

L2 Aïssata DIAW

Business Process Analysis

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This summary looks at the integration of AI into business process management, enabling the automation of repetitive tasks, improving customer service and analyzing data for informed decision-making. AI integration has a real impact on business productivity, improving value creation, service delivery and profitability.

To increase transparency and confidence in the use of AI, it is essential to design AI models in a more explanatory way, using methods such as LIME and SHAP, to provide human-understandable explanations for black-box models.

In this summary we also find challenges facing AI such as the lack of consensus on its application, as well as risks related to data quality and governance. Information security is also a major concern, with AI playing a crucial role in detecting and preventing threats through techniques such as predictive analysis and anomaly detection.

However, it highlights that many businesses are struggling to effectively integrate AI into their operations and business models.

It states that it is important for businesses to maintain a degree of autonomy, while remaining open to continuous innovation and integrating new technologies to remain competitive in their markets.

In conclusion, the integration of artificial intelligence into business process management offers significant opportunities to automate tasks, improve decision-making and increase business productivity. However, this integration is not without its challenges.