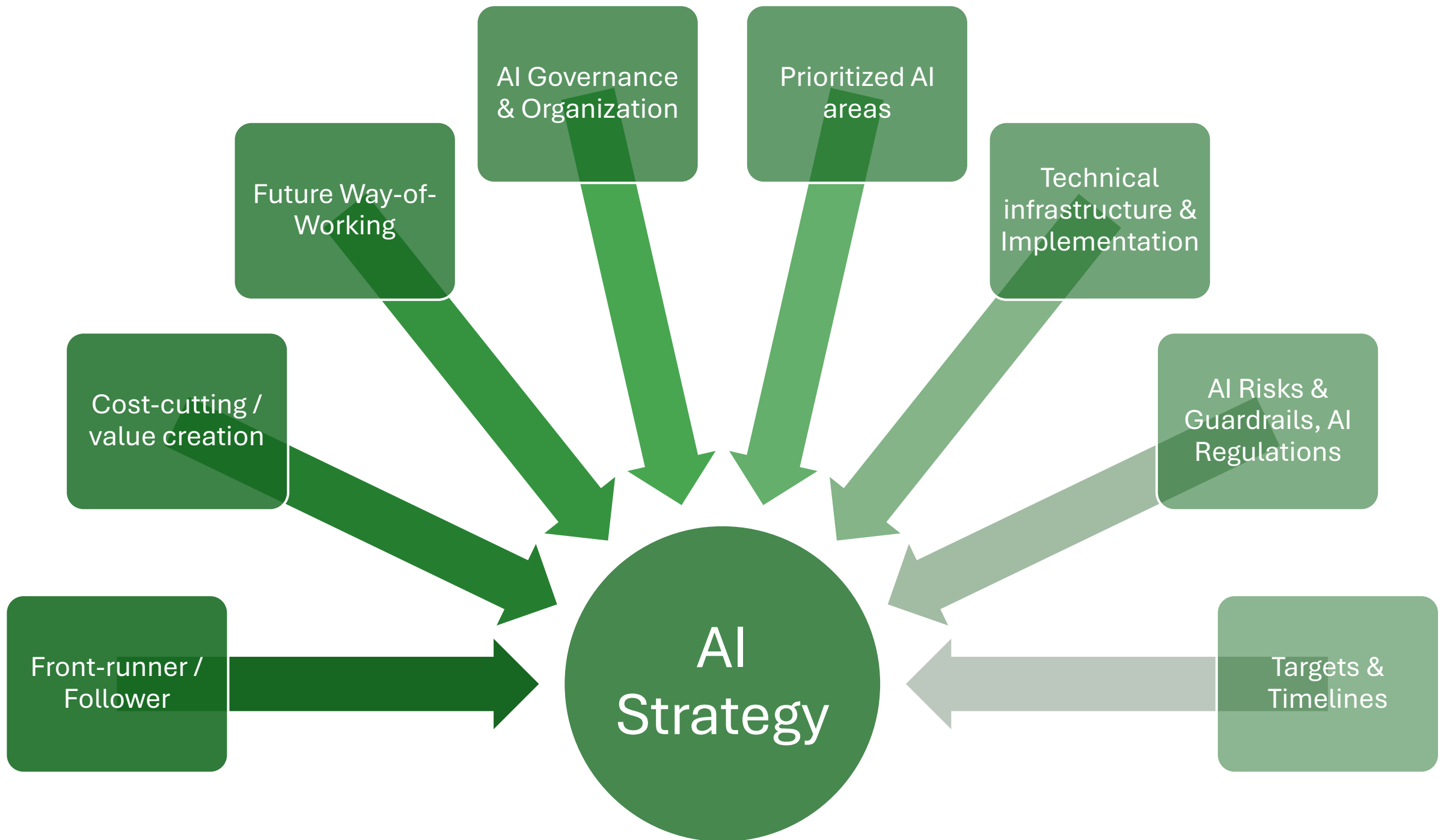Considerations

AI strategy

Front-runner / Follower
- Market competition & positioning
- AI risk-reward considerations

Cost-cutting / value creation
- Primary source of AI added value
- Operational efficiency gains
- Customer satisfaction
- Do more with same/less

Future Way-of-Working
- Re-imagine processes
- Workforce impact
- Smooth transition towards an AI-era

AI Governance & Organization
- Key organizational units driving AI implementation
- Key interactions across org units
- General governance dimensions

Prioritized AI areas
- Back-office
- Front-office
- Colleagues
- Use-case inventory

Technical infrastructure & Implementation
- Platforms
- AI tools inventory
- 'Tool-Use case' mapping
- In-house / Purchase

AI Risks & Guardrails, AI Regulations
- Technology strengths & limitations
- Guardrails
- EU AI Act

Targets & Timelines
- Number of use cases
- Added value targets
- Yearly monitoring