



AI Readiness Report

Prepared for
Proximus
12/22/2025

Executive summary

AI presents an opportunity for all organizations to increase efficiencies and enable new business models that drive value for both organizations and the people they serve. To accomplish this, it's essential to have a comprehensive AI readiness plan in place. Based on your input and understanding of your business objectives, your Microsoft account team has developed this report to summarize your AI readiness across the five key pillars of business strategy, technology data and app readiness, AI strategy and experience, organization and culture, and AI governance and security.

By following the recommendations outlined in this report—matched to where you are now on your AI transformation journey—you'll be well-positioned to take advantage of the many benefits that AI has to offer.

Five key components of AI readiness



Business strategy



Technology data & app readiness



AI strategy and experience



Organization and culture



AI governance and security

Within each of these components, we've identified your current readiness level for AI transformation. These levels are defined as exploring, planning, implementing, scaling, or realizing (value).

Five stages AI readiness

1

Exploring

At this initial stage, organizations are beginning to consider AI's potential and how it might be used for their needs. They're exploring what AI can do and understanding the basics of AI technologies.

2

Planning

Organizations at this level are actively planning their AI strategies. They're identifying use cases, setting goals, and laying the groundwork for AI implementation.

3

Implementing

At this stage, organizations are deploying AI solutions in specific areas and starting to integrate AI into their operations. They're focused on executing their AI plans and learning from the initial outcomes.

4

Scaling

Organizations that have seen success with their AI implementations are now looking to scale these solutions across the business. They're expanding AI's reach to maximize its impact and drive broader transformation.

5

Realizing (value)

This is the highest level of AI readiness, where organizations are fully realizing the value of AI. They've successfully integrated AI into their core operations and are using it for significant competitive advantage and innovation.

Business Strategy

The first step in any AI business strategy is to determine what you're solving for. This will inform which use cases you'll select, how you'll prioritize them, how you'll measure success, and how you'll invest in AI for maximum impact.

Top business priorities:

- Enhance Customer Engagement
- Operational Efficiency
- Employee Productivity

Prioritized business use cases:

- Prio: AI supported Fiber Customer Onboarding (Customer Experience)
- Annex:
- - Fiber Contact/Call Center Optimisation (interaction assistant, summaries, voice, ..)
- - Fiber Guru (Technical Doc RAG)
- - Configuration Assistant for CC Agents & Technicians
- Annex:
- Prio: FRIDA aka Fiber Repair Intelligence Diagnostic Agent (Autonomous Networking)
- Annex:
- Implementing several AI Agents for key network operations use cases such as anomaly detection, next best action suggestion, order workflow optimisations and eventually new service based revenue generation.
- Prio: YODA HR Bot (Internal chatbot for HR related topics)
- Annex:
- Domain specific Co-pilots & Agents to support with e.g. Document Analysis and Writing (RFP; BICS), Translation support, Coding & Testing assistants, etc.

Top objectives related to AI transformation:

- The core project aims to improve first-time-right and second-time-right Fiber installations at PXS by leveraging AI-driven automation and multi-agent workflows. The goal is to predict risks upfront, prepare technicians effectively, and close feedback loops for continuous improvement. Different stages of the process are reviewed with as goal is to elevate customer experience from a brand perspective as well as from a comms channel perspective.
- FRIDA is a key component of their broader strategy to implement autonomous network operations using AI-driven diagnostics and automation.
- Create reusable key Telco and LOB Data Products like QoE, QoS, RAN, Customer 360°, Risk Profile..

Business Strategy

Where you are now:

Several AI Business Envisioning session took place incl. enablement on Telco-specific trends and industry-specific customer references.

Focus area's for Proximus are enhancing customer experience (onboarding and support), improving employee productivity & experience (tooling), lowering operational costs (network), finding new revenue streams and eventually improving bottom-line profitability.

To identify KEY AI use cases, we focussed on better understanding Proximus's top business priorities, challenges and pain points, reviewed everything during the Buz. & Sol. Envisioning Workshops (MTC), and triggered use case hackathons with the respective business area leads to come to a prioritization (MXT framework).

Hero AI use cases are now being implemented and their specific ROI is calculated and measured to ensure alignment with business objectives.

We organized several Solution Envisioning workshop to support with the execution of the identified projects, to make sure they align to the expected business outcomes.

So far, we have focussed on the migration of the data assets (ACTP) and identifying applicable tech patterns (from similar use cases & customer stories), and advised them accordingly.

Support ranges from migration support, tech workshops (incl. rapid prototyping), trainings (through ESI and hand-on sessions), funding mechanisms (supports the business case, partners and adoption), to even some co-engineering activities (for the most advanced use cases). All this depends on the specific use case and context.

However, development of a global investment plan for an AI CoE is still underway. This plan estimates costs for data, solution options, personnel, tools, and ROI and identifies funding sources.

PXS has established their own AI use case intake process and runs it quite successfully and autonomously.

However, AI evolves quickly and we noticed some challenges (choice of technology, missing desired outcomes,..), so we organized a specific session for sharing our vision and guidance on how to become an AI Frontier firm and effectively and successfully run an AI Transformation. Both BU and IT Leads were involved.

We are now leveraging the AI Transformation offer components in a custom manner, adjusted to their context, maturity and requirements.

Approved use cases are now being deployed or under development, more generally, AI use cases are systematically evaluated based on predefined criteria (business impact, feasibility, risk, compliance).

Next step will be the scaling, where we will need to reposition topics such as the AI CoE and Partner involvement.

PXS us also adopting a full ME5 approach. Also, basic security policies for AI projects are established and security considerations are included in several stages of the AI development life cycle, starting right with the full integration phase in requirement (f.e. AI CoE).

Business Strategy

How to reach your destination:

Implement key performance indicators (KPIs) to continuously monitor the performance of AI models. Make adjustments to AI models or processes if they're not effectively supporting business goals.

Finalize the investment plan by performing a thorough cost analysis, defining ROI metrics for project success, and securing funding approval.

Implement a change management plan to expand on and socialize the value of AI across the organization. Go through a checklist of secure, responsible AI implementation. Ensure that the performance of the deployed AI is monitored and outcomes are measured both to provide assurance of intended performance and to provide visibility to future drift.

Develop a comprehensive security framework for AI that outlines security considerations throughout the full lifecycle (data collection, training, deployment, and monitoring). Assign roles and responsibilities for AI security within the organization.

Technology, data and app readiness

While aligning AI projects with organizational objectives is key to building a business case for AI, technology and data strategy make it possible to progress from proof of concept to production and eventual scale. A strong technology foundation must include access to quality data combined with a dedicated cloud infrastructure.

Where you are now:

PXS is progressively migrating major core applications, data, databases, and data warehouses from on-premises datacenters to Azure, using ISD support through the ACTP.

WS-A focuses on cloud enablement and landing zones, while WS-D defines the new target data platform for modernizing core DWHs. The platform includes an updated data access plan already in progress, but a broader AI-aligned data governance framework is still missing.

An initial workshop and AI Maturity Assessment identified gaps and key requirements. Follow-up actions—mainly centred on onboarding Purview—are now being planned and executed.

Gradually extra data sources will be added to the new Target Data Platform / Hub.

A dedicated cloud infrastructure is deployed and follows both the latest principle from our CAF and WAF as well as the specific security and networking requirements of PXS themselves. This is part of WS-A(2).

Certification of the different (Azure) services and enablement of the customer took place.

PXS is also fully running on ME5 and follows the latest guidance's wet IAM and RABC. They are now also fully onboarding with Entra.

All this should be sufficient to support initial AI workloads, but already planning the next step i.e. a dedicated workshop on Data Security capabilities and help identify additional requirements allowing AI projects and Agents to scale within the organization.

Essential data security controls are implemented, also for AI projects, and with a focus on securing M365 Copilot and core Azure services.

A more comprehensive data security strategy specifically focussed at broader GenAI and Agents has still to be established. Initial concerns are related to data leakage and data oversharing, but new risks such as prompt injections, hallucinations, and model vulnerabilities still need attention.

Next step is deploying Purview (DLP) at a broader scale and enable IRM capabilities + extend with Defender for AI in combination with A365.

We will also stress the need for adequate training programs + an effective cross-functional security team spec. for AI.

Technology, data and app readiness

How to reach your destination:

Establish a data governance framework to ensure ongoing data quality, accessibility, and security as AI initiatives scale. This might include data ownership and access controls, data quality monitoring, improvement processes, and data security and privacy protocols.

Implement a scalable cloud infrastructure. This involves configuring the cloud environment to automatically adjust resources based on workload demands (auto-scaling), monitoring performance and resource utilization to identify scaling needs, and optimizing resource allocation to ensure cost-effectiveness.

Conduct regular data security awareness training for personnel involved in AI initiatives. Implement data loss prevention (DLP) solutions to prevent unauthorized data exfiltration. Integrate data security considerations into the AI development lifecycle.

Technology, data and app readiness

Additional considerations:

Technology, data, and app readiness should also include enterprise-grade services and support.

Microsoft Unified Support is a comprehensive support solution designed to meet the needs of businesses, including those undergoing an AI transformation. It provides a range of services, including 24/7 access to experts, proactive guidance, and end-to-end support for Microsoft products.

Here's how Unified Support can help businesses with their AI transformation:

- **On-demand expertise:** Access to a pool of experts who can assist with AI-related queries and issues, ensuring that businesses can use AI technologies effectively.
- **Proactive solutions:** Guidance on best practices and architectural reviews to help businesses implement AI solutions securely and efficiently.
- **End-to-end support:** Assistance with the entire lifecycle of AI applications, from development and deployment to maintenance and scaling.
- **Security and compliance:** Tools and advice to help businesses secure their AI applications and remain compliant with industry standards and regulations.

AI strategy and experience

Having a clear AI strategy in place enables organizations to make informed decisions about AI investments and maximize the return on those investments. It also helps to ensure that AI initiatives are implemented in a way that is consistent with industry best practices and regulatory requirements. An AI strategy involves identifying potential AI use cases, researching different types of AI models, and developing standardized processes for AI development and deployment.

Experience with AI is also important, as it enables organizations to identify and address potential challenges and risks associated with AI initiatives. This includes conducting skills gap analyses to identify the skills and experience needed for AI projects and developing strategies for acquiring AI expertise.

Where you are now:

PXS operates a structured intake process for new AI use cases. A lightweight AI CoE exists, but the workflow is mainly driven by Solution Architects and Analytic Translators (ATs), who translate business ideas into viable solutions—Buy (M365 CP or ISVs), Extend (CPS), or Build.

A small citizen-developer team supports Buy/Low-Code options. For Build cases, ATs engage the ADA AI division for actual solutioning, model guidance, data quality, MLOps and testing; while Solution Engineering assesses the integration requirements and suitability within PXS's broader context.

The approach remains use-case-driven and not yet scalable, highlighting the need for a more objective, repeatable process.

The development and deployment processes are being validated through pilot projects across the PXS organization, helping assess maturity and define future optimizations to enable scalable growth.

Next steps include W2W adoption of M365 Copilot (Buy), training and supporting citizen developers (Extend), and collaborating with the ADA Division on complex use cases.

In parallel, we are standardizing a repeatable workflow using our AI-focused landing zones with help of our AI SEs and CSAs. We also launched a co-engineering effort with Nokia for the most complex industry-specific scenarios (autonomous networks).

The ADA AI division is highly mature and accelerates delivery of complex AI projects. Business teams are also adopting AI through M365 Copilot and by engaging the citizen-development team for extensions and low-code solutions.

Limited resource availability remains a challenge in this area, requiring increased collaboration with Partners and ADA to scale.

ESI is widely used and developers are rapidly adopting GitHub CoPilot, but an 'up-to-date' AI CoE is still missing. Our Gold Accelerators should help expand beyond the first wave of AI use cases, guided by lessons from the 'standout' projects on which we are closely collaborating.

No dedicated security team supports AI projects, and governance or AI-specific controls are not yet in place. To our knowledge, AI is currently not yet used to enhance cybersecurity operations.

A guided walkthrough can demonstrate how AI strengthens threat intelligence by converting incident insights into meaningful actions in real-time. The first iteration of the 'flockability' M365 Copilot

AI strategy and experience

How to reach your destination:

Refine existing models based on real-world data and user feedback by analyzing performance metrics and incorporating user feedback to improve the user experience or address usability issues and explore more advanced models.

Formalize and standardize the development process for broader adoption across the organization. This might involve refining the initial process based on pilot project learning and documenting the process in detail, including tools, resources, and best practices. Automate steps within the process, where appropriate. This could involve automating data cleaning and pre-processing tasks as well as utilizing model training frameworks with built-in automation features.

Expand the AI team with specialists (hire contractors if necessary), build cross-functional teams with diverse expertise, and encourage continuous learning and development for team members.

Explore potential ways AI can be used to enhance security and threat intelligence capabilities. Identify potential challenges and use cases based on KPI's, such as anomaly detection or cyber threat analysis.

Organization and culture

Senior leaders play a critical role in your organization's ability to create value with AI. Realizing value with AI starts with a clearly communicated vision of and commitment to AI as critical to the business. AI value creation will be supported by clear business objectives, investment strategy, and resourcing plans. Availability of AI subject-matter experts is also a priority in AI readiness. An aligned team of experts will contribute to institutional knowledge and ground what's possible in practical realities. Lastly, a culture that values agile decision-making and a climate for testing and learning is essential to continuous improvement and organizational agility.

Where you are now:

Proximus leadership has positioned AI as a key pillar of its bold2025 vision, emphasizing innovation and trust, and driving adoption through Azure migration (ACTP), M365 Copilot pilots, citizen development, co-eng. and employee training (ESI & Mentor).

While these initiatives show strong commitment, there is no formal, enterprise-wide AI adoption or change management framework atm. Current efforts remain project-based rather than centralized, signalling an opportunity to implement a standardized approach for scaling AI across the organization.

We are leveraging AI Transformation Offer as a structured AI CoE program with a clear Microsoft engagement plan, to help plan through the adoption and scaling to support AI adoption across the organization.

Skilling program and hackathons take place on regular basis, however, a more comprehensive AI-focussed skills development program, supporting a larger, more mature AI workforce is still missing.

Gold Accelerators and AI landing zones are emerging to support scale, but AI specific governance templates (AgAI LZ) and a mature AI CoE remain underdeveloped, limiting standardized execution.

Proximus has an existing review process for AI projects but also recognizes the need for more objectivity and agility in the (decision-making) processes allowing faster adoption of AI advancements.

We are leveraging the AI Transformation Offer (incl. a structured AI CoE program) with a clear Microsoft engagement plan to streamline use case evaluation and facilitate more standardized deployments (AI-focussed LZ and templates).

Successful delivery of first few strategic use cases will validate this approach and support scaling across the org.

Proximus has quite strong AI capabilities through ADA, solution architects, analytic translators, and citizen developers, with developers adopting GitHub Copilot and leveraging ESI for trainings. However, expertise is uneven and siloed, and the current AI CoE remains lightweight with limited governance and deployment templates.

More formal credentialing and the use of standardized accelerators are still in early stages. Scaling beyond initial projects will also require partner collab, alongside a more integrated structure for PXS itself.

Proximus has a strong foundational security focused measures across the organization incl. a

Organization and culture

How to reach your destination:

Have leadership continue to champion AI, regularly communicating progress and highlighting successful AI implementations and their positive outcomes.

Implement a well-established program with diverse training options to cater to different learning styles, roles, and responsibilities while tracking employee progress and identifying areas for further skills development.

Embed agile decision-making into the culture, promoting rapid adaptation and empowering teams to make data-driven decisions based on results from proof-of-concept projects.

Build a well-established, dedicated team with diverse AI skillsets. Expand the AI team by hiring additional specialists with complementary skills or investing in ongoing training and development for the AI team to stay up to date with the latest advancements.

Conduct regular security culture assessments to identify areas for improvement. Promote employee engagement in security initiatives through incentives and recognition programs. Have leaders actively participate in security discussions and champion best practices.

AI governance and security

AI governance and security is critical to AI transformation. It involves establishing policies and controls to ensure secure, ethical, and compliant AI implementation. A comprehensive AI governance framework will help mitigate risks such as data breaches or misuse of AI-generated data. Strong governance and security also ensures alignment with best practices and regulations. Governance includes defining roles, assessing risks, and ensuring data security.

Where you are now:

Proximus has begun addressing Responsible AI through an AI Governance workshop at ADA and an AI Maturity Assessment in early 2025, identifying gaps in transparency, explainability, and interpretability. While these steps show commitment, formal TEI controls and standardized frameworks are still missing. The opportunity lies in embedding Responsible AI policies, leveraging Microsoft frameworks, solutions and tools, and scaling governance across all AI initiatives.

Next step: organizing a follow-up session and leverage our Responsible AI Hub, Toolbox and Purview to operationalize Responsible AI specifically to the context and needs of Proximus.

Currently, AI-generated data governance at Proximus is in its early stages:

- Controls in Place: Basic data access plans exist for the new target data platform, and Purview onboarding started to address oversharing, insider risk, and compliance
- Gaps: A comprehensive data governance framework integrated with AI workflows is still missing. TEI (Transparency, Explainability, Interpretability) and Responsible AI principles aren't fully embedded.

-Next:

- 1/ AI-Security Deep Dive with SSP/GBB & capture/validate current gaps;
- 2/ Support & accelerate Purview adoption for DLP and classification, enforce sensitivity labels for AI outputs;
- 3/ Standardize governance policies before scaling AI projects.

Proximus has basic framework in place to map and measure risks related to AI, but it still needs operationalization at scale. They recognize the need for user communication about AI tools & models, and a plan is being developed to implement better coms i.e. establish clear, systematic communication on what each AI App/Sol is designed to do—and what it is not—while outlining its potential and limitations, to prevent misuse.

Ongoing: enablement on Microsoft Foundry (Agent Service) and our Agent Framework as their central orchestrator for AI apps and agent factory, allowing model selection & fine-tuning, connecting agents to data and each other, and general governance and observability.

A basic AI governance framework exists, outlining key compliance considerations and responsible AI principles. Basic processes are established to monitor and manage AI projects from a governance perspective.

No enterprise-wide policy defining roles, permissions, and compliance checks for AI creation. Scaling requires stronger governance, automated approval workflows, and integration with Microsoft Purview for data security and compliance.

Positioning Foundry, A365 & Purview to govern the whole AI lifecycle with organization-wide observability and controls, also allowing the management of Agent fleets in a secure way.

AI governance and security

How to reach your destination:

Measure the effectiveness of TEI efforts to improve trust and understanding. Refine controls based on user feedback (using surveys or focus groups).

Establish a data governance framework with clear policies for the collection, storage, usage, and sharing of AI-generated data. Classify data based on sensitivity and assign ownership or accountability. Conduct regular audits.

Implement a basic communication plan to inform users about AI models. This includes creating user documentation and outlining intended use cases, expected performance metrics (such as accuracy and precision), and limitations of the AI model.

Implement a formal AI governance structure with designated roles and responsibilities for compliance and responsible AI practices. Develop and implement policies and procedures to ensure adherence to relevant regulations and ethical principles throughout the AI lifecycle.

AI governance and security

Additional considerations:

Microsoft makes security a top priority above all else. To achieve this, Microsoft has launched the Secure Future Initiative (SFI), which is designed to advance cybersecurity and data protection for individuals and organizations. The three primary pillars of SFI are 1) Secure by design, 2) Secure by default, and 3) Secure operations. To learn more about this initiative, visit:

[Microsoft Secure Future Initiative](#)

Conclusion

Developing an AI readiness plan is a crucial step for any organization looking to harness the power of AI. By following the recommendations outlined in this report, you can ensure that your organization is well prepared to take advantage of the many benefits that AI has to offer. We encourage you to explore next steps with your Microsoft account team and to continue your AI transformation journey.



ATS Internal Kit for AI Readiness Assessment

Customer Name:
Proximus

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

PRIORITY 1

Enhance Customer Engagement

PRIORITY 2

Operational Efficiency

PRIORITY 3

Employee Productivity

USE CASE 1

Prio: AI supported Fiber Customer Onboarding (Customer Experience)

Annex:

- Fiber Contact/Call Center Optimisation (interaction assistant, summaries, voice, ..)
- Fiber Guru (Technical Doc RAG)
- Configuration Assistant for CC Agents & Technicians

USE CASE 2

Prio: FRIDA aka Fiber Repair Intelligence Diagnostic Agent (Autonomous Networking)

Annex:

Implementing several AI Agents for key network operations use cases such as anomaly detection, next best action suggestion, order workflow optimisations and eventually new service based revenue generation.

USE CASE 3

Prio: YODA HR Bot (Internal chatbot for HR related topics)

Annex:

Domain specific Co-pilots & Agents to support with e.g. Document Analysis and Writing (RFP; BICS), Translation support, Coding & Testing assistants, etc.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

OUTCOME 1

The core project aims to improve first-time-right and second-time-right Fiber installations at PXS by leveraging AI-driven automation and multi-agent workflows. The goal is to predict risks upfront, prepare technicians effectively, and close feedback loops for continuous improvement. Different stages of the process are reviewed with as goal is to elevate customer experience from a brand perspective as well as from a comms channel perspective.

STAKEHOLDERS for Prio 1

Jim Castele; Gonatielle Goemans

OUTCOME 2

FRIDA is a key component of their broader strategy to implement autonomous network operations using AI-driven diagnostics and automation.

Create reusable key Telco and LOB Data Products like QoE, QoS, RAN, Customer 360°, Risk Profile..

Expected business impact:
- Improved networks operations (OPEX reduction)
- Productivity gains in field services
- Higher customer satisfaction (improve NPS)

STAKEHOLDERS for Prio 2

Geert Standaert

OUTCOME 3

- Deploy and adopt M365 Copilot and Copilot Studio across the whole organization for boosting employee productivity, automate repetitive & low value tasks and allowing them to focus on value-added tasks instead;
- Optimise quality towards employees and customers;
- Actively support & guide employees in their domain specific activities (HR, Legal, Dev/Test), ..

STAKEHOLDERS for Prio 3

Jan van Acoleyen, Ben Appel, Jeroen Verbrugge

Opportunity Mapping

Opportunity ID 1: 7-3ED7J4LMET

Opportunity ID 2: 7-3C2SC4CQYS

Opportunity ID 3: 7-37QETNQ63A

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

Do your AI objectives support your business objectives (such as revenue growth, productivity, customer experience, and employee experience)?

CUSTOMER'S CURRENT STAGE

Several AI Business Envisioning session took place incl. enablement on Telco-specific trends and industry-specific customer references.

Focus area's for Proximus are enhancing customer experience (onboarding and support), improving employee productivity & experience (tooling), lowering operational costs (network), finding new revenue streams and eventually improving bottom-line profitability.

To identify KEY AI use cases, we focussed on better understanding Proximus's top business priorities, challenges and pain points, reviewed everything during the Buz. & Sol. Envisioning Workshops (MTC), and triggered use case hackathons with the respective business area leads to come to a prioritization (MXT framework).

Hero AI use cases are now being implemented and their specific ROI is calculated and measured to ensure alignment with business objectives.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Questions to ask: Are the current implementations and models delivering the expected business outcomes? Are you working with certain partners on any of your AI projects? Based on the response, suggest testing a few use cases with Microsoft; a dream demo or a PoC accelerator offer. If competing AI platforms are in use, identify any potential challenges in attaining the required accuracy & performance. Accordingly, use our Compete Insights

Resources to Use

- [Frontier Firm and Solution Play Demo Assets](#)
- [Data and AI Dream Demo's](#)
- [All AI Compete Materials across Buy/Build/Extend + Security](#)

Hand-over to:

Work with your standard v-team based on potentials solutions mapped to use cases.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How well-defined is the investment plan for Secure AI Transformation across the business?

CUSTOMER'S CURRENT STAGE

We organized several Solution Envisioning workshop to support with the execution of the identified projects, to make sure they align to the expected business outcomes.

So far, we have focussed on the migration of the data assets (ACTP) and identifying applicable tech patterns (from similar use cases & customer stories), and advised them accordingly.

Support ranges from migration support, tech workshops (incl. rapid prototyping), trainings (through ESI and hand-on sessions), funding mechanisms (supports the business case, partners and adoption), to even some co-engineering activities (for the most advanced use cases). All this depends on the specific use case and context.

However, development of a global investment plan for an AI CoE is still underway. This plan estimates costs for data, solution options, personnel, tools, and ROI and identifies funding sources.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Help the customer benefit from personalized, proactive assistance to maximize their investments.

Engage AI partners for potential co-engagement or Industry Solutions delivery team for business outcome-oriented engagements.

Position ATLAS - AI Transformation & Launch at Scale Program to define AI roadmap to guide investment decisions

Resources to Use

- [Microsoft AI Customer Stories with proven ROI, from Customer Proof Assets Library - CPAL](#)
- [AI Decision Brief](#)
- [AI Transformation Offer](#)
- [Microsoft Security Story Assets for the ATU](#)

Hand-over to:

Work with ISD and/or partner internal and external teams where applicable.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How far along is the customer in establishing an intake process approved, prioritized, and socialized use cases for AI?

CUSTOMER'S CURRENT STAGE

PXS has established their own AI use case intake process and runs it quite successfully and autonomously.

However, AI evolves quickly and we noticed some challenges (choice of technology, missing desired outcomes,...), so we organized a specific session for sharing our vision and guidance on how to become an AI Frontier firm and effectively and successfully run an AI Transformation. Both BU and IT Leads were involved.

We are now leveraging the AI Transformation offer components in a custom manner, adjusted to their context, maturity and requirements.

Approved use cases are now being deployed or under development, more generally, AI use cases are systematically evaluated based on predefined criteria (business impact, feasibility, risk, compliance).

Next step will be the scaling, where we will need to reposition topics such as the AI CoE and Partner involvement.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Start a dialogue around selected use cases and solutioning options being applied. Aim to understand whether these use cases are delivering the desired outcomes. Assist with solution / capability review and design by engaging AI Innovation Hub, if applicable, for an architecture design session that includes actionable next steps. Share our CoE guidance in a session, conducted by ATS, for thought leadership.

Share Well-Architected Framework (WAF) and CAF for AI
aka.ms/cafAI aka.ms/AdoptAI

Resources to Use

- [AI CoE Guidance Session Materials for ATS to Lead](#)
- [AI Innovation Hub - Solution Envisioning or Architecture Design Session](#)
- [Well - Architected Framework for AI, Cloud Adoption Framework for AI](#)

Hand-over to:

Cloud and AI SSP for Build Use Cases
AI Business Solutions SSP for possible Buy Use Cases

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How effectively does the customer's business strategy integrate security throughout the AI lifecycle?

CUSTOMER'S CURRENT STAGE

PXS us also adopting a full ME5 approach. Also, basic security policies for AI projects are established and security considerations are included in several stages of the AI development lifecycle, but the process might not be fully integrated and requires an update (cfr. Agents).

We ran an AI maturity and governance workshop, and positioned our value proposition for including Security in AI initiative, common security challenges, types of AI risk, and introduces Secure and Govern AI with Microsoft. Some new solutions and features (such as Purview DLP) are being implemented.

Next step, sev. months later, is to run an in-depth AI-security workshop with our Specialist, CSA, and GBB's and agenda "Zero Trust for AI: no implicit trust, strict access, isolate workloads. Guard against prompt attacks, use red teaming, ensure compliance, stop shadow AI & protect data".

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Run through the security essentials for AI. Engage your security specialist to propose a deeper assessment on securing AI transformation.

Using the conversation deck, present the value proposition for including Security in AI initiative, common security challenges, types of AI risk, and introduces Secure and govern AI with Microsoft.

Resources to Use

- [Microsoft Security Story for the ATU - conversation assets](#)
- [Data Security for Copilot](#)

Hand-over to:

Security SSP

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

Is the customer's data ready for AI use implementations? How comprehensive and relevant is it?

CUSTOMER'S CURRENT STAGE

PXS is progressively migrating major core applications, data, databases, and data warehouses from on-premises datacenters to Azure, using ISD support through the ACTP.

WS-A focuses on cloud enablement and landing zones, while WS-D defines the new target data platform for modernizing core DWHs. The platform includes an updated data access plan already in progress, but a broader AI-aligned data governance framework is still missing.

An initial workshop and AI Maturity Assessment identified gaps and key requirements. Follow-up actions—mainly centred on onboarding Purview—are now being planned and executed.

Gradually extra data sources will be added to the new Target Data Platform / Hub.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Walk through the essentials and requirements to develop a robust data access and governance structure before building AI projects. Stress the need to adopt a unified, AI-powered, and business-friendly experience. Address the need for data access empowering anyone to discover data with natural language, seamlessly manage data quality and access to support aspired AI outcomes, and ensure a healthy data estate through actionable insights. Leverage the dream demo's.

If in planning or further stages, propose an AI Innovation Engagement for Data Architecture sessions, Analytics Modernization Accelerators

Resources to Use

- [ATS Data Security - Starter Kit](#)
- [All Data Security Assets - business case builder, demo's, compete, investments etc.](#)

Hand-over to:

Cloud and AI SSP for Build Use Cases
AI Business Solutions SSP for possible Buy Use Cases

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How robust and secure is the customer's dedicated cloud infrastructure for building AI implementations and performing reliably at scale?

CUSTOMER'S CURRENT STAGE

A dedicated cloud infrastructure is deployed and follows both the latest principle from our CAF and WAF as well as the specific security and networking requirements of PXS themselves. This is part of WS-A(2).

Certification of the different (Azure) services and enablement of the customer took place.

PXS is also fully running on ME5 and follows the latest guidance's wet IAM and RABC. They are now also fully onboarding with Entra.

All this should be sufficient to support initial AI workloads, but already planning the next step i.e. a dedicated workshop on Data Security capabilities and help identify additional requirements allowing AI projects and Agents to scale within the organization.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Suggest an assessment workshop as part of Azure Migrate and Modernize program
Understand any current performance gaps, and whether security and resiliency requirements are thoroughly addressed, using Azure essentials

Resources to Use

- [Azure Programs & Investments](#)
- [Azure Essentials](#)

Hand-over to:

Cloud and AI SSP

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How strong are the data safeguards to protect the digital assets and critical infrastructure that underpin the organization's AI initiatives?

CUSTOMER'S CURRENT STAGE

Essential data security controls are implemented, also for AI projects, and with a focus on securing M365 Copilot and core Azure services.

A more comprehensive data security strategy specifically focussed at broader GenAI and Agents has still to be established. Initial concerns are related to data leakage and data oversharing, but new risks such as prompt injections, hallucinations, and model vulnerabilities still need attention.

Next step is deploying Purview (DLP) at a broader scale and enable IRM capabilities + extend with Defender for AI in combination with A365.

We will also stress the need for adequate training programs + an effective cross-functional security team spec. for AI.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Gain a thorough understanding of current controls and measures in place. Drive awareness around potential vulnerabilities, security priorities by leveraging different resources and conversation guides provided in the ATS security toolkit, including discovery questions, Industry Kits, Whiteboarding, Customer evidence.

Leverage Copilot for Security conversation guide to position AI assistance in establishing the necessary guardrails

Engage security specialist in the further stages or assessments or deep dive sessions

Resources to Use

- [ATS Security Toolkit](#)
- [Copilot for Security Conversation Guide](#)

Hand-over to:

Cloud and AI SSP

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How readily can the customer identify the AI models and solution options across Buy/Extend/Build that are best suited for the respective AI use cases?

CUSTOMER'S CURRENT STAGE

PXS operates a structured intake process for new AI use cases. A lightweight AI CoE exists, but the workflow is mainly driven by Solution Architects and Analytic Translators (ATs), who translate business ideas into viable solutions—Buy (M365 CP or ISVs), Extend (CPS), or Build.

A small citizen-developer team supports Buy/Low-Code options. For Build cases, ATs engage the ADA AI division for actual solutioning, model guidance, data quality, MLOps and testing; while Solution Engineering assesses the integration requirements and suitability within PXS's broader context.

The approach remains use-case-driven and not yet scalable, highlighting the need for a more objective, repeatable process.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Help customer research and understand applicability, and performance of various AI models as per target business outcomes

Propose a model for continuous monitoring of results and upskilling the team to test and apply new models

Position AI Transformation Offer, if applicable, for structured AI CoE engagements inclusive of Co-Build opportunities for identified optimization opportunities

Resources to Use

- [For Build: Azure Open AI Model Availability and Innovation \(internal\)](#)
- [Enterprise Skilling for AOAI as given in AIDW playbook](#)
- [AI Transformation Offer](#)
- [For Build: Model Comparison Lab \(for Build paths\)](#)

Hand-over to:

Work with the relevant specialist based on Buy/Build/Extend path or AI Agents option chosen

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How mature is the intake process for creating a standard, repeatable workflow for the implementation of AI solutions?

CUSTOMER'S CURRENT STAGE

The development and deployment processes are being validated through pilot projects across the PXS organization, helping assess maturity and define future optimizations to enable scalable growth.

Next steps include W2W adoption of M365 Copilot (Buy), training and supporting citizen developers (Extend), and collaborating with the ADA Division on complex use cases.

In parallel, we are standardizing a repeatable workflow using our AI-focused landing zones with help of our AI SEs and CSAs. We also launched a co-engineering effort with Nokia for the most complex industry-specific scenarios (autonomous networks).

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Suggest a focused session with developer community to understand the current end to end process and identify opportunities for further optimization, using the developer productivity and 'Build and Modernize AI Apps' conversation guides. Coordinate with your App Inno SSP

Leverage Gold Accelerators to help scale beyond a handful of GenAI applications

In further stages, leverage the CodeWith offer.

If Copilot Studio or M365 Copilot is being used for building AI Agents or applications, leverage the adoption assets.

Resources to Use

- [Demo's for Next Gen Developers](#)
- [Gold Standard Accelerators](#)
- [Code With Offer](#)
- [Copilot Adoption Assets](#)

Hand-over to:

Cloud and AI SSP or AI Business Solutions SSP

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How well-established are the teams involved in AI projects? Is citizen development in place?

CUSTOMER'S CURRENT STAGE

The ADA AI division is highly mature and accelerates delivery of complex AI projects. Business teams are also adopting AI through M365 Copilot and by engaging the citizen-development team for extensions and low-code solutions.

Limited resource availability remains a challenge in this area, requiring increased collaboration with Partners and ADA to scale.

ESI is widely used and developers are rapidly adopting GitHub CoPilot, but an 'up-to-date' AI CoE is still missing. Our Gold Accelerators should help expand beyond the first wave of AI use cases, guided by lessons from the 'standout' projects on which we are closely collaborating.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Provide overview of Microsoft Enterprise Skilling Packages and Options
Engage advisory partners to run use case hack's with business functions and IT.

Suggest running a hackathon to build platform affinity with developer community to start taking the use cases further to production

Resources to Use

- [AI Skill Building with Microsoft - whitepaper](#)
- [Azure Innovate Customer Hackathons](#)
- [Azure AI Skilling Offers as provided in AIDW Playbook](#)
- [Copilot Skilling Offers](#)

Hand-over to:

Work with your standard v-team

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How aligned is the customer's AI strategy with security and threat intelligence? Is there continuous secure testing for AI use cases?

CUSTOMER'S CURRENT STAGE

No dedicated security team supports AI projects, and governance or AI-specific controls are not yet in place. To our knowledge, AI is currently not yet used to enhance cybersecurity operations.

A guided walkthrough can demonstrate how AI strengthens threat intelligence by converting signals into insights, reducing noise, and improving detection of harmful activity. M365 Copilot and Purview can help reduce oversharing, prevent data loss and insider risks, and support compliant AI use. Microsoft Copilot for Security could be the next step.

A CISO meeting and workshop with AI and Security Leads is planned for 2026 to align priorities and define the roadmap.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Walk-through the ways AI can improve security and threat intel while turning vast data signals into key insights to cut through the noise, detect cyberthreats before they cause harm, and reinforce security posture.

Leverage Copilot for Security -Conversation Guide

Resources to Use

- [Security Story Assets for the ATU](#)
- [Copilot for Security - Conversation Guide](#)
- [Security for M365 Copilot](#)

Hand-over to:

Security SSP

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How effectively has company leadership communicated their vision and the importance of AI for the future of the business? Is there an adoption & change management initiative in place?

CUSTOMER'S CURRENT STAGE

Proximus leadership has positioned AI as a key pillar of its bold2025 vision, emphasizing innovation and trust, and driving adoption through Azure migration (ACTP), M365 Copilot pilots, citizen development, co-eng. and employee training (ESI & Mentor).

While these initiatives show strong commitment, there is no formal, enterprise-wide AI adoption or change management framework atm. Current efforts remain project-based rather than centralized, signalling an opportunity to implement a standardized approach for scaling AI across the organization.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

In order to help envision impact of AI and keys pillars of organization of culture elements, propose an envisioning session or run a C-level session leveraging AI Transformation executive engagement assets

Ensure Security is addressed and embedded within the culture.

Resources to Use

- [AI Transformation Exec Conversation Assets](#)
- [Book an EBC for AI Envisioning with C-Level](#)
- [Secure Future Initiative](#)
- [Microsoft as Customer Zero- All Assets](#)

Hand-over to:

Work with your standard v-team

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How readily available are the AI skilling and credentialing as well as accelerator resources and templates needed to execute on AI initiatives for the customer?

CUSTOMER'S CURRENT STAGE

We are leveraging AI Transformation Offer as a structured AI CoE program with a clear Microsoft engagement plan, to help plan through the adoption and scaling to support AI adoption across the organization.

Skilling program and hackathons take place on regular basis, however, a more comprehensive AI-focussed skills development program, supporting a larger, more mature AI workforce is still missing.

Gold Accelerators and AI landing zones are emerging to support scale, but AI specific governance templates (AgAI LZ) and a mature AI CoE remain underdeveloped, limiting standardized execution.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Provide overview of Microsoft Enterprise Skilling Packages and Options
Engage advisory partners to run use case hack's with business functions

Suggest running a hackathon to build platform affinity with developer community to start taking the use cases further to production

Resources to Use

- [Skilling Offers for Azure AI, as provided in AIDW playbook](#)
- [Skilling Offers for AI All-Up including all Copilot options](#)
- [Customer Hackathons - Azure Accelerate](#)

Hand-over to:

Work with your standard v-team and / or Enterprise Skilling Initiative team, and/or Azure Accelerate program team

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How agile are the company's decision-making processes in approving and deploying implementations?

CUSTOMER'S CURRENT STAGE

Proximus has an existing review process for AI projects but also recognizes the need for more objectivity and agility in the (decision-making) processes allowing faster adoption of AI advancements.

We are leveraging the AI Transformation Offer (incl. a structured AI CoE program) with a clear Microsoft engagement plan to streamline use case evaluation and facilitate more standardized deployments (AI-focussed LZ and templates).

Successful delivery of first few strategic use cases will validate this approach and support scaling across the org.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

If applicable, leverage AI Transformation Offer as a structured AI CoE program with a clear Microsoft engagement plan, to help with rapid adaptation and learn from PoC's

Propose PoC's to explore new application areas for AI.

Resources to Use

- [If applicable - AI Transformation Offer](#)
- [AI PoC accelerators and demo's from AI Innovation Hubs](#)
- [Gold Solution Accelerators](#)
- [AI Spark as Industry Best Practice FW](#)

Hand-over to:

If your account is in target list, work with Innovation Hub or AI Offer v-team. If not, start an exception process for these programs or leverage AI Spark

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

What is the level of expertise available to contribute to AI projects?

CUSTOMER'S CURRENT STAGE

Proximus has quite strong AI capabilities through ADA, solution architects, analytic translators, and citizen developers, with developers adopting GitHub Copilot and leveraging ESI for trainings. However, expertise is uneven and siloed, and the current AI CoE remains lightweight with limited governance and deployment templates.

More formal credentialing and the use of standardized accelerators are still in early stages. Scaling beyond initial projects will also require partner collab, alongside a more integrated structure for PXS itself.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Based on the level of expertise available:

Suggest CSU value based delivery offers if the customer has Unified Support. If not, suggest Cloud Accelerate Factory for AI for a deployment scenario.

Engage AI-ready partners

Propose Microsoft AI Skilling Offers

Resources to Use

- [CSU - Value-based delivery offers within Unified Support Contracts, Skilling Offers and ISD offers](#)
- [Free CMF for AI Engagement](#)
- [Cloud Accelerate Factory for AI](#)

Hand-over to:

Support Specialist, Partner Development Team or CSU

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How has a security-first culture been instilled into all aspects of the organization? (e.g. operations, training, product development, and leadership commitment) In addition to establishing a Security Modernization and Security Operations Center (SOC).

CUSTOMER'S CURRENT STAGE

Proximus has a strong foundational security-focused measures across the organization incl. a SOC, but a true security-first culture is not fully embedded across operations, training, and product development. AI-specific security governance and controls are missing, and AI is not leveraged to enhance threat detection or cybersec posture. The opportunity lies in integrating AI into security operations, adopting tools like Microsoft Copilot for Security, and formalizing governance frameworks (like RAI) to ensure compliance and proactive risk management.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Run through the security essentials for AI.

Brief C-suite or relevant stakeholders on Secure Future Initiative of Microsoft, to illustrate multiyear commitment that advances the way we design, build, test, and operate our Microsoft technology to ensure that we deliver solutions that meet the highest possible standard of security.

Use the conversation starter deck to showcase Microsoft Security differentiation and value prop

Engage your security specialist to propose a deeper assessment

Follow up with an L100 overview of end to end protection in the age of AI across data, endpoints, cloud apps, workloads, networks, and identities

Resources to Use

- [Microsoft Security Story Assets for ATU, including Secure Future Initiative](#)

Hand-over to:

Security SSP

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How effective are the controls in place to ensure Responsible AI? (e.g. transparency, explainability, and interpretability -TEI, of AI tools and results)?

CUSTOMER'S CURRENT STAGE

Proximus has begun addressing Responsible AI through an AI Governance workshop at ADA and an AI Maturity Assessment in early 2025, identifying gaps in transparency, explainability, and interpretability. While these steps show commitment, formal TEI controls and standardized frameworks are still missing. The opportunity lies in embedding Responsible AI policies, leveraging Microsoft frameworks, solutions and tools, and scaling governance across all AI initiatives.

Next step: organizing a follow-up session and leverage our Responsible AI Hub, Toolbox and Purview to operationalize Responsible AI specifically to the context and needs of Proximus.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

To help address specific challenges and help explore methods and best practice in operationalizing RAI, share the Responsible AI Toolbox with your stakeholder.

Resources to Use

- [Microsoft Responsible AI Toolbox](#)
- [Microsoft RAI assessment templates](#)

Hand-over to:

CELA executive

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How well is AI-generated data being governed to comply with regulatory policies and avoid data loss and data oversharing?

CUSTOMER'S CURRENT STAGE

Currently, AI-generated data governance at Proximus is in its early stages:

- Controls in Place: Basic data access plans exist for the new target data platform, and Purview onboarding started to address oversharing, insider risk, and compliance
- Gaps: A comprehensive data governance framework integrated with AI workflows is still missing. TEI (Transparency, Explainability, Interpretability) and Responsible AI principles aren't fully embedded.

-Next:

- 1/ AI-Security Deep Dive with SSP/GBB & capture/validate current gaps;
- 2/ Support & accelerate Purview adoption for DLP and classification, enforce sensitivity labels for AI outputs;
- 3/ Standardize governance policies before scaling AI projects.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Offer a security assessment engagement after having a current status & gaps conversation using the resources given under Security Hub and Microsoft Purview for data governance and controls

Coordinate a workshop with Data& AI and Security specialist to capture the current gaps, run a PoC with our data security solutions.

Help identify the right security controls to plan for associated risks with generative AI including data leaks, data oversharing and non-compliance usage

Leverage data security and governance- industry resources to have a deep-dive.

Use the conversation guide for: Governing and Securing Data in the Age of AI

Resources to Use

- [Data Security Industry-aligned kits](#)
- [Conversation Guide: Secure and Govern Data in the Age of AI](#)
- [SAFE Initiative - Secure AI for Everyone](#)

Hand-over to:

CELA executive

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

At what level are systems and processes in place to inform users of applicable use cases of the AI model or tool, expected performance metrics, and limitations?

CUSTOMER'S CURRENT STAGE

Proximus has basic framework in place to map and measure risks related to AI, but it still needs operationalization at scale. They recognize the need for user communication about AI tools & models, and a plan is being developed to implement better coms i.e. establish clear, systematic communication on what each AI App/Sol is designed to do—and what it is not—while outlining its potential and limitations, to prevent misuse.

Ongoing: enablement on Microsoft Foundry (Agent Service) and our Agent Framework as their central orchestrator for AI apps and agent factory, allowing model selection & fine-tuning, connecting agents to data and each other, and general governance and observability.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Refer to Generate AI - core dimensions of implementation - conversation guide, to discuss further the MANAGE aspect of model applicability

Resources to Use

- [Guide to Building Gen AI Applications that Scale:](#)

Hand-over to:

Work with your standard v-team

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

QUESTION

How well are the controls and guardrails in place to govern who can create AI implementations (with the Copilot's or AI Agents)? Do you have an environment strategy in place?

CUSTOMER'S CURRENT STAGE

A basic AI governance framework exists, outlining key compliance considerations and responsible AI principles. Basic processes are established to monitor and manage AI projects from a governance perspective.

No enterprise-wide policy defining roles, permissions, and compliance checks for AI creation. Scaling requires stronger governance, automated approval workflows, and integration with Microsoft Purview for data security and compliance.

Positioning Foundry, A365 & Purview to govern the whole AI lifecycle with organization-wide observability and controls, also allowing the management of Agent fleets in a secure way.

ATS AI PLAN – INTERNAL NEXT STEPS & RESOURCES KIT

Your Next Steps

Leverage RAI resources & customer presentation to conduct a conversation on RAI standards and practices.

Take the RAI training as part of ATU AI Flight Plan - AI Foundations Course to prep for the dialogue

Engage CELA to assist with deeper & further next steps and engagements

Resources to Use

- [Responsible AI Toolbox](#)
- [Responsible AI Training as part of ATU AI Flight Plan to prep for RAI and CELA deep dive conversations](#)

Hand-over to:

CELA executive

CUSTOMER TECH LANDSCAPE- YOUR NOTES

LoB Apps

Data

Infrastructure

CUSTOMER TECH LANDSCAPE- YOUR NOTES

Devices

Partnership

Security & Governance

CUSTOMER TECH LANDSCAPE- YOUR NOTES

Support

Skilling

Business Strategy & Leadership