



The bridge to possible

AI Enablement Framework

"How are we doing it within Cisco?"

Daryl Thomas,
Virtual Demand Center Process & Platforms Sr. Leader
LLM & Conversational Design CoE Lead
AIHUB-1008

CISCO *Live!*

#CiscoLive

Cisco Webex App

Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 7, 2024.





Frameworks



AI Readiness Assessment



Strategy and Policy



Governance



People



Simplification

Daryl Thomas

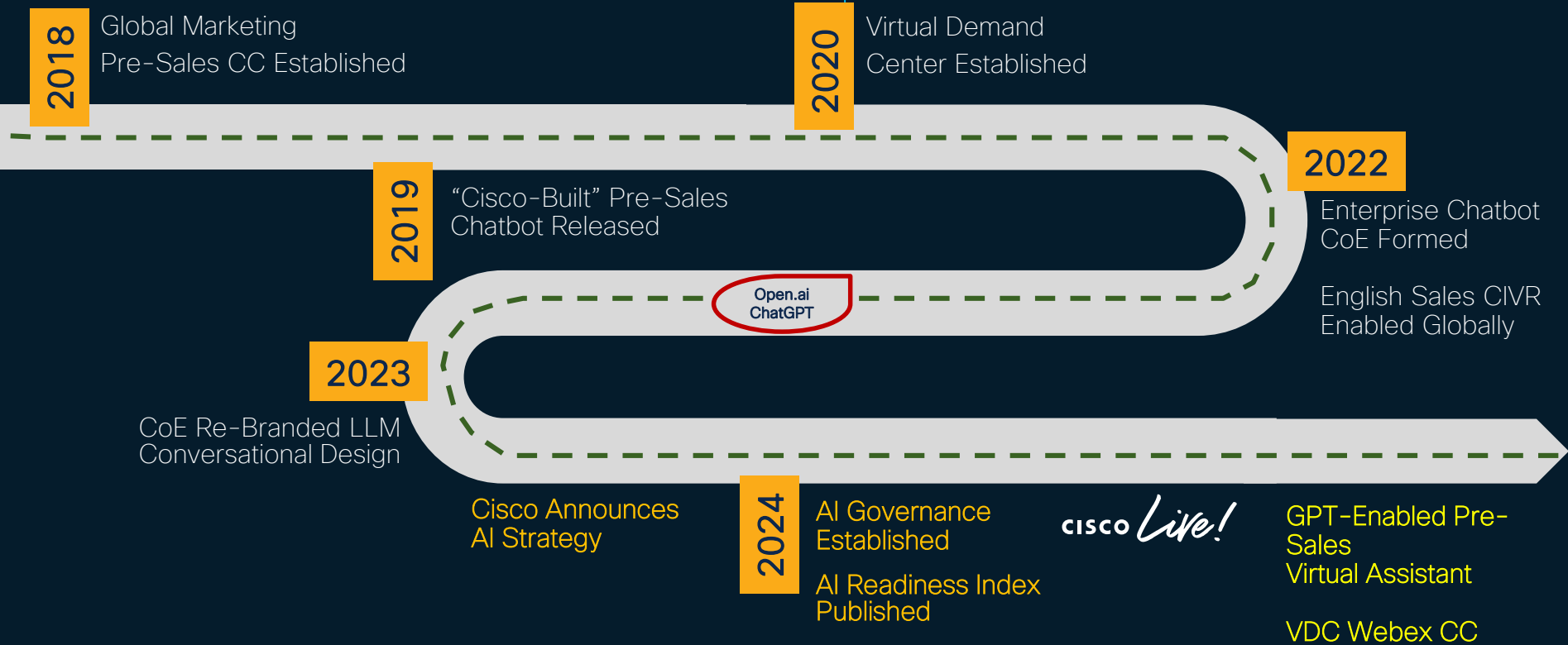
Virtual Demand Center
Process & Platforms Sr. Leader



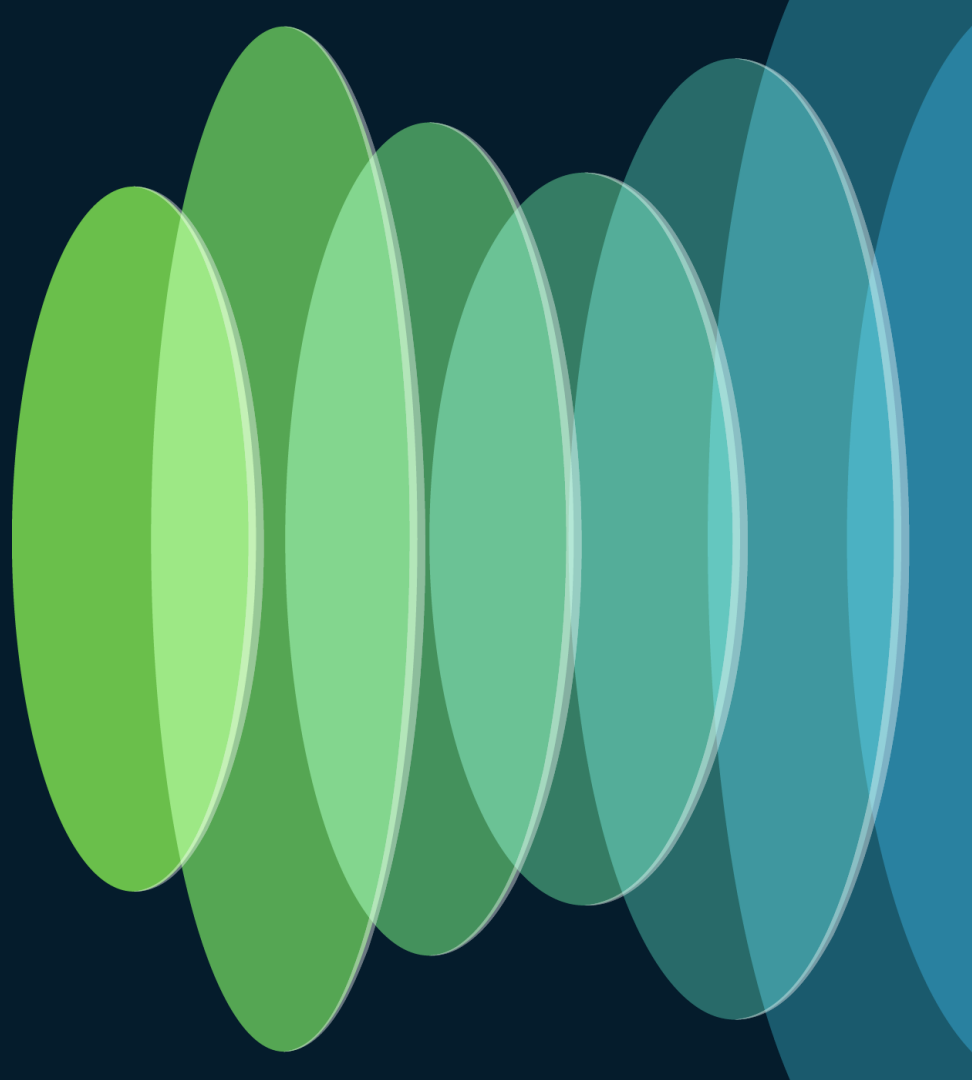
Virtual Demand Center Process & Platforms Sr. Leader
LLM & Conversational Design Center of Excellence Lead
Cisco RAI Champ
17-year Cisconian – TAC, Sales, Marketing

Product Pre-Sales Chatbot on Cisco.com
Inbound Conversational IVR 1-800-Go-Cisco
Demand Operations support of Cisco Marketing

Our Journey

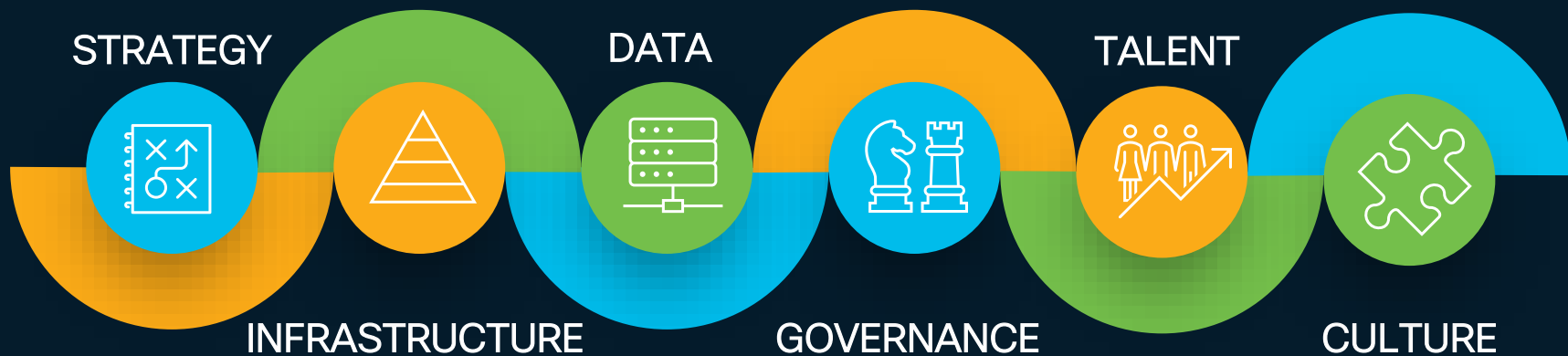


Why?



Businesses Need to be AI Ready

Only 14% of Global Organizations are Fully Equipped for AI Deployment and Utilization*



“Cisco connects and protects the AI era”

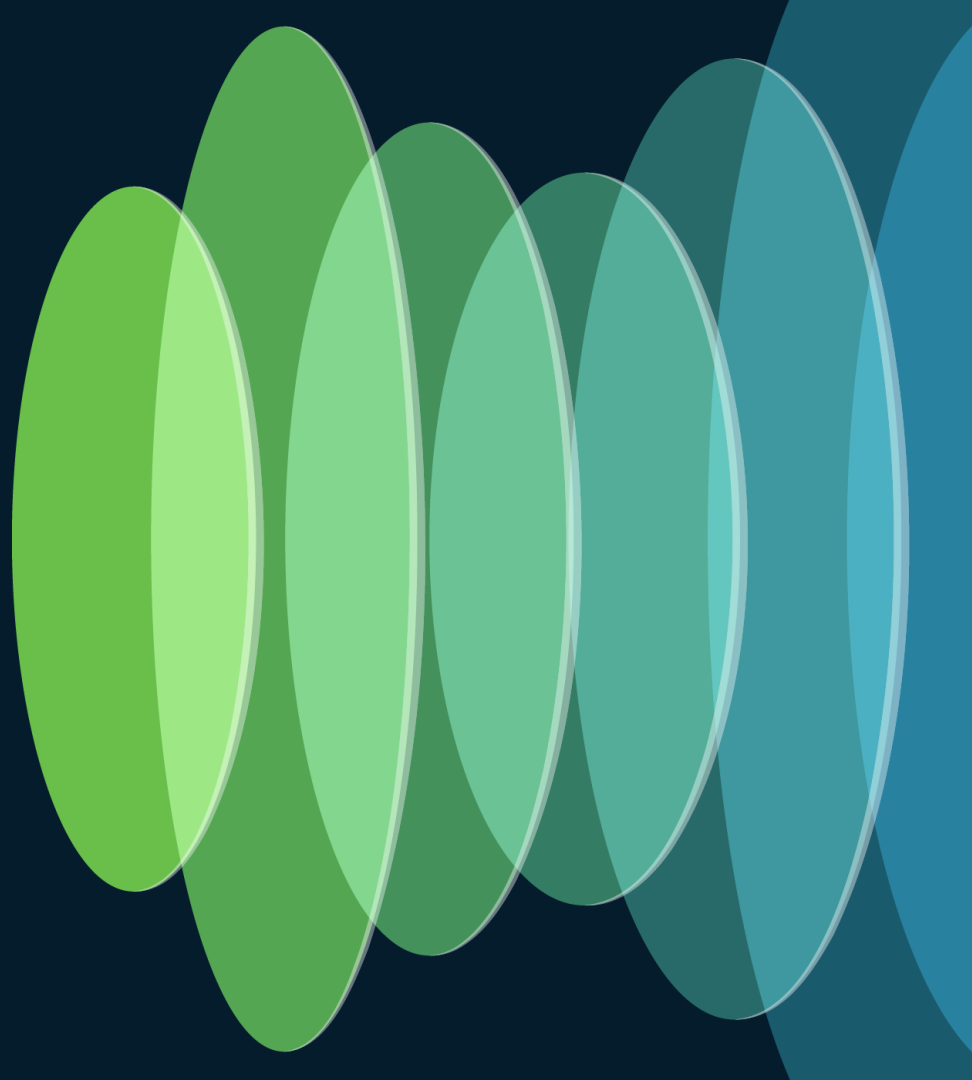
AI Readiness Index QR Code



Visit the AI Readiness Experience



How?



AI Enablement Framework

Operationalize

AI DevOps | Employee Re-Skilling
Red Teaming | Run the Business Budget

Use Cases & User Stories

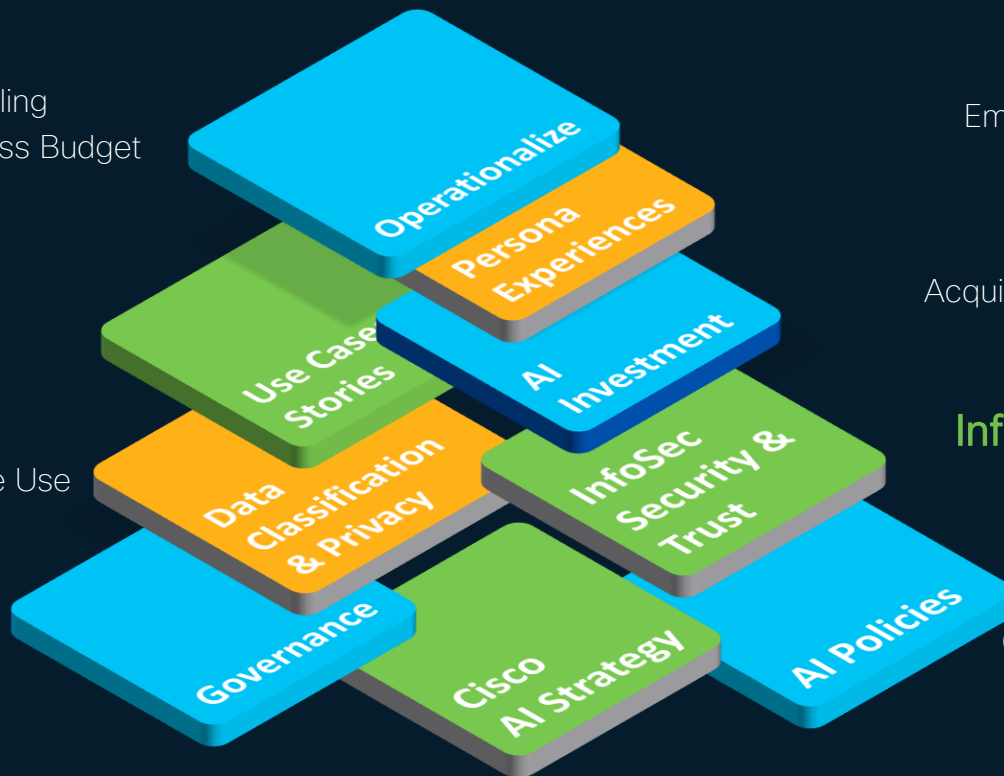
Internal | External

Data Classification & Privacy

Data Stewardship | Acceptable Use

Governance

AI Assessment | RAI Principles
RAI Framework | Procurement



Persona Experiences

Employee | Customer | Partners
Suppliers | Community

AI Investment

Acquisitions | Talent | Infrastructure
3rd Party Vendors

InfoSec Security & Trust

CSDL | Risk Assessment
Zero Trust | NIST

AI Policies

Gov't Regulations Compliance
Legal | Industry Compliance

Cisco AI Strategy

AI in Cisco - AI on Cisco - AI @Cisco - AI for Good

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Cisco AI Strategy: Scenario

New Marketing Strategy



Infrastructure to power AI
Security for AI, AI for security
Data to drive insights and context
Software to unlock productivity
Services to accelerate the value of AI

Strategic Integration

Harmonizing with Corporate Vision | Strategy

Synchronizing with Marketing Objectives

Guidance

Embedding strategic imperatives into AI policy and tactical execution

Cisco AI Policies: Challenge

Image Generation Policy | EU AI Act

Strategic Collaboration | Ethical Implementation

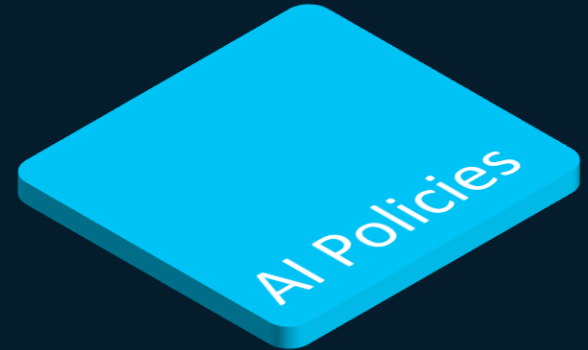
Partnership with Legal & AI Governance Teams

Clear and ethical application scenarios for both internal and external stakeholders

Guidance

Form a dedicated, agile team to coordinate with Legal and Governance bodies

Investigate and adopt industry best practices



Data Classification & Privacy: Example

SalesConnect RAG | Pre-Sales Customer Facing Chatbot



Strategic Data Management

Selection of a data set with robust data quality and user access controls

Guidance

Establish a Data Classification Taxonomy

Choose a data source with established data quality protocols

Match use cases with Data Classification before beginning development

Operationalize: Challenge

New AI Capabilities Requiring New Processes | Workflows

Strategic Implementation | Assessment

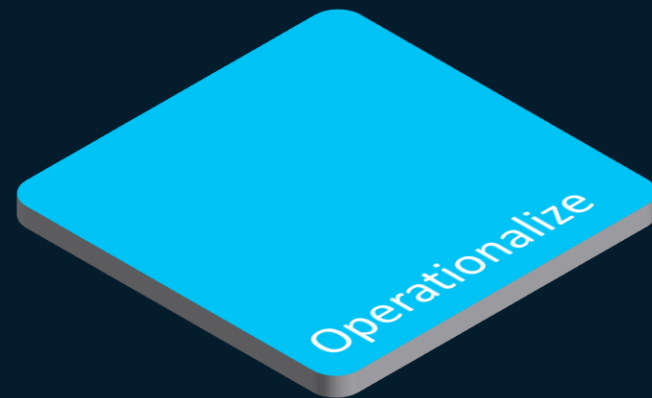
Comparative analysis of current processes without AI
vs. future state with AI integration

Inclusion of business case elements to secure
funding for operations

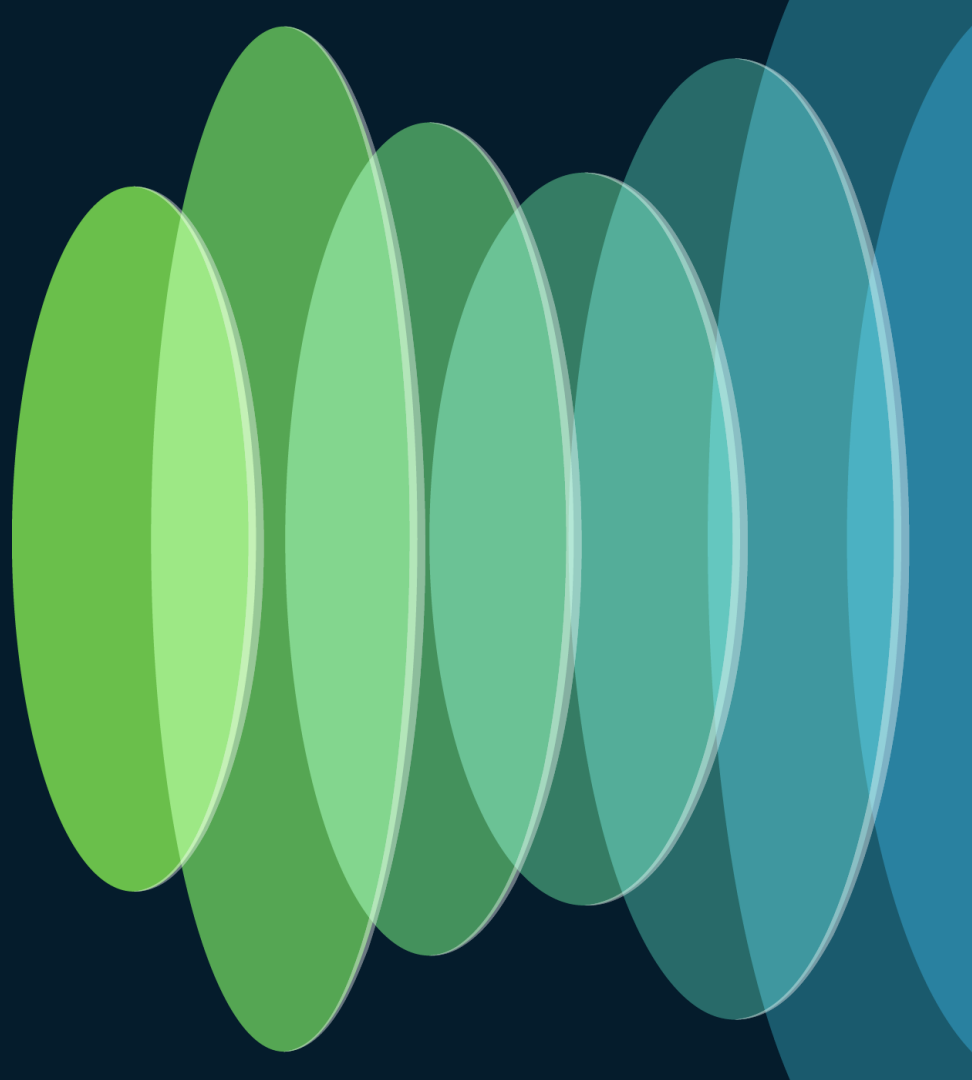
Guidance

Develop and enhance AIOps & SecOps models for
implementation

Engage with Finance and Leadership to convey both
immediate and long-term resource requirements



Frameworks



Business Value Framework

?

Experiment
POC
Prototype
Pilot

Where
are You
Now?

Business Proof of Value

Use Case / User Story

Internal

External

Data Classification

Public

Highly Confidential

Confidential

Restricted

Value Propositions

Qualitative

Quantitative

AI Business Investment

Software

Build

Buy

Acquire

Optimize Existing Platforms

Talent

New Talent

Upskill Talent

Infrastructure

Compute

Security

Network

Business Case & ROI

ASIS vs. TOBE

Time/Resources to produce novel output or
to automate network

Without GAI

With GAI

Productivity & OPEX Improvements

Cost of Sales

TCO

Employee
Efficiencies

Cost
Savings

New
Revenue

Cost
Avoidance

Recurring
Revenue

BizOps | DevOps | SecOps Improvements

Business & Infrastructure Continuity

Infrastructure & Application Security

Operating Model Framework

People



Training & Development
New Skill Up-leveling
Talent Acquisition
New Task resourcing



Process

Cisco Secure Development
Lifecycle
Org/BU Prioritization
Change Management
Financials & Budget
Red Teaming



Platform

AI DevOps
SecOps
Model performance
New feature development
Sustainability - Scalability
Supportability

Operational Governance



Operational Vigor
Proactive Regulatory and Legal Compliance
Accountable, Responsible, Participant, Advisor
Outcomes & KPI Establishment

Continuous Improvement Success Criteria & Metrics



Success Criteria

KPIs

NPS

OKR

Inside Cisco AI

Culture

No Silos | Collaborative Creation
Developers | Engineers | Sellers Innovation

Talent

AI Specialization Focus with DevNet
Learning Paths White | Green | Blue Belts

Experience

Chatbot UI Brand Guidelines
Product Assistant AI UI|UX Standards

Governance

Responsible AI (RAI) | AI Ops Enablement
GAI Policy | Security & Trust

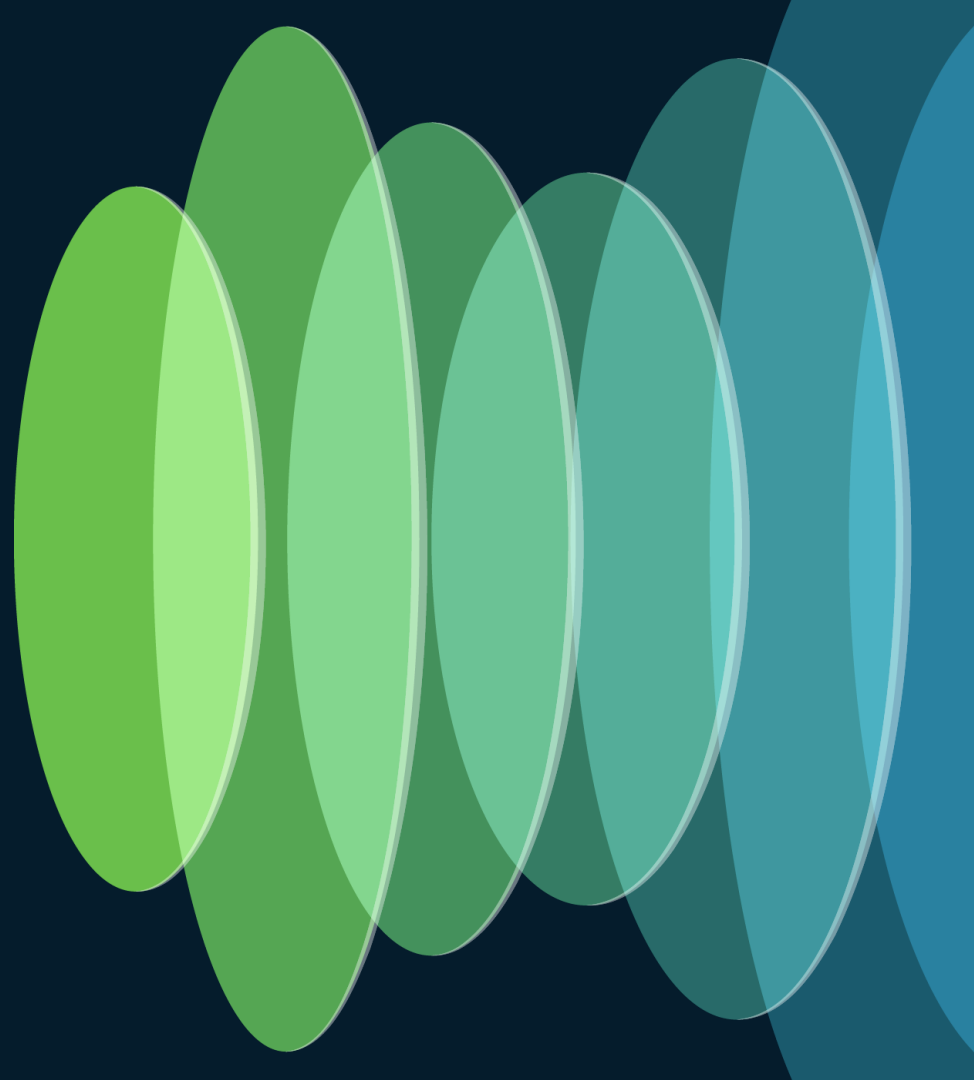
Data

Cisco.com | SalesConnect
Public | Confidential | HC

Infrastructure

Motific | NVIDIA
WXCC

Our Guidance



Our Guidance

Take the AI Readiness
Assessment

ASSESSMENT



Establish
AI Governance

ESTABLISH



DEFINE

Define & Establish AI
Strategy & Policy



CONSTRUCT

Construct AI
Enablement Framework



Leverage
Culture

LEVERAGE



SIMPLIFY

Simplify
AI Strategy



Associated Cisco Live Sessions

Software

Introducing Motific: The GenAI Control Hub for Policy, Privacy, and Observability - AIHUB-1011 (Mon. 3:00p)

How to Choose the Right LLM for Your Application
AIHUB-2007 (Thur. 10:30a)

Retrieval Augmented Generation (RAG) with
LangChain AIHUB-2002 (Mon. 2:15p)

Infrastructure

AI business strategies for successful transformation
AIHUB-2003 (Wed. 4:30p)

PACKET BUDDY - Chatting with your PCAPs, via the
Cloud or Locally on Your Own Machine! - AIHUB-
2000 (Wed. 10:30a)

Enhancing Collaboration with the Future: Webex and
Generative AI Integration - AIHUB-1000 (Mon.
10:30a)

Harnessing Intelligent Integration: Empowering
Customer Support with Webex Cloud and TAC
Virtual Engineer AIHUB-1007 (Thur. 12:00p)

Security

Beyond Bias: Unlocking AI with Domain
Expertise - AIHUB-1001 (Mon. 11:15a)

Securing Retrieval Augmented Generation
(RAG) Implementations and the LLM Stack
AIHUB-2001 (Wed. 11:15a)

Operations

Unlock the Future: Leveraging Generative
AIOps for Enterprise Innovation and
Performance - AIHUB-1006 (Mon. 1:30p)

Policies

Ethical AI in Action: Navigating Innovation
with Integrity - AIHUB-1005 (Wed. 3:00p)

User Persona Experience

AI for Optimizing User Experience Across
Networking, Security, & Collaboration
AIHUB-2004 (Wed. 3:45p)

How Cisco Empowered Employees with
Generative AI Services and Smarter
Content AIHUB-2009 (Wed. 1:30)

Learning & Development

Reskilling the Workforce for the Race to AI
AIHUB-1002 (Tues. 1:30p)

Talent

How Cisco uses Generative AI to make
TAC Engineers Super-Human - AIHUB-
2008 (Thur. 11:15a)

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The bridge to possible

Thank you

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