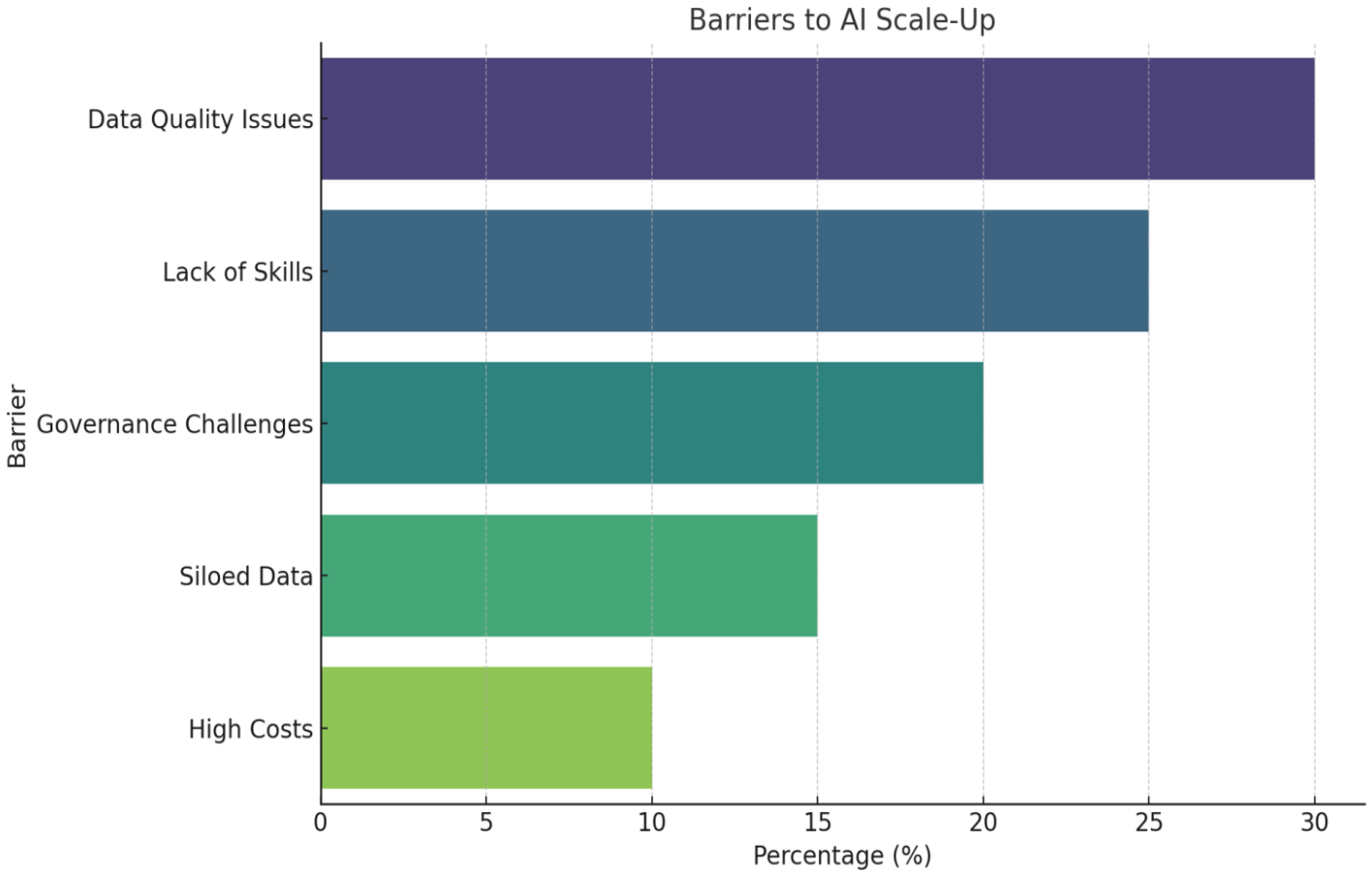
In today's rapidly evolving technological landscape, adopting an AI-first approach is no longer a luxury but a necessity for companies aiming to stay competitive.

What sets AI-first organizations apart is their ability to integrate AI capabilities with business objectives, foster a supportive culture, and continuously adapt to emerging opportunities.



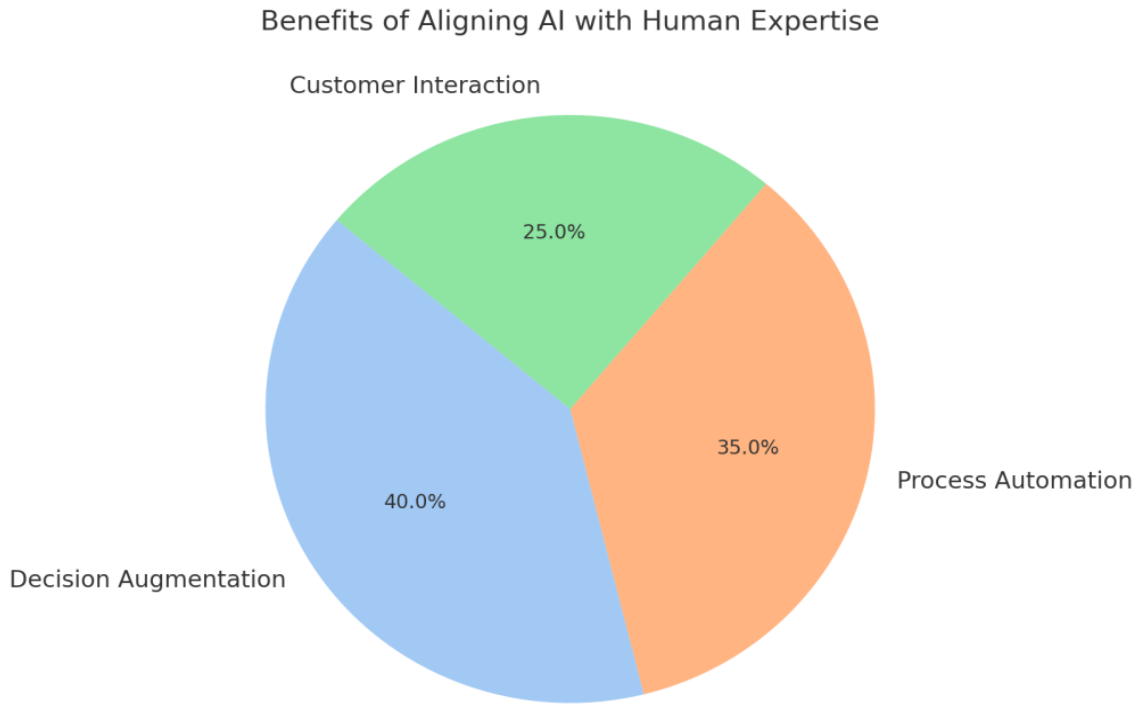
Implement AI at Scale

- Embrace MLOps: Machine Learning Operations simplifies the creation, deployment, and oversight of models.
- Invest in Cloud and Edge Computing: These technologies enhance scalability and minimize latency for AI applications.
- Form Cross-Functional Teams: Combine the expertise of data scientists, business analysts, and IT professionals to ensure AI projects meet both technical and business objectives.



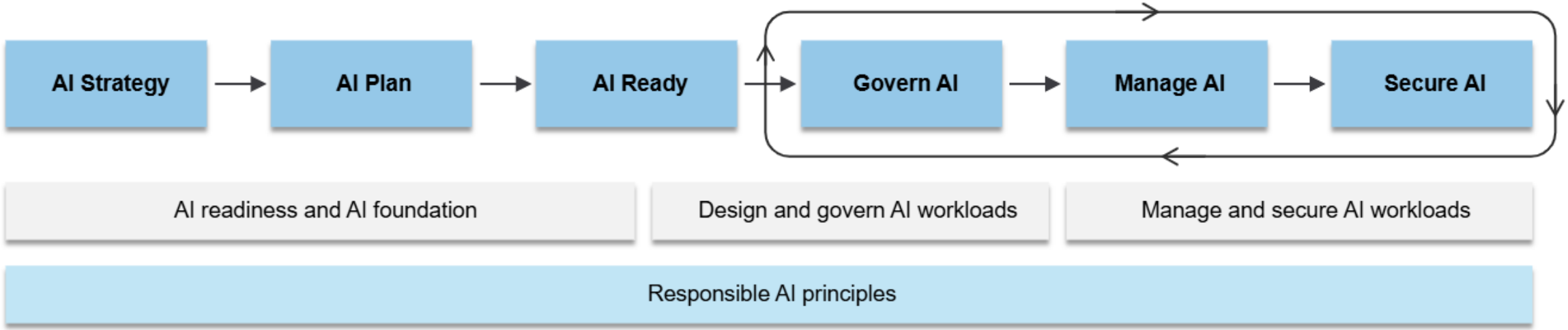
Advantages of Integrating AI with Human Skills

- Enhancing Decision-Making: Provide leaders with AI-generated insights to support strategic choices.
- Streamlining Processes: Use AI to handle repetitive tasks, enabling employees to concentrate on more valuable work.
- Improving Customer Service: Combine AI chatbots with human agents to offer smooth and efficient customer interactions.



AI Adoption Framework

AI adoption framework supports organizations ranging from large enterprises to startups in launching effective AI solutions.



Develop an AI Strategy

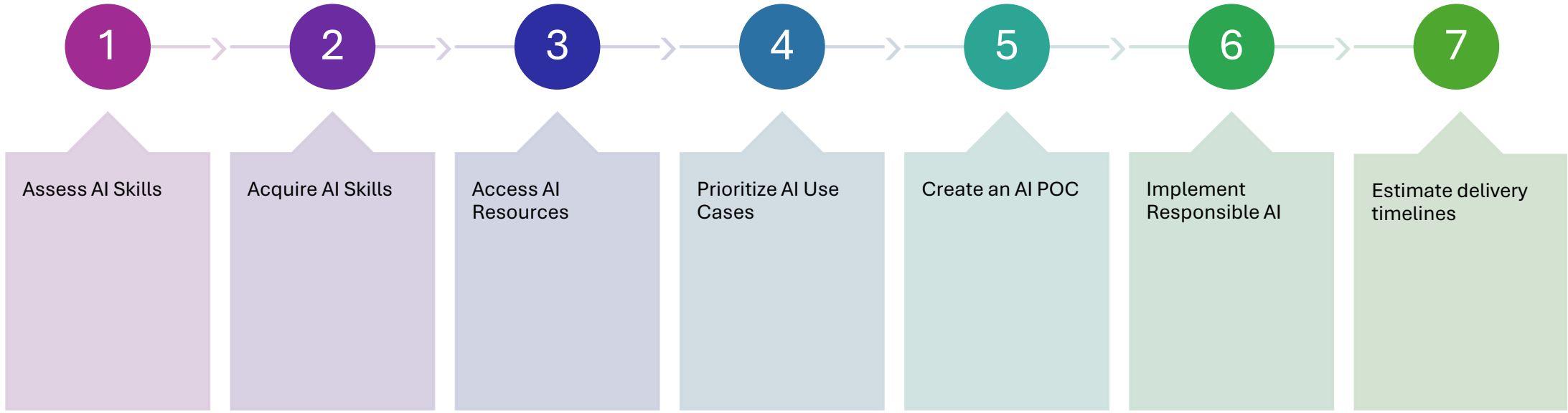
- **Identify AI use cases:**
  - *Look for automation opportunities.*
  - *Gather customer feedback.*
  - *Conduct an internal assessment*
  - *Explore industry use cases*
  - *Set AI targets*

- **Define an AI Technology strategy**
  - Select AI technologies that align closely with your organization's skills, available data, and budget.

- **Define an AI Data Strategy**
  - *Establish data governance.*
  - *Prepare for data scalability.*
  - *Plan the data lifecycle.*

- **Define a responsible Strategy**
  - *Establish AI accountability*
  - *Use responsible AI principles.*
  - *Identify responsible AI tools.*
  - *Understand compliance.*

Build an AI Plan



Get AI Ready

Establish Reliability

Establish Governance

Establish Networking

Establish a Foundation for AI Solutions

Enforce AI Governance policies

Assess AI organizational risks

Document AI governance policies

Enforce AI policies

Monitor AI organizational risks

Manage AI models and Costs

Manage AI Operations

Manage AI Deployments

Manage AI Endpoint Sharing

Manage AI Models

Manage AI Costs

Manage AI Data

Manage AI Business Continuity

Secure AI Resources and Data

Discover AI Security risks

Identify AI security risks.

Identify AI data risks.

Identify AI model risks.

Conduct red team testing.

Conduct periodic risk assessments

Protect AI resources and Data

Establish a centralized AI asset inventory

Secure AI platforms

Apply workload-specific security controls

Define and maintain data boundaries.

Control data access

Maintain a data catalog

Train employees on AI-specific risks

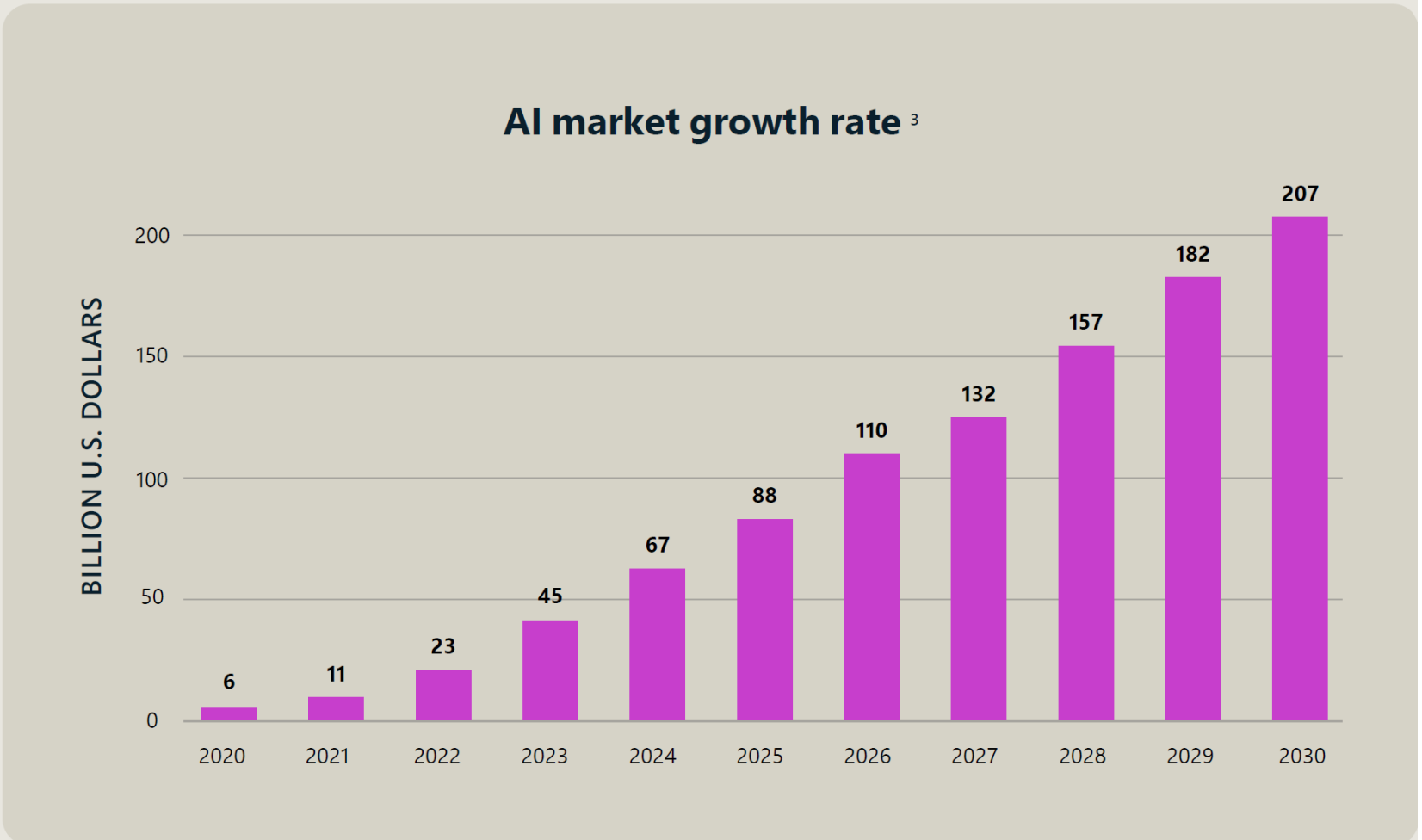
Detect AI security threats

Detect AI risks

Detect AI security incidents

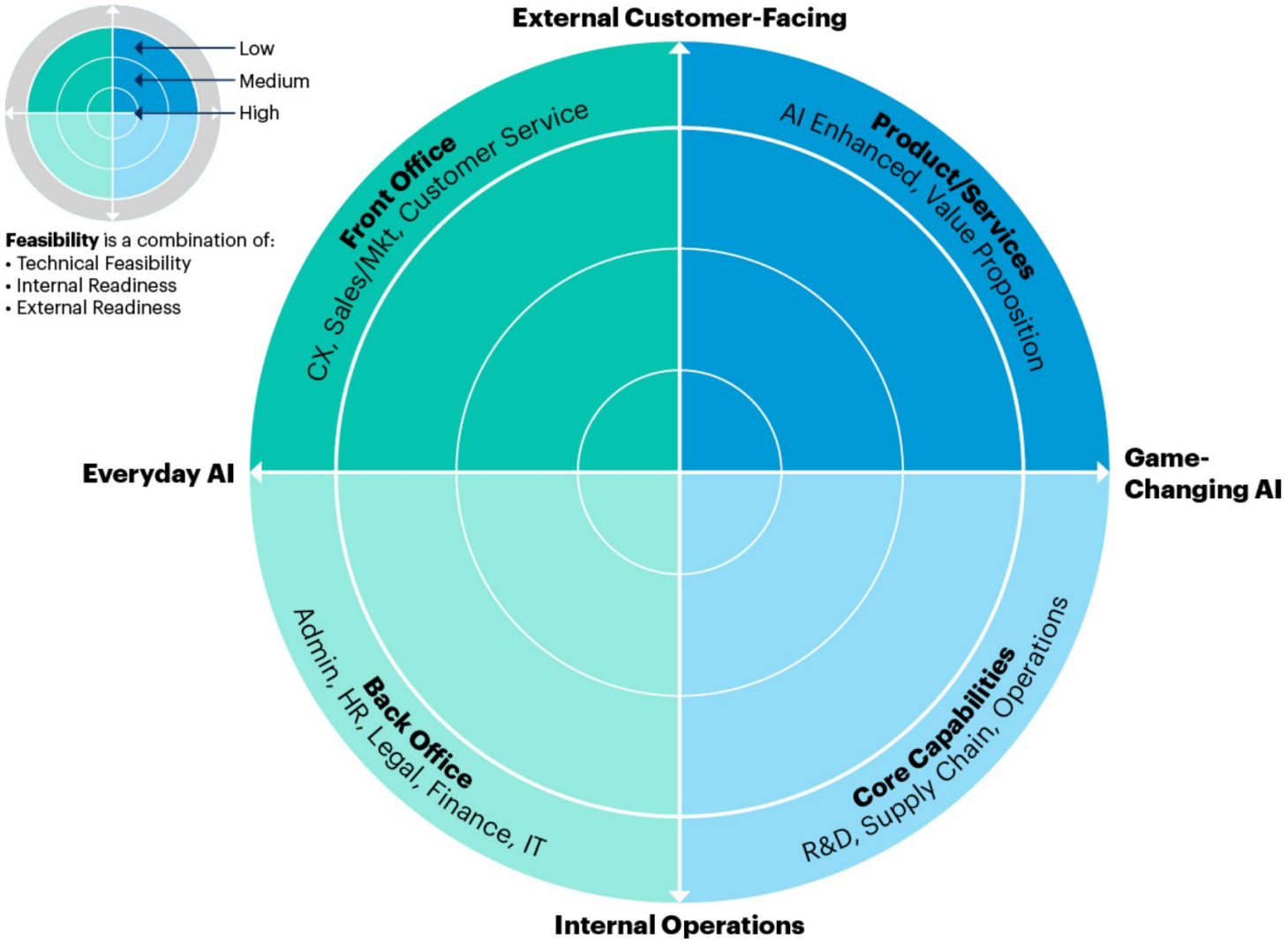
Apply workload-specific monitoring

AI is transforming the business landscape



Statista, Generative artificial intelligence (AI) market size worldwide from 2020 to 2030 (in billion U.S. dollars), February 8, 2024.

The AI Opportunity Radar



Source: Gartner

Considerations for investing in AI in each zone

Front Office

CX importance, AI acceptance, scaling capabilities, and sales/customer service improvement.

Product/ Services

Market demands, competition, changing offers, and potential obsolescence of existing products/services.

Core Capabilities

AI-driven improvements in strategic capabilities, leading to substantial competitive advantages. Examples include healthcare diagnosis, banking risk assessment, and life sciences drug discovery.

Back Office:

Internal employee usage of AI in back-office functions like finance, HR, legal, and IT. Opportunities for productivity enhancement and task automation.

Impact of AI in different Industries

Healthcare

- Enhancing diagnostic accuracy
- Streamlining patient care
- Aiding in development of new treatments and drugs

Finance

- Detection of fraudulent activities
- AI driven chatbots for financial advices

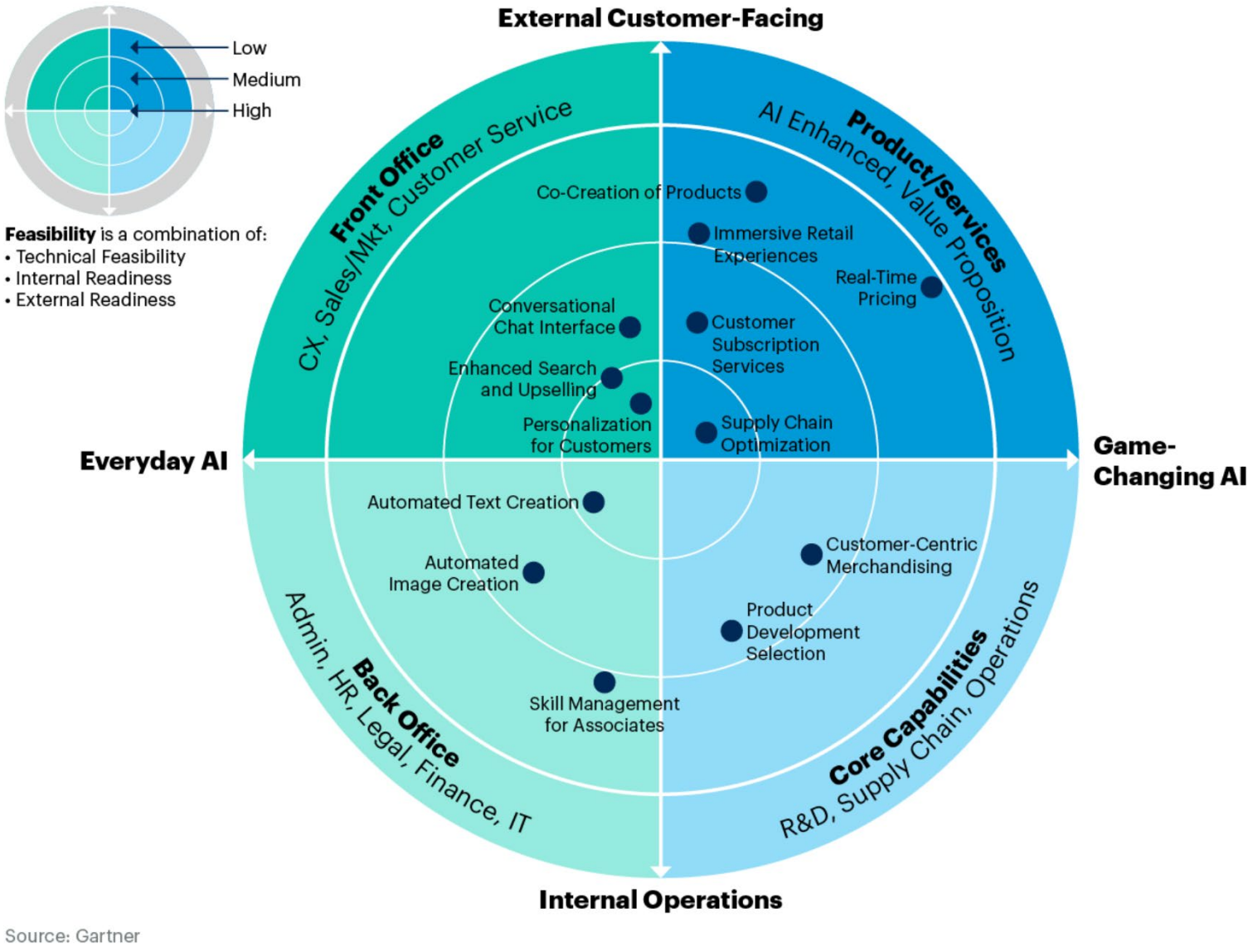
Retail

- Personalized shopping experience
- Optimize inventory and supply chain management
- Analyze customer behavior and preferences

Manufacturing

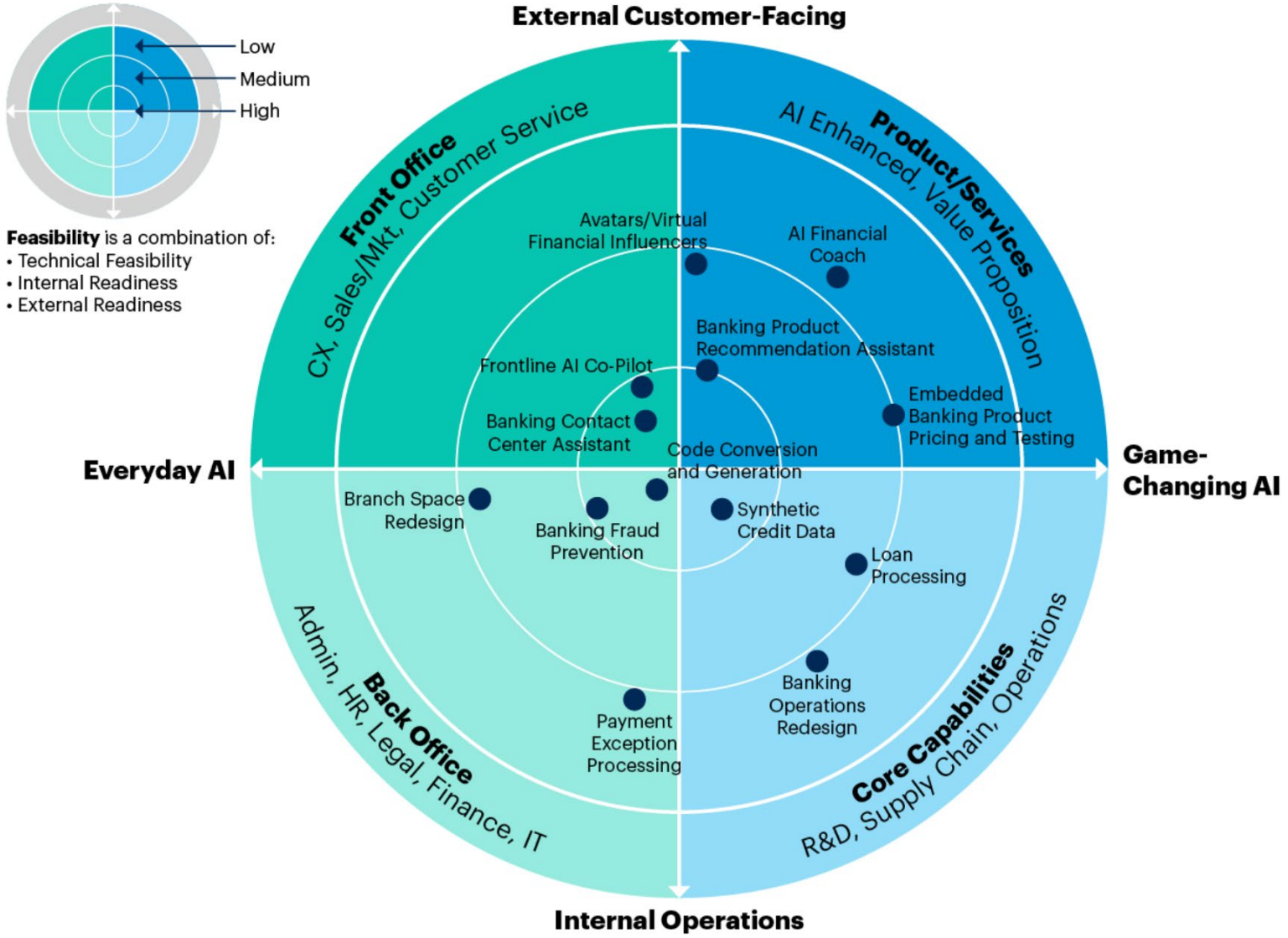
- Predictive maintenance
- Improving production efficiency
- Reducing downtime and waste.

Retail Industry Use Cases



Source: Gartner

Banking Industry Use Cases



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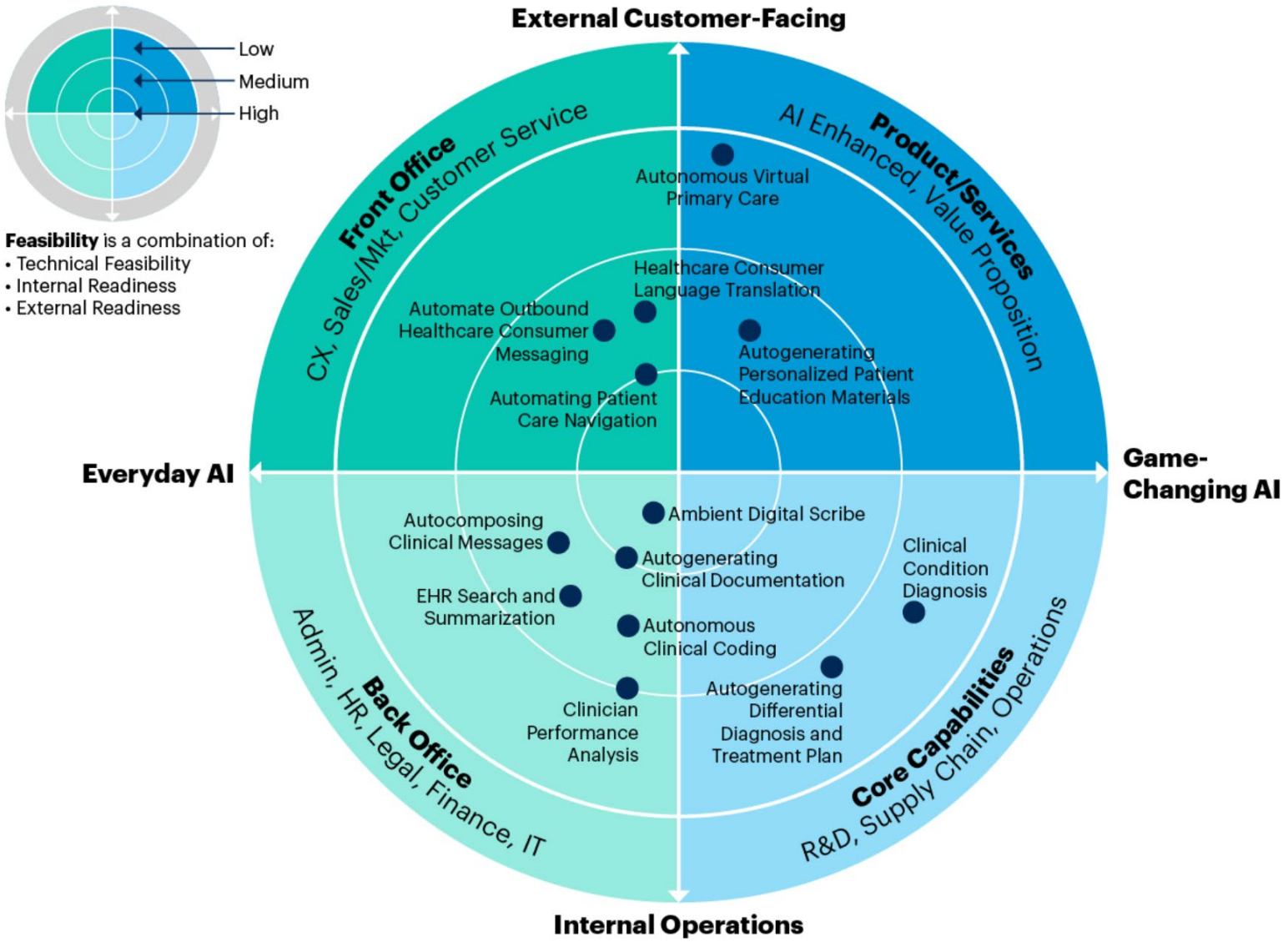
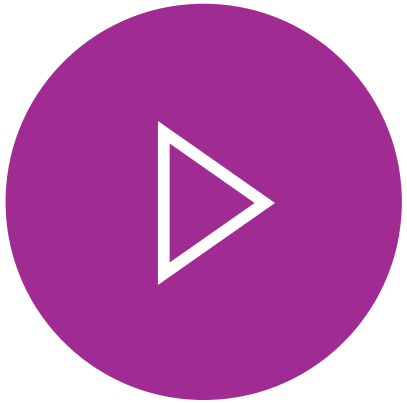
Healthcare Industry Use Cases



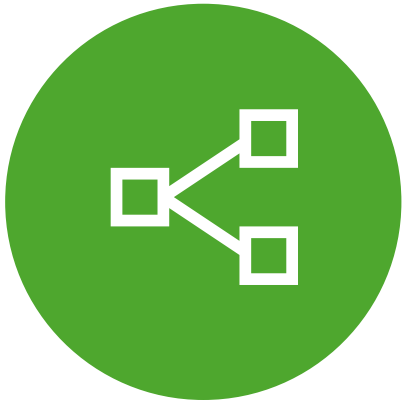
Source: Gartner

AI transformation starts with skill building



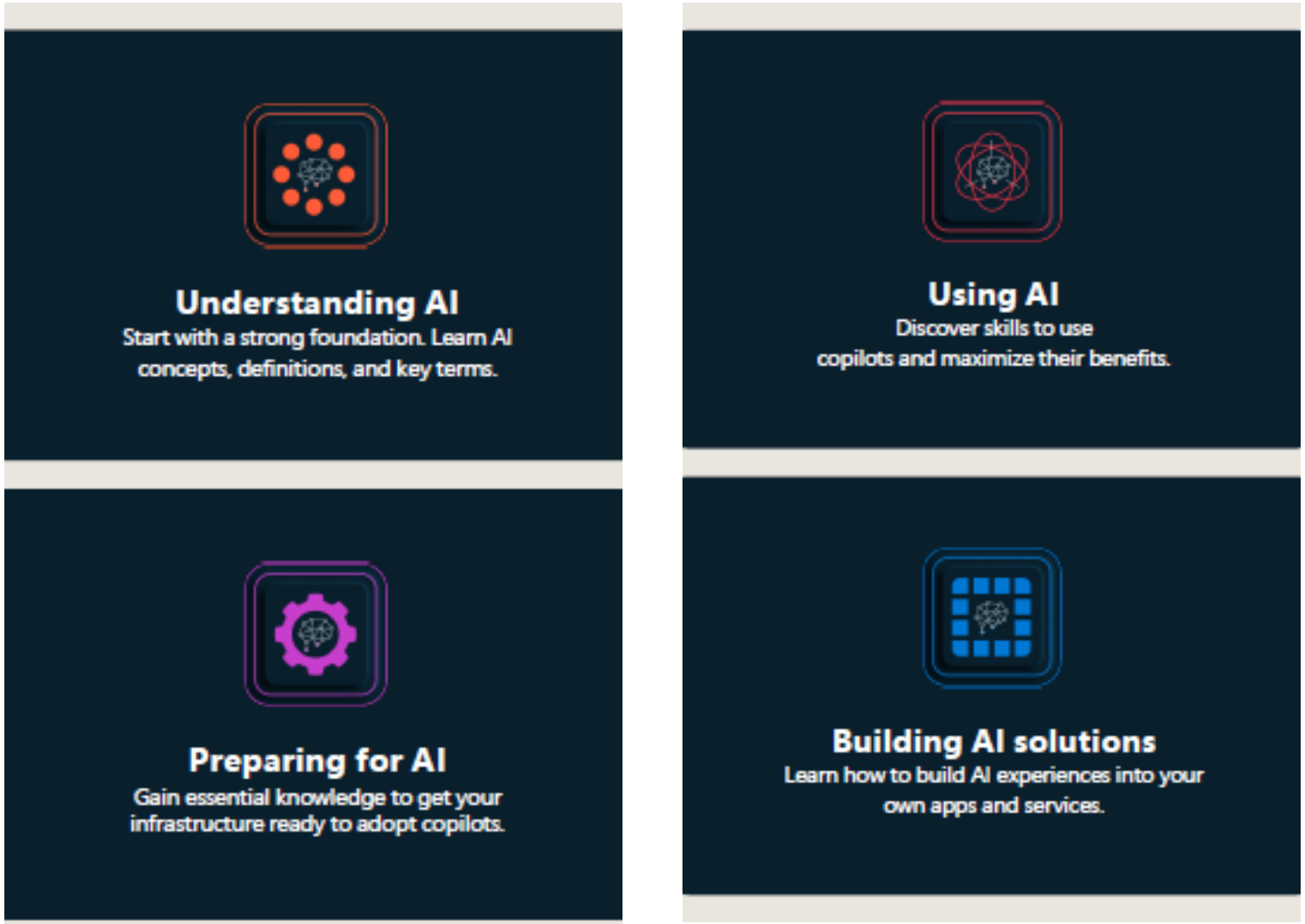
DEVELOP A STRUCTURED APPROACH TO AI SKILL BUILDING.

UPSKILL ACROSS EVERY BUSINESS FUNCTION.



START WITH A TRUSTED PARTNER.

THE FOUR STAGE AI LEARNING JOURNEY



Upskilling Entire Organization

Business leader
Leads AI strategy and adoption in an organization.

Technical leader
Leads AI strategy and adoption with a focus on technology adoption.

Business user/Functional consultant
Uses AI technologies, like copilots, or helps implement AI technologies.

Developer/AI engineer/Software architect
Builds AI solutions and apps.

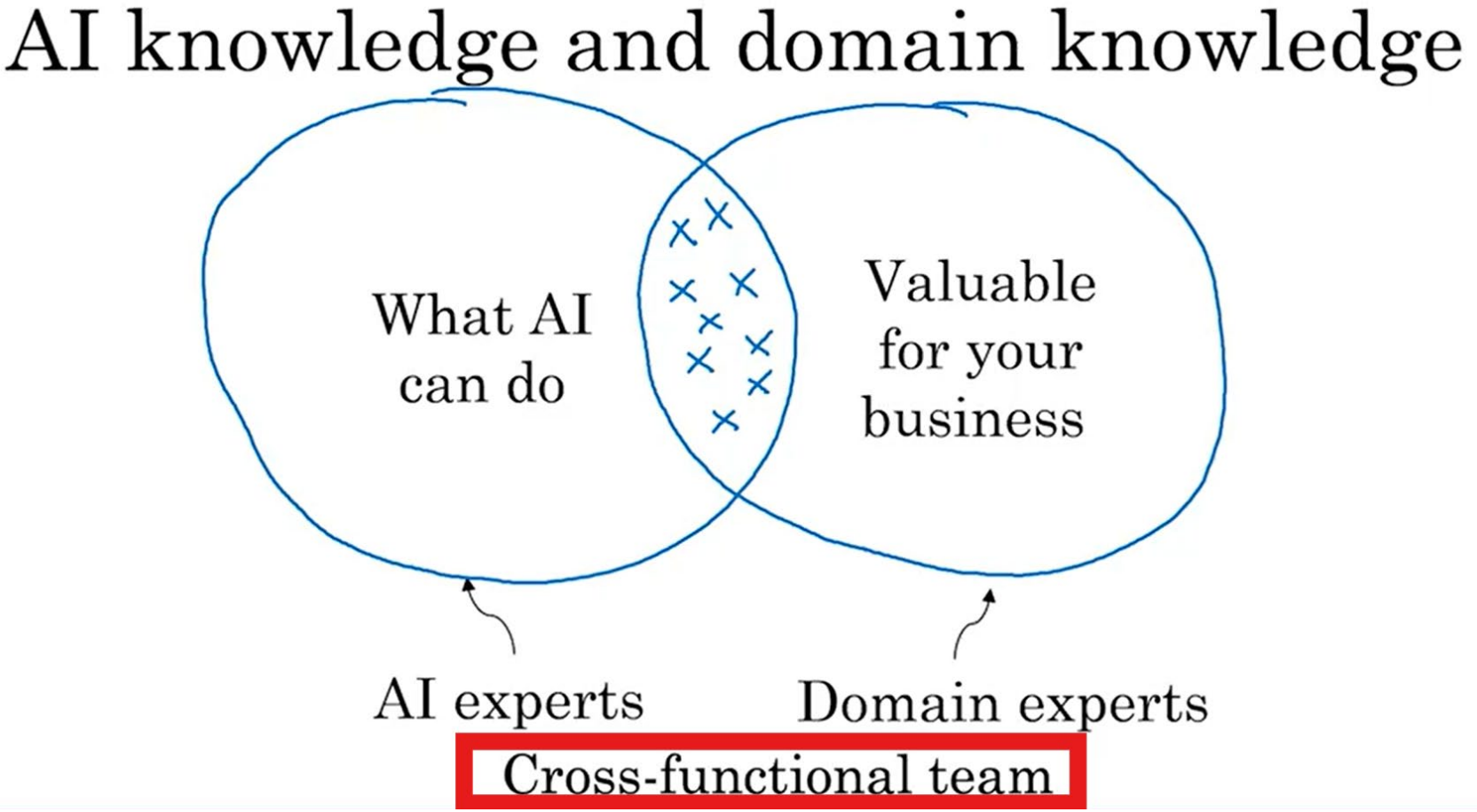
Citizen developer
Builds low-code AI apps.

Data scientist/ML engineer
Implements data science and machine learning solutions.

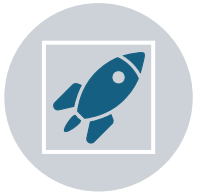
Data engineer/Data analyst
Implements end-to-end analytics and data engineering to prepare for AI solutions.

IT professional
Takes care of infrastructure needed to implement, deploy, secure, and manage AI solutions.

Building Cross Functional Teams



Best Practices for your AI skill-building



Give space for exploration

Making Learning fun and engaging

Start with foundations

Have A Plan to update

Set clear guidelines for responsible use

Leverage a partner

THANK YOU