



BUILDING AI CENTER OF EXCELLENCE ("COE")

AI GBB – CHRIS KAHRS AND JAY SEN

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WHY DO WE NEED AI COE ?

Artificial intelligence (AI) can transform the productivity and GDP potential of the global economy. Strategic investment in different types of AI technology is needed to make that happen.

However, effective adoption of AI in an organization is hindered by multiple factors:

- Limited AI talent pool
- Increasing and diverse sources, form and complexity of data
- Always evolving technological landscape
- Lack of standardized tools, practices and frameworks to develop AI based solutions.

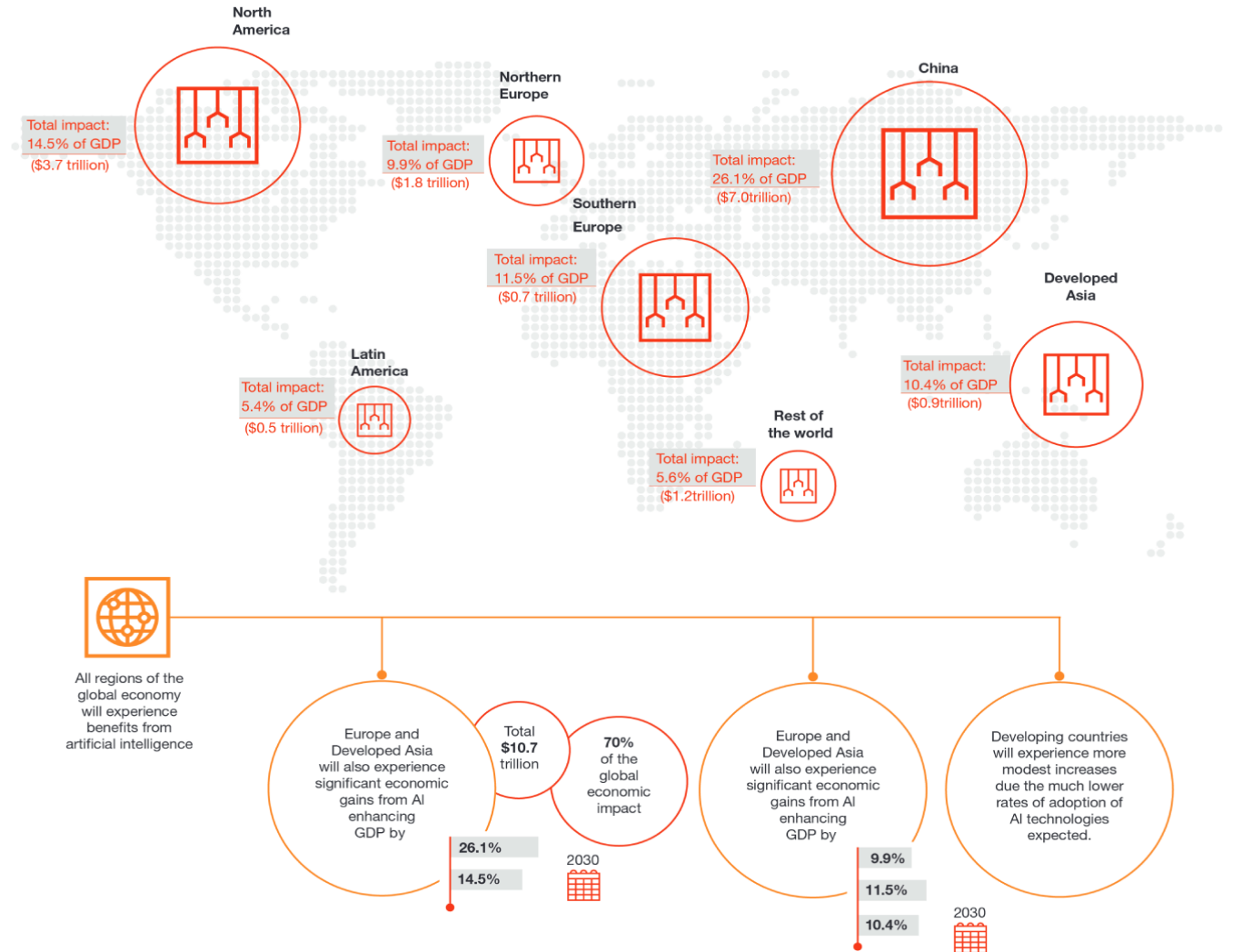
This makes the implementation of AI in an organization a daunting task.

And this is where an AI Center of Excellence (CoE) comes in.

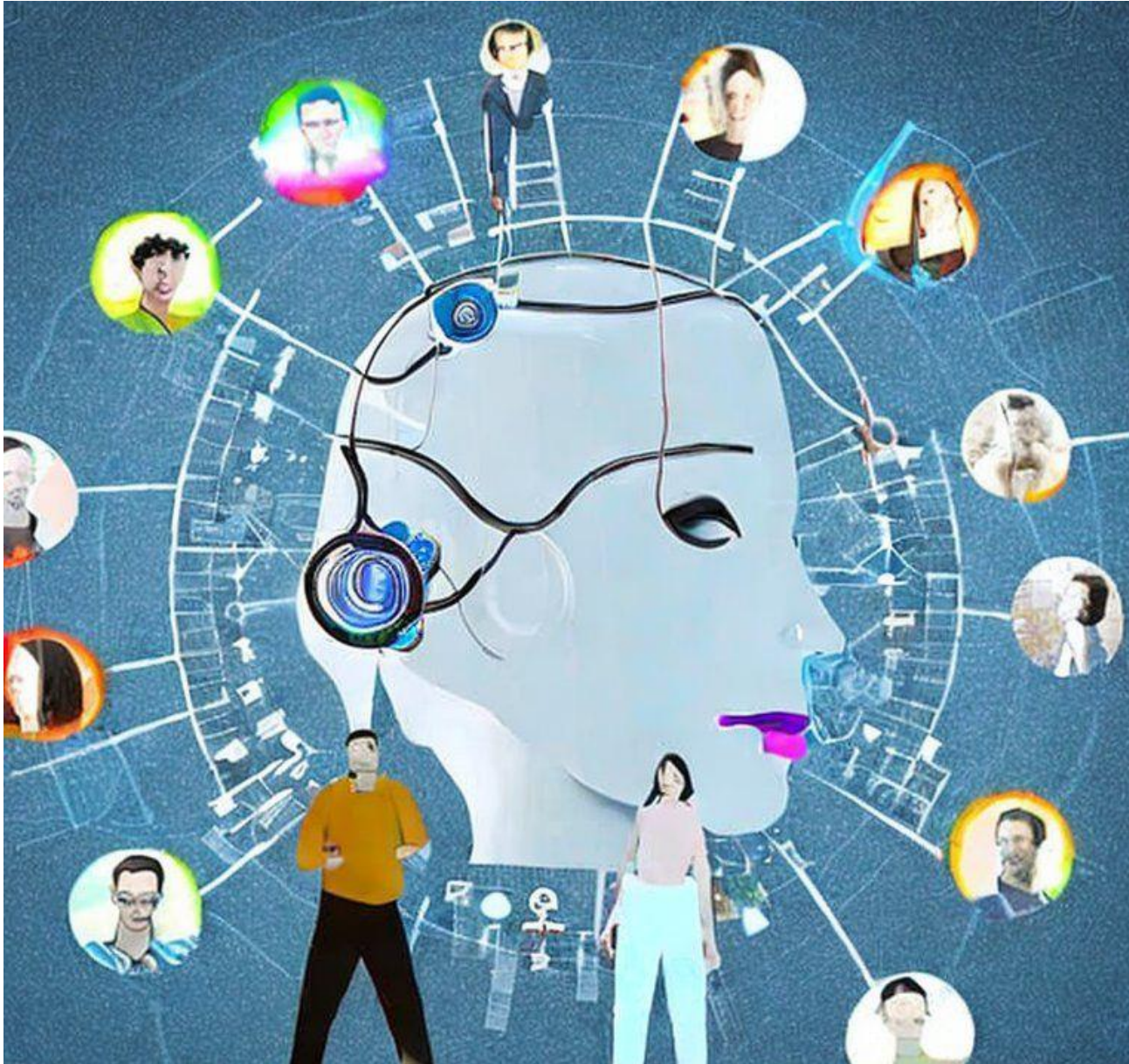
\$15.7 trillion game changer (estimated)

Total economic impact of AI in the period to 2030 – PWC study

Sizing the prize – Which regions gain the most from AI?



WHAT IS AI COE ?

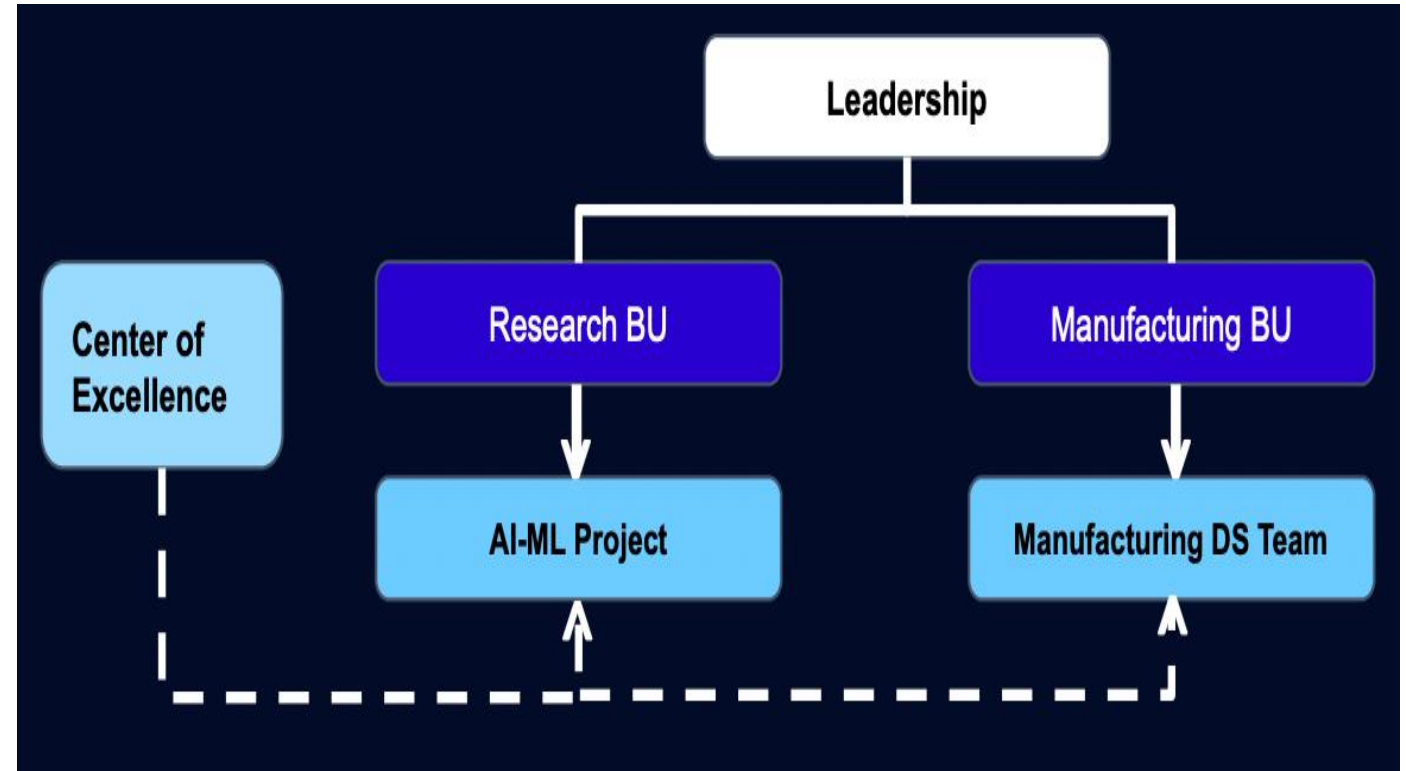


- ❖ An AI CoE follows a centralized model serving the analytics, data science and AI/ML (including Gen AI) needs across business units (“BUs”) of the organization.
- ❖ The center of excellence (“CoE”) is also an entity of dedicated experts who are responsible for cultivating a deep understanding of AI and ML technologies and developing customized solutions tailored to the specific needs of the business.
- ❖ The AI CoE is responsible for understanding the business demands and pain areas of different BUs, translating those into problem statements, ideating and executing AI/ML based solutions to address those demands and pain areas.
- ❖ It helps concentrate resources, infrastructures and talent pools for all the AI/ML needs of the organization leading to far a more effective and efficient way of building the AI/ML practice in the organization.
- ❖ By leveraging the collective expertise and resources of an AI CoE, companies can efficiently tackle challenges and unlock new opportunities for growth.
- ❖ Additionally, an AI CoE is also responsible for setting up the right data flows, the right engineering infrastructure and the right people to accelerate the adoption and scaling of AI based solutions.

AI COE – ORGANIZATIONAL STRUCTURE

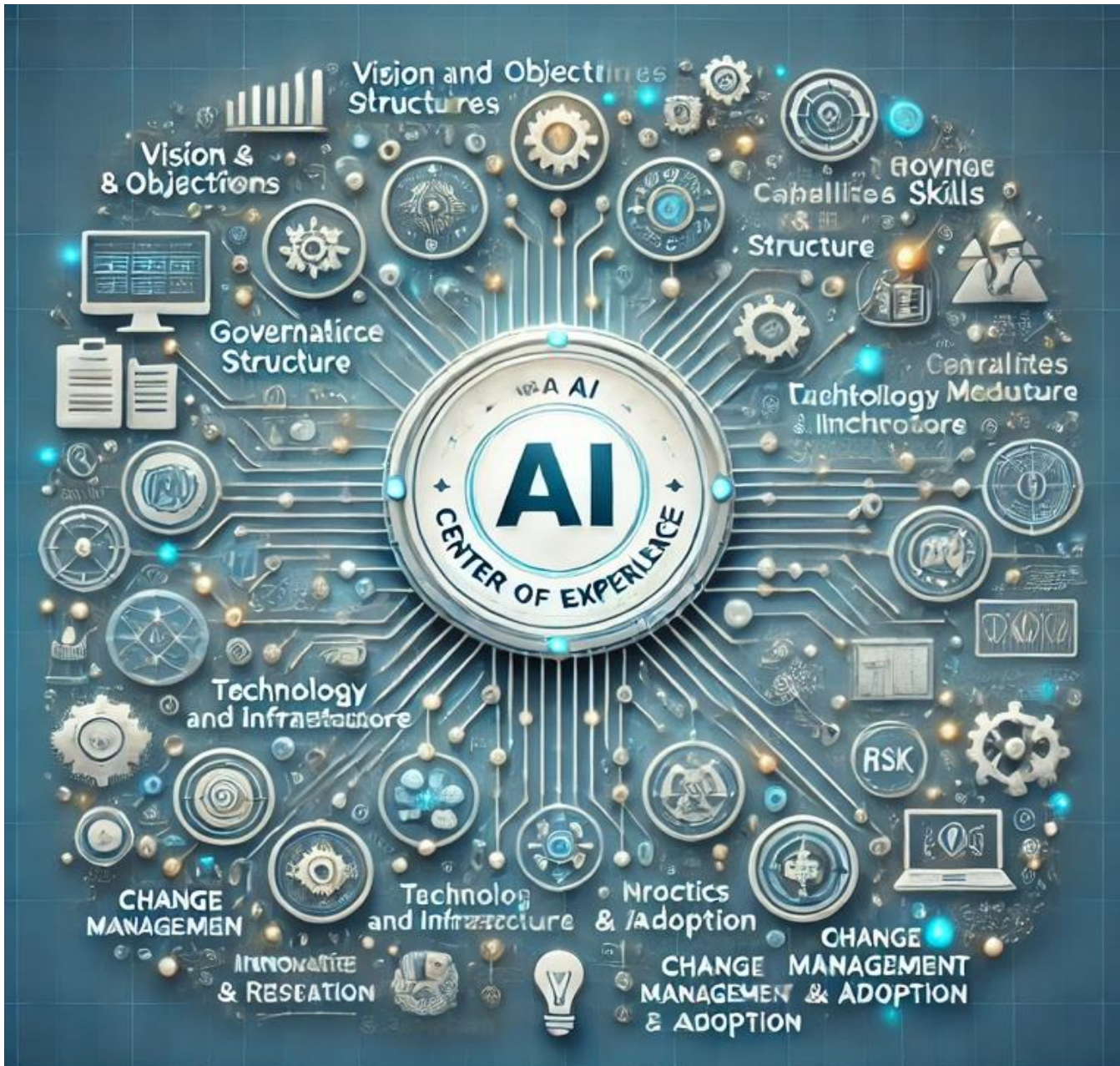
- ❑ This “CoE” is typically headed by a seasoned AI leader, a **Chief AI Officer (CAIO)** or a **Chief Data Officer (CDO)** reporting to “CXO” (e.g., CEO, COO, CFO, CMO, CIO etc.) of the organization.
- ❑ The CAIO (or CDO) oversees **the overall strategy, vision, funding and implementation of AI initiatives within the organization**. They are responsible for aligning the AI CoE's goals with the company's objectives and ensuring that AI projects are executed efficiently and effectively.
- ❑ The AI CoE team typically consists of the following members with diverse expertise, each playing a crucial role in the success of the organization's AI initiatives:
 - **Data scientists and AI researchers**
 - **Business Domain SMEs**
 - **Solution Architects**
 - **Infrastructure and Cloud Specialists**
 - **Software and Machine learning Engineers**
 - **Data Engineers**
 - **Data/AI Product Managers**

A Sample Organizational Structure of an AI CoE



AI COE – CORE CAPABILITIES

<https://aka.ms/ai/coe>



- ✓ **Identifying measurable business goals, objectives, ROIs:** The first step is to identify the business goals and objectives that the CoE will support. The CoE should be aligned with the organization's goals and objectives to ensure that the **AI solutions developed are addressing the organization's needs and deliver solid ROI.**
- ✓ **Building a team with diverse skill sets:** The CoE should have experts in AI, data science, and business and focus on continuous learning. This ensures that the **AI solutions developed are not only technically sound but also address the business needs in alignment with trending tech stacks and innovations.**
- ✓ **Implementing the right infrastructure and tools:** The CoE should have **ownership and access to the right scalable infrastructure and tools to experiment, develop and implement/operationalize AI solutions and capabilities.** This includes hardware, software, cloud services including latest Gen-AI tech innovations etc.
- ✓ **Developing a governance framework:** The CoE needs to define a governance framework that ensures that **AI is being used in a responsible and ethical manner.** This includes ensuring that the AI solutions developed are transparent, explainable, and fair. The governance framework should **also include guidelines for data privacy and security.**

Questions ?

