

AZURE AND GENERATIVE AI

AGENDA

Introduction

Cloud Computing Basics

Azure Cloud Platform

Demo: Azure Virtual Desktop

Generative AI

Demo: ChatGPT for basic data processing

AI in Business Applications

Demo: Azure Open AI

Ethics, Security, and Culture

Demo: Azure Vision and Facial Recognition

Q&A and Wrap-Up

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Visual: Simple list showing all section names to give attendees a roadmap of the session.

This agenda outlines what we will cover today. We'll start with an introduction, move into cloud computing basics, explore Azure and Generative AI, then shift to AI in business applications. Demos will be interspersed throughout, followed by ethics, security discussions, and a Q&A wrap-up.

INTRODUCTION

Speaker Introduction

Overview of today's session

AfroTech & the role of technology in the future

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Visual: Speaker image and session overview flowchart.

Introduction to Antoine Victor

Introduce yourself, highlighting your expertise in cloud and AI technologies. Express your enthusiasm for AfroTech and its mission of fostering diversity and inclusion in the tech industry.

Overview of today's session

This session will cover Azure Cloud, Generative AI, real-world applications, and leadership strategies for driving digital transformation.

AfroTech & the role of technology in the future

AfroTech is dedicated to promoting innovation, particularly for underrepresented groups in tech. We will explore how AI and cloud computing are central to shaping industries and fostering new opportunities.

SPEAKER INTRODUCTION

Antoine Victor

Background: Over 15 years of expertise in AI & Cloud Technologies.

Notable Projects: Contributions to Azure implementations, AI model development, and scaling AI for Fortune 500 companies.

Passion for AfroTech: Committed to fostering diversity in the technology space and empowering underrepresented groups.

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Visual: Speaker photo and background of key achievements (timeline style).

Background

Antoine has more than 15 years of experience working with cloud and AI technologies, leading large-scale projects involving Azure and AI solutions.

Notable Projects

Include specific projects, highlighting contributions to scalable AI solutions and Azure implementations for high-profile clients.

Passion for AfroTech

Discuss the importance of AfroTech's mission and how your work aligns with its values. Mention why representation and diversity in tech are crucial to innovation.

❖ CLOUD COMPUTING BASICS

The Cloud Revolution

Types of Cloud Deployments

Cloud Adoption: A Leadership Perspective

THE CLOUD REVOLUTION

Defining cloud computing

- Cloud computing provides access to computing resources over the internet, enabling businesses to scale without physical infrastructure.

Benefits of cloud technology

- Scalability, flexibility, cost savings, and access to a vast array of services.

Key components

- Compute, storage, networking.

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Visual: Diagram showing the key components of cloud computing.

Defining cloud computing

Cloud computing allows users to access servers, storage, and applications over the internet, instead of maintaining physical hardware.

Benefits of cloud technology

The cloud provides businesses with cost-effective and scalable solutions, allowing them to increase or decrease resources as needed, while also benefiting from the security and innovation of cloud providers.

Key components

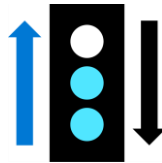
Cloud infrastructure consists of three main components: Compute (processing power), Storage (data storage), and Networking (connectivity between resources).

WHAT IS CLOUD COMPUTING?

Cloud Computing is the delivery of computing services over the internet, enabling faster innovation, flexible resources, and economies of scale.



Compute



Networking



Storage

<https://docs.microsoft.com/learn/modules/describe-cloud-compute/3-what-cloud-compute>

Cloud Computing is:

- A model for enabling on-demand access to a shared pool of configurable computing resources – [servers, network, storage, applications, and services](#)
- Ubiquitous, convenient, on-demand network access
- Rapidly provisioned and released with minimal management effort or service provider interaction

Definitions found at:

[NIST definition - https://csrc.nist.gov/publications/detail/sp/800-145/final](https://csrc.nist.gov/publications/detail/sp/800-145/final)

TYPES OF CLOUD DEPLOYMENTS

Public Cloud

- Shared infrastructure accessible over the internet, owned by a cloud provider.

Private Cloud

- Dedicated infrastructure for a single organization, providing greater control over resources.

Hybrid Cloud

- Combines both public and private cloud elements, allowing businesses to run workloads on-premises and in the cloud.



Visual: Venn diagram comparing public, private, and hybrid cloud models.

Public Cloud

Public cloud infrastructure is managed by cloud service providers, and customers access resources over the internet.

Private Cloud

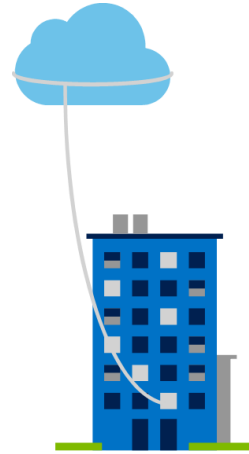
In private clouds, an organization owns and operates its own infrastructure, which allows for greater security and customization.

Hybrid Cloud

A hybrid cloud approach allows businesses to use both on-premises infrastructure and public cloud services to meet specific business requirements.

PRIVATE CLOUD

- **Organizations datacenter used to create a cloud environment.**
- **Organization is responsible for maintaining and operating the services.**
- **Resources not shared with users outside of the organization.**



<https://docs.microsoft.com/learn/modules/describe-cloud-compute/5-define-cloud-models>

- Owned and operated by the organization that uses cloud resources.
- Organizations create a cloud environment in their datacenter.
- Self-service access to compute resources provided to users within the organization.
- Organization is responsible for operating the services they provide.

PUBLIC CLOUD



- **Owned by cloud services or hosting provider.**
- **Provides resources and services to multiple organizations and users.**
- **Accessed via secure network connection (typically over the internet).**

<https://docs.microsoft.com/learn/modules/describe-cloud-compute/5-define-cloud-models>

What are public, private, and hybrid clouds? - <https://azure.microsoft.com/en-us/overview/what-are-private-public-hybrid-clouds/>

HYBRID CLOUD



Combines Public and Private clouds to allow applications to run in the most appropriate location.

<https://docs.microsoft.com/learn/modules/describe-cloud-compute/5-define-cloud-models>

Hybrid cloud models have the following characteristics:

- **Resource location.** Specific resources run or are used in a public cloud, and others run or are used in a private cloud.
- **Cost and efficiency.** Hybrid cloud models allow an organization to leverage some of the benefits of cost, efficiency, and scale that are available with a public cloud model.
- **Control.** Organizations retain management control in private clouds.
- **Skills.** Technical skills are still required to maintain the private cloud and ensure both cloud models can operate together.

CLOUD ADOPTION: A LEADERSHIP PERSPECTIVE

Developing a cloud adoption strategy

- Leaders must define workloads to migrate first, considering business goals.

Aligning cloud initiatives with business goals

- Cloud adoption should directly support larger objectives such as cost optimization and enhanced customer experience.

Overcoming challenges

- Common challenges include security concerns and organizational resistance, which can be addressed through training and transparent communication.

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Visual: Flowchart outlining the steps for cloud adoption.

Developing a cloud adoption strategy

Leadership should prioritize which workloads to move to the cloud first, based on factors such as cost-effectiveness and operational needs.

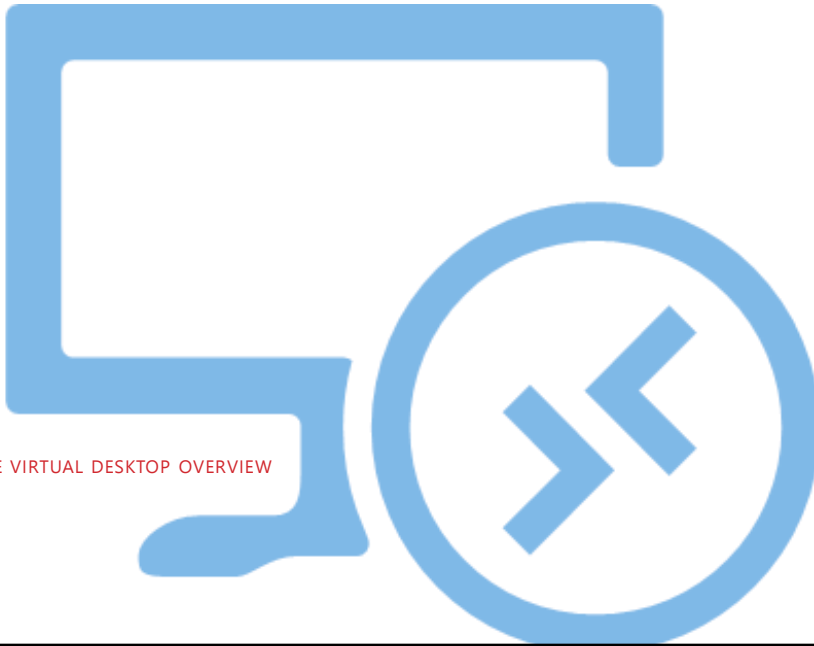
Aligning cloud initiatives with business goals

Cloud adoption is most successful when it is aligned with key business objectives, such as improving customer satisfaction, reducing costs, or increasing innovation.

Overcoming challenges

Resistance to cloud adoption can come from concerns over security, costs, or lack of understanding. These challenges can be mitigated through clear communication, training, and security best practices.

AZURE VIRTUAL DESKTOP OVERVIEW



KEY FEATURES

1. **Scalability:** AVD provides the ability to scale up or down the number of virtual desktops and applications based on demand.
2. **Security:** AVD offers built-in security features like role-based access control (RBAC), Azure Active Directory integration, and network isolation.
3. **Accessibility:** Users can access AVD from various devices, including Windows, Mac, iOS, and Android.
4. **Cost-Efficiency:** AVD helps reduce infrastructure costs by leveraging Azure's pay-as-you-go pricing model.

WHAT IS AZURE VIRTUAL DESKTOP?

Azure Virtual Desktop (AVD) is a comprehensive desktop and app virtualization service provided by Microsoft Azure. It allows users to securely access their virtualized Windows desktops and applications from anywhere, using any device.

THE VALUE OF MULTISESSION :

Pooled Compared to Personal Deployment

How many fish tanks do you want to pay to maintain?



Think about per VM infrastructure including security stack, log collection, OS resources

Fewer VMs can significantly reduce cost

USE CASES

1. **Remote Work:** AVD enables organizations to provide remote access to desktops and applications, facilitating remote work scenarios.
2. **App Compatibility:** AVD helps with running legacy or specialized applications that require a Windows environment.
3. **Scaling Seasonal Workloads:** AVD allows scaling up or down desktops and applications to meet seasonal demand, such as during holiday sales.



Azure Virtual Desktop Minimum Requirements
These components are on the critical path for deployment of AVD



Azure Subscription connection to Azure AD Tenant

AD Domain with AD Connect Syncing users to Azure AD Tenant

- Access to an Azure AD Tenant GA account to deploy AVD
- Domain Admin or User with computer domain join rights

VNET(s) set up and ready

**VPN or Express Route with Defined Routes
(if needed - for access to on prem resources)**

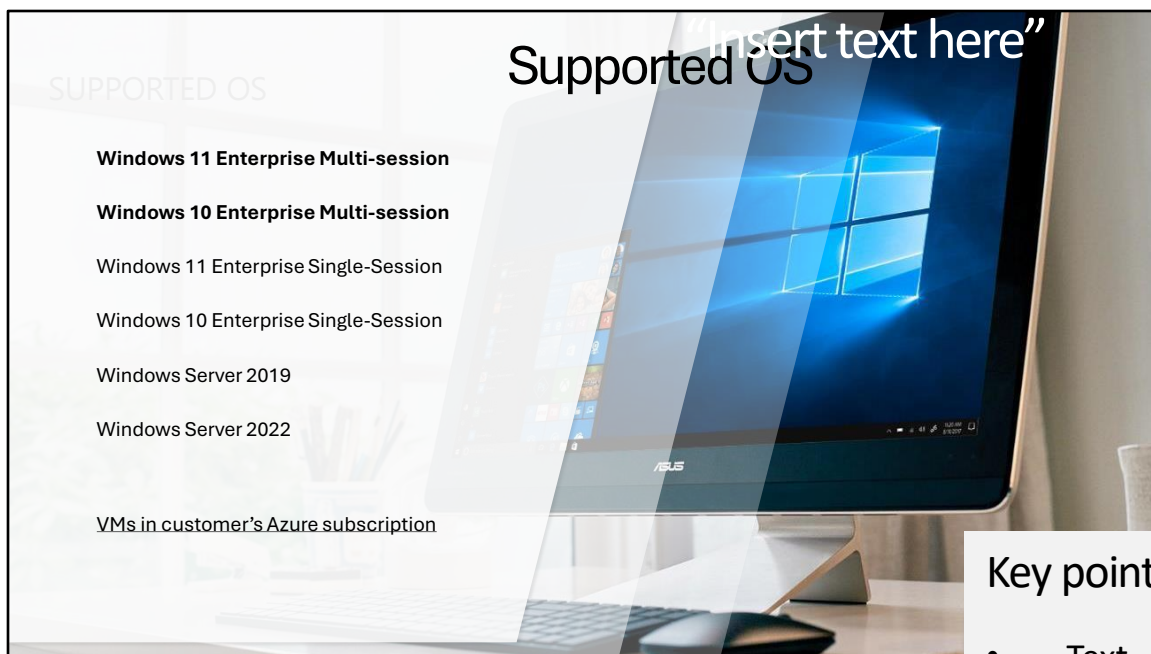
Domain Controller Line of Sight (if seamless access to AD resources required)

- Locating a Domain Controller in Azure close to the customer's AVD Hosts is a best practice
- An alternative is if you have ER or VPN, an on prem Datacenter would work (NOTE: This could introduce latency and slower logins)

SMB File Share for user Profiles: FSLogix – S2D Cluster, Azure files, or ANF

Licensing: Check eligibility of Windows and M365 licenses for access to AVD

MFA or Conditional Access
(Not a requirement for AVD but Highly recommended)



Supported OS

Windows 11 Enterprise Multi-session

Windows 10 Enterprise Multi-session

Windows 11 Enterprise Single-Session

Windows 10 Enterprise Single-Session

Windows Server 2019

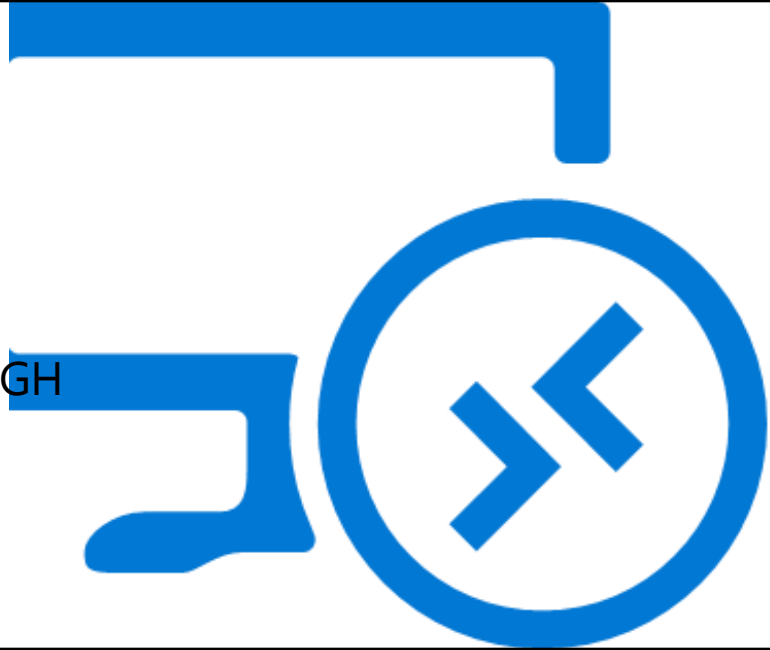
Windows Server 2022

VMs in customer's Azure subscription

Key points to land

- Text
- Text
- Text

AVD:
USER
EXPERIENCE
WALKTHROUGH



PREDICTIVE ANALYTICS



Azure Machine Learning

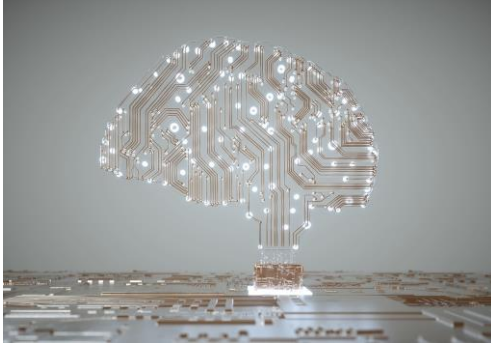
- Azure Machine Learning is a cloud-based service that enables you to build and deploy machine learning models at scale. It provides a range of tools and services for developing, testing, and deploying predictive models.

Predictive Models

- Predictive models are machine learning models that can make accurate forecasts and predictions based on historical data. They can help businesses and organizations make informed decisions about the future.

Azure Machine Learning enables you to build and deploy machine learning models at scale. We will explore how you can use Azure Machine Learning to build predictive models that can help you make accurate forecasts and informed decisions.

ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING



Azure Cognitive Services

- Azure Cognitive Services provide pre-built APIs for computer vision, natural language processing, and speech recognition, allowing you to easily add AI capabilities to your applications.

Azure Machine Learning

- Azure Machine Learning is a cloud-based platform that lets you easily build, deploy, and manage machine learning models at scale.

Azure provides a comprehensive suite of AI and machine learning services. We will explore how you can use Azure services such as Azure Cognitive Services and Azure Machine Learning to build intelligent applications and automate business processes.

DEMO: CHATGPT PROCESS CLIENT DATA

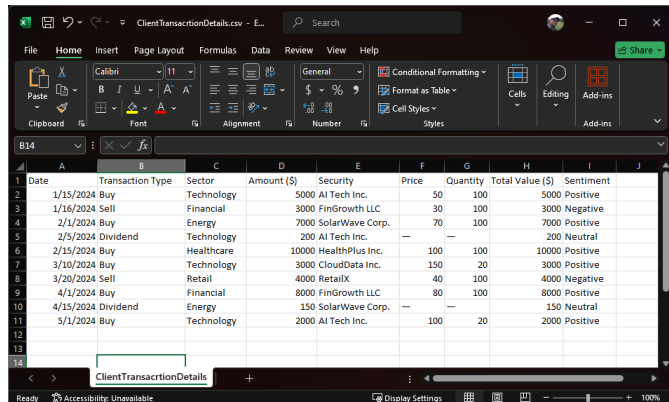
Step 1: Prepare Mock Transaction Data

Step 2: Feed Data into a Generative AI Model

Step 3: Expected AI-Generated Output

Step 4: Display Output in a Dashboard Format

Step 5: Extend with an Interactive Q&A



Date	Transaction Type	Sector	Amount (\$)	Security	Price	Quantity	Total Value (\$)	Sentiment
1/15/2024	Buy	Technology	5000	AI Tech Inc.	50	100	5000	Positive
1/16/2024	Sell	Financial	3000	FinGrowth LLC	30	100	3000	Negative
2/1/2024	Buy	Energy	7000	SolarWave Corp.	70	100	7000	Positive
2/5/2024	Dividend	Technology	200	AI Tech Inc.	—	—	200	Neutral
2/15/2024	Buy	Healthcare	10000	HealthPlus Inc.	100	100	10000	Positive
3/10/2024	Buy	Technology	3000	CloudData Inc.	150	20	3000	Positive
3/20/2024	Sell	Retail	4000	RetailX	40	100	4000	Negative
4/1/2024	Buy	Financial	8000	FinGrowth LLC	80	100	8000	Positive
4/15/2024	Dividend	Energy	150	SolarWave Corp.	—	—	150	Neutral
5/1/2024	Buy	Technology	2000	AI Tech Inc.	100	20	2000	Positive

Step 1: Prepare Mock Transaction Data

Sample dataset with transaction details for a hypothetical client's portfolio.

Example Dataset: ClientTransactionDetails.csv

Step 2: Feed Data into a Generative AI Model

Use the dataset to input into a generative AI model (such as GPT) and prompt it to generate a summary of insights based on the data provided.

Prompt Example:

"Analyze the above transaction data. Summarize key trends in sector performance, identify any patterns in buying or selling behavior, and provide an overall sentiment analysis for the client's portfolio."

Step 3: Expected AI-Generated Output

Example Output:

Client Portfolio Summary – Q1 2024

•Sector Performance:

- *Technology*: The portfolio saw significant activity in the technology sector with notable buys in AI and cloud technologies, indicating a positive sentiment toward tech growth, especially in AI-driven companies.
- *Energy*: Solar investments demonstrated a growing interest in

renewable energy with SolarWave Corp. contributing positively to portfolio diversification.

•**Transaction Patterns:**

- *Buying Trends:* Majority of purchases are in Technology, Financial, and Energy sectors, showcasing a balanced approach between growth and stability.
- *Selling Trends:* Sells mainly occurred in Financial and Retail sectors, which may suggest divestment in less promising areas.

•**Sentiment Analysis:**

- Positive sentiment across Technology and Healthcare investments indicates strong confidence in these areas, particularly AI, cloud services, and healthcare technology.
- The portfolio sentiment appears generally positive, aligned with growth-oriented sectors, suggesting a strategic focus on long-term, high-value industries.

Step 4: Display Output in a Dashboard Format

Use a simple dashboard or visual display to showcase key findings, with sections for **Sector Performance**, **Transaction Patterns**, and **Sentiment Analysis**.

For the demo, you can either:

- Use a presentation slide with highlighted insights, graphs, or charts based on the AI-generated summaries.
- Use a Jupyter notebook or similar tool to dynamically display the summarized text and graphs.

Step 5: Extend with an Interactive Q&A

Allow for questions and show how the model can adapt to follow-up questions.

Examples:

- “What are the top performing sectors?”
- “Which investment has the highest return?”

❖ AZURE CLOUD PLATFORM OVERVIEW

Why Azure?

Key Services Offered by Azure

Competitive Advantages

Security and Compliance

Hybrid Cloud Capabilities

AI and Machine Learning Integration

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Visual: Simple infographic or icons representing each topic for quick visual reference.

Why Azure?

Highlight Azure's market leadership and trusted reputation among Fortune 500 companies.

Key Services Offered by Azure

Briefly touch on essential services like compute, storage, networking, and specialized AI tools.

Competitive Advantages

Emphasize Azure's unique strengths, including integration with Microsoft products and a wide array of compliance certifications.

Security and Compliance

Describe Azure's commitment to data security and meeting industry standards.

Hybrid Cloud Capabilities

Azure's hybrid services, such as Azure Arc, enable seamless management across on-premises and cloud.

AI and Machine Learning Integration

Azure's robust AI tools make it easy to incorporate machine learning models and cognitive services into applications.

WHY AZURE?

Microsoft's Leadership and Global Trust

- Trusted by top Fortune 500 companies for secure, innovative cloud solutions.

Security, Scalability, and Compliance

- Enterprise-grade security with compliance for GDPR, HIPAA, and FedRAMP.

Global Infrastructure for High Availability

- Extensive network of data centers ensures low latency and reliable service worldwide.

Hybrid Cloud and Edge Solutions

- Azure Arc and Azure Stack support seamless management across on-premises, cloud, and edge environments.

AI and Analytics for Insights

- Advanced AI tools, including Azure AI, Machine Learning, and Synapse Analytics, for deeper business insights and data-driven innovation.

Integrated Developer Ecosystem

- Supports popular DevOps tools, languages, and integrates with GitHub and Azure DevOps for efficient development and deployment.

Cost Management and Optimization

- Built-in tools for monitoring and optimizing costs to maximize budget control.

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Visual: World map with Azure data center locations highlighted.

Microsoft's Leadership and Global Trust

Emphasize Azure's reputation in the industry, trusted by leading companies worldwide, especially those with high-security and innovation demands.

Security, Scalability, and Compliance

Highlight Azure's strong compliance portfolio and enterprise-grade security measures, assuring leaders that data is protected and compliant with global standards.

Global Infrastructure for High Availability

Azure's network of data centers enables businesses to provide low-latency and highly reliable service to users worldwide, minimizing downtime.

Hybrid Cloud and Edge Solutions

Azure's hybrid capabilities make it a versatile choice for organizations with both on-premises and cloud resources, helping them bridge systems and expand to edge computing when needed.

AI and Analytics for Insights

Azure's suite of AI and analytics tools empower organizations to leverage data effectively, supporting business intelligence, predictive analytics, and decision-making.

Integrated Developer Ecosystem

Azure is developer-friendly, supporting a wide range of programming languages and DevOps integrations, enabling efficient development and continuous delivery.

Cost Management and Optimization

Azure provides tools like Cost Management and the Pricing Calculator, helping leaders monitor and optimize cloud spending in line with budget goals.

KEY SERVICES OFFERED BY AZURE

Compute

- Virtual Machines, App Services.

Storage

- Blob storage, SQL databases.

Networking

- Virtual networks, load balancers, and VPN gateways.

AI and Machine Learning

- Azure Cognitive Services, Azure Machine Learning, and AutoML.

Hybrid Cloud and Edge Solutions

- Azure Stack, Azure Arc.

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Visual: Infographic showing Azure's key services grouped by category (Compute, Storage, Networking, AI).

Compute

Azure's virtual machines allow businesses to run applications on virtualized hardware without the need for physical servers.

Storage

Azure Blob Storage handles unstructured data, while Azure SQL Databases provide secure storage for structured data.

Networking

Azure's networking services enable users to connect securely and scale their network infrastructure globally.

AI and Machine Learning

Azure offers industry-leading AI tools, such as Azure Cognitive Services and Azure Machine Learning, allowing businesses to integrate AI easily into their workflows.

Hybrid Cloud and Edge Solutions

Azure offers hybrid solutions, including Azure Stack and Azure Arc, allowing businesses to seamlessly manage on-premises, multi-cloud, and edge environments.

COMPETITIVE ADVANTAGES OF AZURE OVER OTHER CLOUD PLATFORMS

Hybrid capabilities

- Azure stands out with its hybrid cloud offerings through Azure Stack and Azure Arc, enabling seamless integration between on-premises and cloud infrastructure.

Security and compliance

- Azure has the largest portfolio of compliance certifications, including GDPR, HIPAA, and ISO 27001.

Integration with Microsoft products

- Azure integrates seamlessly with Microsoft's ecosystem (e.g., Microsoft 365, Dynamics 365).

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Visual: Comparison table of Azure vs. AWS vs. Google Cloud with Azure's advantages highlighted.

Hybrid capabilities

Azure leads the market in hybrid cloud solutions, making it easier for companies to manage both on-premises and cloud workloads.

Security and compliance

Azure has a deep focus on security, offering industry-leading compliance and privacy protections, which is a major advantage over its competitors.

Integration with Microsoft products

One of Azure's key strengths is its seamless integration with popular Microsoft products, such as Office 365, Teams, and Dynamics 365, offering users a unified experience.

THE BOTTOM LINE

•Accelerated Innovation and Prototyping

- Quickly spin up clusters of servers, process and store data, and then decommission resources as needed.
- Ideal for rapid prototyping and releasing products without major capital expenditure (CapEx).

•Cost Efficiency with Pay-as-You-Go

- Only pay for what you use, with no upfront hardware costs.
- Save costs by automatically scaling back resources when demand drops.

•Autoscaling for On-Demand Performance

- Automatically scale resources up based on current demand to maintain performance.
- Scale back resources when not needed, optimizing costs and performance dynamically.

•High Availability and Reliability

- 99.95%+ uptime SLA with regional redundancy options for business continuity.

•Integrated Security and Compliance

- Built-in security features with real-time monitoring and compliance with standards like ISO 27001 and GDPR.

•Streamlined Management and Global Reach

- Centralized control through the Azure Management Portal and access to data centers worldwide for low latency and data residency compliance.

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•**Accelerated Innovation and Prototyping** Quickly spin up clusters of servers, process and store data, and then decommission resources as needed.

•**Ideal for rapid prototyping and releasing products without major capital expenditure (CapEx).**

•**Cost Efficiency with Pay-as-You-Go** Only pay for what you use, with no upfront hardware costs.

•**Save costs by automatically scaling back resources when demand drops.**

•**Autoscaling for On-Demand Performance** Automatically scale resources up based on current demand to maintain performance.

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•**Streamlined Management and Global Reach** Centralized control through the Azure Management Portal and access to data centers worldwide for low latency and data residency compliance.

❖ GENERATIVE AI

What Is Generative AI?

Key Tools: GPT, DALL·E, Codex

How Generative AI Works

Common Applications of Generative AI

The Impact of Generative AI on Industries

Ethical and Societal Considerations

Generative AI in Business Decision-Making

Future Directions and Innovations

Azure's Role in Advancing Generative AI

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What Is Generative AI?

Introduce the concept of Generative AI, which involves creating new data, such as text, images, and more, based on patterns in existing data.

Key Tools: GPT, DALL·E, Codex

Explain some of the popular tools developed by OpenAI that represent different applications of Generative AI: GPT for text, DALL·E for images, and Codex for code.

How Generative AI Works

Provide a basic explanation of the underlying technology, such as neural networks and deep learning models, to give attendees a foundational understanding.

Common Applications of Generative AI

Discuss practical applications across industries like customer service, content creation, healthcare, and finance to help the audience see its real-world relevance.

The Impact of Generative AI on Industries

Highlight how Generative AI is transforming various sectors, enabling efficiency, personalization, and automation at unprecedented levels.

Ethical and Societal Considerations

Address important ethical issues, such as biases in AI outputs, data privacy concerns, and the potential impact on jobs and industries.

Generative AI in Business Decision-Making

Explore how Generative AI can assist in analyzing data, creating reports, and generating insights to support quicker and more informed decision-making in business contexts.

Future Directions and Innovations

Briefly discuss upcoming advancements in Generative AI, including model interpretability, improved real-time capabilities, and potential cost reductions.

Azure's Role in Advancing Generative AI

Position Azure as a trusted platform that not only provides robust tools for AI development but also emphasizes responsible and ethical AI practices, supporting businesses in adopting Generative AI confidently and securely.

WHAT IS GENERATIVE AI?

•Defining Generative AI

- Generative AI models create new content, such as text, images, or code, based on patterns learned from existing data.

•Difference from Traditional AI

- Traditional AI primarily analyzes and classifies data, generating insights or predictions. In contrast, Generative AI produces entirely new content.

•Core Techniques

- Uses techniques like neural networks, transformers, and deep learning to recognize complex patterns in data.

•Applications of Generative AI

- Media: Automated content creation, from news articles to social media posts.
- Retail: Personalized marketing, product recommendations, and virtual shopping assistants.
- Healthcare: Synthesizing medical images for research and generating personalized treatment plans.

•Impact on Productivity

- Generative AI automates repetitive or time-intensive creative tasks, freeing up time for innovation and strategic work.

Visual: A brief graphic comparing traditional AI (analyzes and classifies) and generative AI (creates and generates).

Generative AI is a cutting-edge technology that is redefining how we interact with artificial intelligence. Unlike traditional AI, which primarily analyzes and classifies data, Generative AI has the unique capability to generate new content. Think of it as the AI moving from simply understanding patterns to creating something new—be it a piece of writing, an image, or even a piece of code. This shift from predictive analytics to content generation opens up a world of possibilities, allowing us to automate creative tasks.

In the media industry, for instance, Generative AI can produce visual content for marketing campaigns. In healthcare, it can assist in generating medical imaging data to aid diagnoses. And in retail, it personalizes shopping experiences by creating unique product descriptions or even generating new product ideas. These applications streamline processes, reduce manual effort, and allow human workers to focus on more complex and strategic tasks. Generative AI's capacity to enhance productivity and foster innovation is truly transformative, and as we explore this further, we'll see how industries are evolving with this technology.

Defining Generative AI

Generative AI refers to models that generate entirely new content rather than just analyzing or classifying existing data. These models are trained on vast datasets, enabling them to produce text, images, or even code. This innovation is particularly transformative because it allows technology to replicate tasks that were once exclusive to human creativity, such as drafting emails, creating artwork, or even writing computer programs.

Difference from Traditional AI

Unlike traditional AI models that focus on analyzing or classifying data—such as determining whether a transaction is fraudulent—Generative AI creates new, data-driven outputs. This capability allows businesses to explore and use AI in more dynamic and creative ways, helping teams to automate repetitive tasks while allowing for creative problem-solving.

Applications in Finance

Generative AI holds particular promise in the finance sector. For instance, it can be used to generate detailed reports on market trends by summarizing large datasets and presenting them in an easily digestible form. It can also enhance customer service by generating realistic, AI-driven responses that feel personalized and engaging. Additionally, generative models can help predict fraud patterns by analyzing transaction data and simulating scenarios, which can support better-informed decisions around risk management.

This is especially relevant for leaders at Bank of America, where understanding and leveraging data effectively can give a significant edge. By incorporating generative AI into finance workflows, you're not only saving time but enhancing the quality and accuracy of insights.

KEY TOOLS: GPT, DALL·E, CODEX

GPT (Generative Pretrained Transformer)

- Creates human-like text based on input prompts, useful for chatbots, content generation, and summarization.

DALL·E

- Generates images from textual descriptions, allowing for the creation of unique visuals based on user inputs.

Codex

- Converts natural language into computer code, helping developers quickly write or improve code.

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Visual: Side-by-side comparison of GPT (text generation), DALL·E (image creation), and Codex (code generation).

GPT

GPT is one of the most advanced text generation models available, capable of producing human-like responses for customer service, content generation, or summarization.

DALL·E

DALL·E generates high-quality images from text descriptions, enabling users to create custom visuals for marketing, design, or media production.

Codex

Codex allows developers to input natural language prompts and receive functional code in return, making it easier to automate coding tasks and speed up development cycles.

THE IMPACT OF GENERATIVE AI ON INDUSTRIES

Media and entertainment

- Generative AI automates content creation, from writing articles to generating video scripts.

Retail and e-commerce

- AI-driven product recommendations, personalized marketing, and design automation for retail brands.

Healthcare

- Assists in medical imaging, research, and the development of AI-driven diagnostic tools.

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Visual: Industry-specific images showing applications of Generative AI in media, retail, and healthcare.

Media and entertainment

Generative AI tools can create text, audio, and video content, automating tasks that previously required human effort, making content creation more scalable.

Retail and e-commerce

Generative AI helps retailers personalize product recommendations, automate marketing campaigns, and even design custom products for customers based on their preferences.

Healthcare

Generative AI is being used to improve medical imaging, speed up research, and assist doctors in diagnosing diseases by providing AI-driven insights.

DEMO: PROCESSING CLIENT DATA PRIVATELY

Step 1: After running the AutoML experiment, review the results in Azure Machine Learning Studio. The platform will display the best model based on the performance metrics (e.g., accuracy, AUC).

Step 2: Click on the best-performing model to see detailed metrics, including precision, recall, and confusion matrix.

Step 3: Download the model to evaluate its predictions on new data or deploy it directly within Azure.

Step 4: Deploy the model by selecting Deploy and configuring the deployment settings, including endpoint and scaling options.

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Visual: Screenshots showing the results of an AutoML experiment and the model deployment process.

Step 1: Review the results

Once the AutoML experiment has finished running, navigate to the **Best Model** tab in Azure ML Studio. The best model is selected based on its performance metrics, such as accuracy or AUC.

Step 2: Analyze detailed metrics

Click on the best model to view the detailed metrics, including precision, recall, F1 score, and confusion matrix, which help you evaluate the model's performance in different aspects.

Step 3: Download the model

If you want to evaluate the model offline, download it and test it with new data locally. Alternatively, you can deploy it within Azure for production use.

Step 4: Deploy the model

In the **Deploy** tab, configure the model's deployment settings. Choose your

endpoint (real-time or batch inference), set up scaling options, and deploy it so it can be accessed via API for live predictions.

❖ AI IN BUSINESS APPLICATIONS

Generative AI Applications in Business

Generative AI in Product Design

Generative AI in Marketing

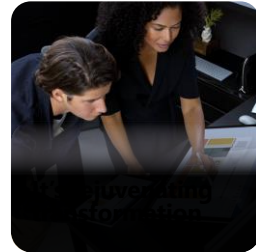
AI HAS FOREVER CHANGED WHAT SOFTWARE MAKES POSSIBLE



ChatGPT crossed 1 million users in 5 days of launch, setting the platform record.¹



The value of AI is projected to increase 13x—to \$15.7 trillion by 2030.²



87% of organizations believe AI will give them a competitive edge.³

¹OpenAI public statements

²Global Artificial Intelligence Study: Exploiting the AI Revolution, PwC

³AI Global Executive Study and Research Project, MIT Sloan and BCG

Generative AI has fundamentally changed what we can accomplish with software and changed our expectations of software.

It's driving tremendous adoption of services, it's reshaping industries, and it's prompting organizations to consider how they can use AI and what new digital products, services, and experiences they can create.

Sources:

1. <https://twitter.com/gdb/status/1599683104142430208?lang=en>
2. <https://www.pwc.com/gx/en/issues/data-and-analytics/publications/artificial-intelligence-study.html>
3. https://sloanreview.mit.edu/projects/expanding-ais-impact-with-organizational-learning/?utm_medium=pr&utm_source=release&utm_campaign=ReportBCGAI2020

DRIVE MEANINGFUL BUSINESS VALUE WITH INTELLIGENT APPS



Delight customers with next-gen AI-powered apps

Put your data to work with AI.
Create unique differentiation.
Build your own copilots.

40% decrease in customer support tickets¹



Rapidly deliver new products that deepen customer engagement

Beat competitors to market.
Increase user growth and satisfaction.
Capture incremental revenue.

1.5 months faster time-to-market for new apps²



Amplify employee capabilities and empower developers to innovate

Accelerate developer productivity.
Attract the best developer talent.
Reduce repetitive, costly work.

10% to **25%** increased developer efficiency²



Scale your business and reduce risk with future-ready technology

Streamline IT operations.
Consolidate redundant systems.
Improve security posture.

Average 10% to **25%** reduced app downtime²

¹The Total Economic Impact™ of Microsoft Azure AI, a commissioned study conducted by Forrester Consulting (May 2023). Results are for a composite organization representative of interviewed customers.

²The Total Economic Impact™ of Microsoft Azure App Innovation, a commissioned study conducted by Forrester Consulting (June 2023). Results are for a composite organization representative of interviewed customers.

There are many benefits that intelligent apps can offer to your business

First, it means you can outpace competition, right by delivering, you know, innovative new applications.

You can also amplify employee capabilities and you can increase developer productivity.

You can also scale your business and future proof .

And being able to future proof is possible whether you're leveraging AI right now or not.

GENERATIVE AI APPLICATIONS IN BUSINESS

Real-world examples of AI in action

- AI is used in industries like manufacturing, retail, and customer service to streamline operations and enhance customer experiences.

AI-driven product design, marketing, and customer service

- AI tools can generate designs, automate marketing campaigns, and provide 24/7 customer service through chatbots.

Reducing time-to-market with AI

- AI accelerates product development and business processes by automating tasks that previously required human intervention.

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Visual: Infographic showing AI use cases across product design, marketing, and customer service.

Real-world examples of AI in action

Businesses across various industries are implementing AI to optimize operations. For example, manufacturers use AI to predict equipment failures, and retailers use it for inventory management.

AI-driven product design, marketing, and customer service

AI tools are transforming the way businesses approach design, customer interaction, and marketing. Chatbots provide instant support to customers, while AI algorithms personalize marketing campaigns for better engagement.

Reducing time-to-market with AI

By automating repetitive tasks like product design iterations or campaign creation, AI allows companies to bring products to market faster.

GENERATIVE AI IN PRODUCT DESIGN

How AI is revolutionizing product design

- AI can explore countless design options rapidly, optimizing products based on specific parameters like cost or material strength.

AI tools for prototyping and simulation

- Tools like Autodesk's Dreamcatcher help designers generate prototypes and simulate real-world performance.

Case study: AI in automotive design

- Automotive companies like BMW use AI to design lighter, more fuel-efficient car components without compromising safety.

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Visual: Example of AI-generated product designs from tools like Autodesk Dreamcatcher.

How AI is revolutionizing product design

AI allows companies to optimize their product designs by rapidly iterating through different configurations, saving time and improving efficiency.

AI tools for prototyping and simulation

Generative AI tools can simulate how products will perform under various conditions, which helps companies avoid costly errors before production.

Case study: AI in automotive design

AI is particularly valuable in the automotive industry, where companies like BMW use AI to design car parts that are both lighter and stronger, optimizing fuel efficiency and safety.

GENERATIVE AI IN MARKETING

Personalization at scale

- AI can create personalized marketing campaigns by analyzing customer behavior and preferences.

Generating content and creatives automatically

- AI tools like GPT-4 can generate ads, social media posts, and email campaigns based on input data.

Real-world example: AI-driven marketing for e-commerce

- E-commerce platforms like Amazon use AI to suggest personalized products, optimize pricing, and create targeted ads in real-time.

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Visual: Example of an AI-generated marketing campaign.

Personalization at scale

AI allows marketers to create customized content and campaigns for individual customers, leading to higher engagement and conversion rates.

Generating content and creatives automatically

AI tools like GPT-4 can automate the creation of marketing materials, from social media posts to email campaigns, saving time and improving consistency across platforms.

Real-world example: AI-driven marketing for e-commerce

AI enables e-commerce platforms to provide personalized product recommendations, optimize dynamic pricing, and automate the delivery of ads based on customer preferences.

COMPUTER VISION



- Azure Cognitive Services offers pre-built APIs for computer vision, enabling you to extract insights from images and videos. You can use Azure Cognitive Services to recognize faces, objects, and text in images.

Azure Cognitive Services provides pre-built APIs for computer vision, enabling you to extract insights from images and videos. We will explore how you can use Azure Cognitive Services to recognize faces, objects, and text in images.

***DEMO: REAL-TIME ANALYTICS WITH AZURE SYNAPSE**

Creating an Azure Synapse Workspace

Creating a Data Pipeline

Ingesting Real-Time Data

STEP 1: CREATING AN AZURE SYNAPSE WORKSPACE

Go to the Azure portal: Navigate to the Azure portal and search for “Azure Synapse Analytics.”

Click on ‘Create’: Fill in the required fields like Subscription, Resource Group, Workspace Name, and Region.

Select storage: Choose the storage account to be used or create a new one if necessary.

Review and create: Click Review + Create, then click Create to provision the workspace.

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Visual: Screenshot of the Azure portal showing the steps to create an Azure Synapse workspace.

Go to the Azure portal

Start by logging into the Azure portal and searching for **Azure Synapse Analytics** in the search bar.

Click on ‘Create’

Select **Create** to begin setting up a new workspace. Fill in the subscription, resource group, and workspace name, then select the region closest to your location for low latency.

Select storage

You need to either create a new storage account or choose an existing one, which will be used for your data.

Review and create

Once all the settings are configured, review the setup and click **Create** to provision the workspace.

STEP 2: CREATING A DATA PIPELINE

Open Synapse Studio: After the workspace is created, go to Synapse Studio.

Click on 'Integrate': Select Pipelines and then New Pipeline.

Add data source: Drag and drop a data source (such as Azure Data Lake or SQL Database) to the pipeline.

Set up the data flow: Configure the source settings and transformations as needed.

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Visual: Screenshot of Synapse Studio, showing how to create and configure a new pipeline.

Open Synapse Studio

After the workspace is ready, access **Synapse Studio** from the Azure portal.

Click on 'Integrate'

Select the **Integrate** tab, where you'll be able to create new pipelines. Click **New Pipeline** to start building your data flow.

Add data source

Drag a source like Azure Data Lake or SQL Database into the pipeline to start the flow of data into Synapse Analytics.

Set up the data flow

You can customize how data moves through the pipeline by configuring source settings and applying transformations.

STEP 3: INGESTING REAL-TIME DATA

Connect to IoT Hub: Use Azure IoT Hub as a data source for real-time analytics.

Add real-time data streams: Configure the pipeline to pull real-time data from the connected devices.

Monitor data ingestion: Use Synapse Studio to monitor the flow of data in real-time and ensure everything is running smoothly.

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Visual: Screenshot of a real-time data stream being ingested into Azure Synapse.

Connect to IoT Hub

Azure IoT Hub serves as a gateway for pulling in real-time data from connected devices. Connect your IoT Hub to the Synapse pipeline.

Add real-time data streams

Set up the pipeline to ingest real-time data streams from the IoT Hub. This could include data from sensors, machines, or other IoT devices.

Monitor data ingestion

Keep track of the data being ingested using the monitoring tools available in Synapse Studio. You'll be able to view the real-time flow and ensure smooth operation.

❖ ETHICS, SECURITY, AND CULTURE

Ethics in AI

Cloud Security & Compliance

Building a Cloud-Ready Culture

ETHICS IN AI

Addressing bias in AI models

- AI models can inherit biases from the data they are trained on, which can result in unfair or unethical outcomes.

Ensuring transparency and fairness

- AI decisions should be explainable, and fairness checks should be applied to avoid discrimination.

Governance frameworks for AI use

- Organizations need governance structures to ensure AI is used ethically and complies with regulations.

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Visual: Flowchart outlining an AI governance framework and steps for addressing bias.

Addressing bias in AI models

AI models are only as good as the data they are trained on, and biased data can lead to unfair outcomes. Regular audits and diverse datasets can help mitigate this risk.

Ensuring transparency and fairness

AI decisions should be explainable to build trust. Fairness checks should be applied to avoid bias in AI outputs, ensuring ethical use.

Governance frameworks for AI use

Organizations need clear governance frameworks to guide the ethical development and deployment of AI systems, ensuring compliance with laws and industry standards.

CLOUD SECURITY & COMPLIANCE

Data encryption

- Data should be encrypted both at rest and in transit to protect sensitive information.

Azure's compliance certifications

- Azure complies with global security standards such as GDPR, HIPAA, and ISO certifications.

Security best practices

- Use multi-factor authentication (MFA), conduct regular security audits, and encrypt data to secure cloud environments.

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Visual: Azure compliance certifications and security best practices (MFA, encryption).

Data encryption

Encryption is essential for securing data, both at rest (when stored) and in transit (when being transferred), to prevent unauthorized access.

Azure's compliance certifications

Azure complies with many international security regulations, such as GDPR and HIPAA, ensuring that businesses using Azure meet legal data protection requirements.

Security best practices

Organizations should adopt best practices such as multi-factor authentication, regular audits, and encryption to strengthen their security posture in the cloud.

BUILDING A CLOUD-READY CULTURE

Fostering innovation and risk-taking

- Leaders should encourage experimentation with cloud technologies to fully leverage their benefits.

Upskilling the workforce

- Employees need training to build the necessary skills to work with AI and cloud technologies.

Overcoming resistance to change

- Communicate the benefits of cloud adoption and provide support to employees as they transition to new systems.

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Visual: A roadmap for building a cloud-ready culture with milestones for innovation, upskilling, and overcoming resistance.

Fostering innovation and risk-taking

Encouraging a culture of innovation and risk-taking will help businesses get the most out of cloud technologies. Leaders must promote experimentation.

Upskilling the workforce

Providing training and resources will ensure that employees can effectively use AI and cloud technologies, helping businesses remain competitive.

Overcoming resistance to change

Many employees may be hesitant to adopt new technologies. It is important to communicate the benefits clearly and provide support to help them adapt.

❖ WRAP-UP & KEY TAKEAWAYS

Recap of the Session

Call to Action: Start Your Cloud and AI Journey

Q&A with the Audience

RECAP OF THE SESSION

Cloud computing and AI

- We explored the basics of cloud computing, Azure, and Generative AI.

Real-world applications

- Discussed how AI and cloud technologies are transforming industries like healthcare, retail, and media.

Demos

- Showcased Azure AutoML for business insights and real-time analytics using Azure Synapse.

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Visual: Simple recap slide with bullet points summarizing the key topics discussed.

Cloud computing and AI

We covered the fundamentals of cloud computing, Azure, and Generative AI and discussed how they are becoming essential tools for modern businesses.

Real-world applications

We explored real-world applications of AI and cloud technologies, including personalized marketing, customer service enhancements, and product design optimization.

Demos

We walked through practical demos of Azure AutoML and Azure Synapse for business analytics, showcasing their real-time capabilities.

CALL TO ACTION: START YOUR CLOUD AND AI JOURNEY

Leverage Azure's AI tools

- Start experimenting with tools like AutoML, Cognitive Services, and Synapse for real-time analytics.

Explore Azure's resources

- Azure offers various resources to help you get started, from documentation to free trials.

Integrate AI into your business

- Begin adopting AI in business processes to drive innovation and improve efficiency.

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Visual: QR code linking to Azure's resources page or a relevant Azure trial/demo link.

Leverage Azure's AI tools

Encourage the audience to take their first steps into using Azure's AI tools, such as AutoML and Cognitive Services, for automating tasks and enhancing their business capabilities.

Explore Azure's resources

Point the audience to Azure's documentation, training resources, and free trial options to get started with cloud and AI tools.

Integrate AI into your business

Explain how AI adoption can drive innovation, reduce costs, and improve operational efficiency in their organizations.

Q&A WITH THE AUDIENCE

Open for questions

- Encourage participants to ask questions related to cloud computing, AI, and the demos.

Clarify key points

- Provide clarification or further explanation on any of the topics discussed during the session.

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Visual: Simple slide with a “Q&A” title, inviting the audience to ask questions.

Open for questions

Open the floor for any questions from the audience about the session’s topics, including cloud computing, AI, or the demos.

Clarify key points

Take the time to provide further explanations or answer specific questions on Azure’s tools or business applications of AI.