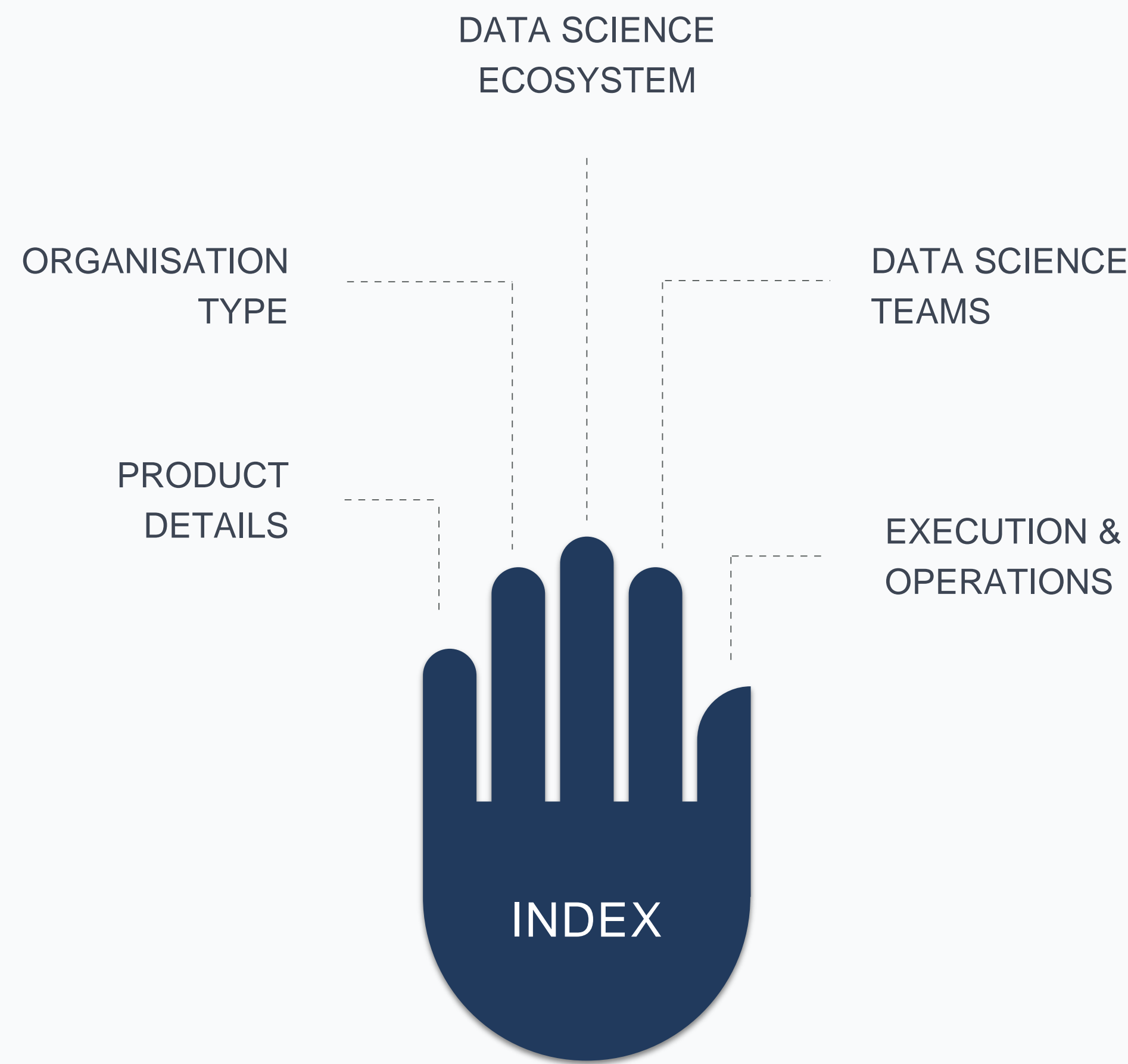




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1

PRODUCT DETAILS

In the previous project we had proposed to design a IT Support chatbot which can help the team to reduce the workload and help the users to get faster resolutions to basic requests.

For further details please refer the previous project.



2 ORGANISATION TYPE



Organisation type

Organisation XYZ is an Information Technology Services company. It has various data science teams spread across different business units. I being the AI leader have to build a team for developing the chatbot product



3 DATA SCIENCE ECOSYSTEM

Example of a typical end to end data science ecosystem

Example



- **Step 1 - DB:** It includes three boxes from above figure i.e. Data as service, DBMS and data warehousing
- **Step 2 - Development:** It includes three boxes from above figure i.e. Programming, Libraries, Frameworks and visualisation
- **Step 3 - Visualisation:** It includes two boxes from above figure i.e. Virtualisation and OS
- **Step 4 - Deployment:** It includes 2 boxes from above figure i.e. Deployment and PLM like devops, Agile, CI-CD etc.



3 DATA SCIENCE ECOSYSTEM

Describe Organisation's techno-functional capabilities

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Data Planning

For building the training data for chatbot I need to have a planned approach towards data where I need to gather a large data which had multiple client-user interactions with IT Support team.

Data Base Management

For maintaining the training data for chatbot I need to have a centralised DB servers to store a large data which had multiple client-user interactions with IT Support team.

Data Warehousing

May IT support team is spread across the globe and need to assemble and organise data across countries into a singular dataset.

AI Model development

Since it an in-house data generation scheme, I would require a very versatile team with a capability to design, develop, test and deploy the product.

AI Product Lifecycle Management

Since it an in-house data generation scheme, I would require a very versatile team with a capability to design, develop, test and deploy the product.

Virtualisation

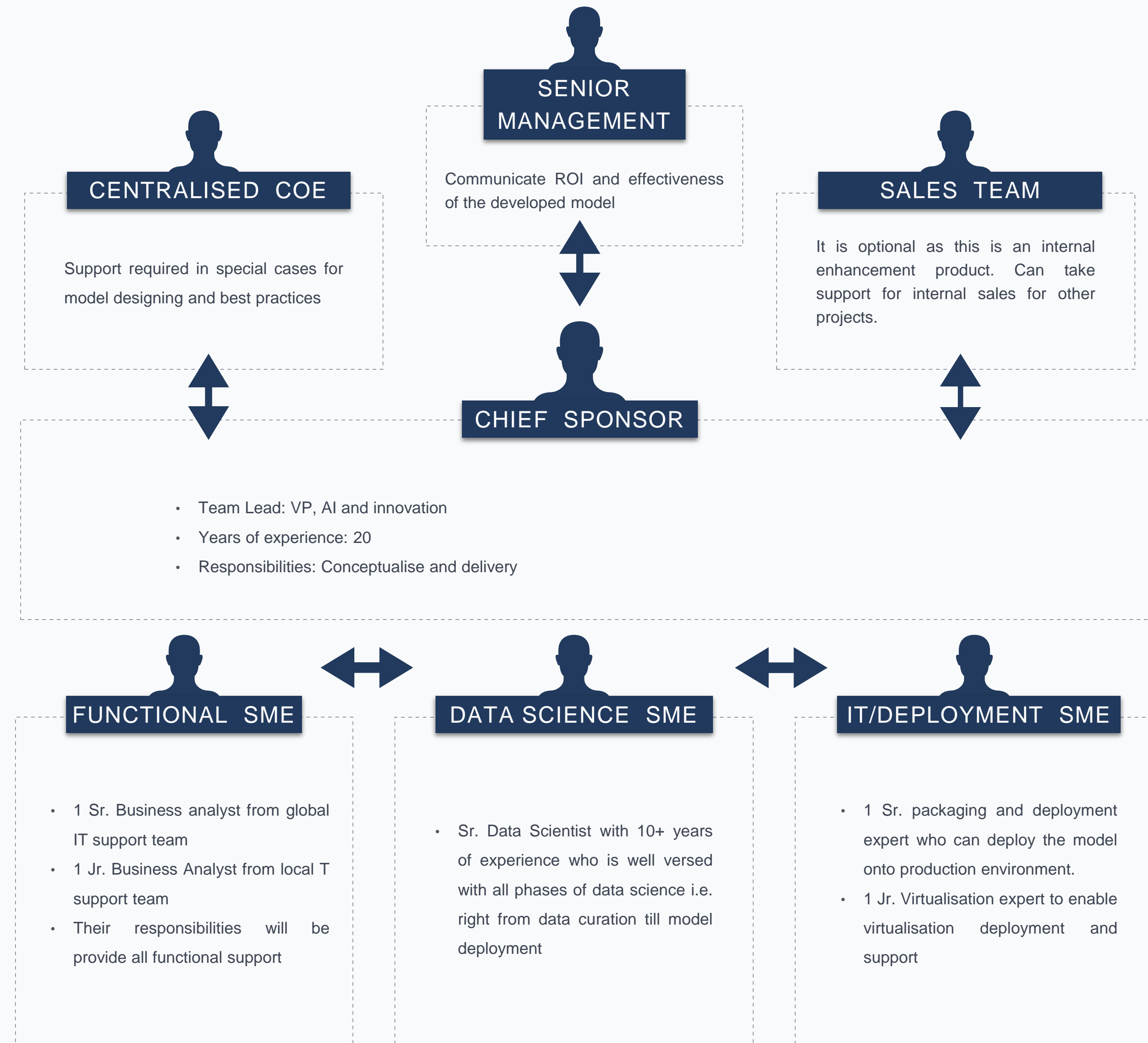
Large text processing and model learning would require high performance virtual machines.



4 DATA SCIENCE TEAMS

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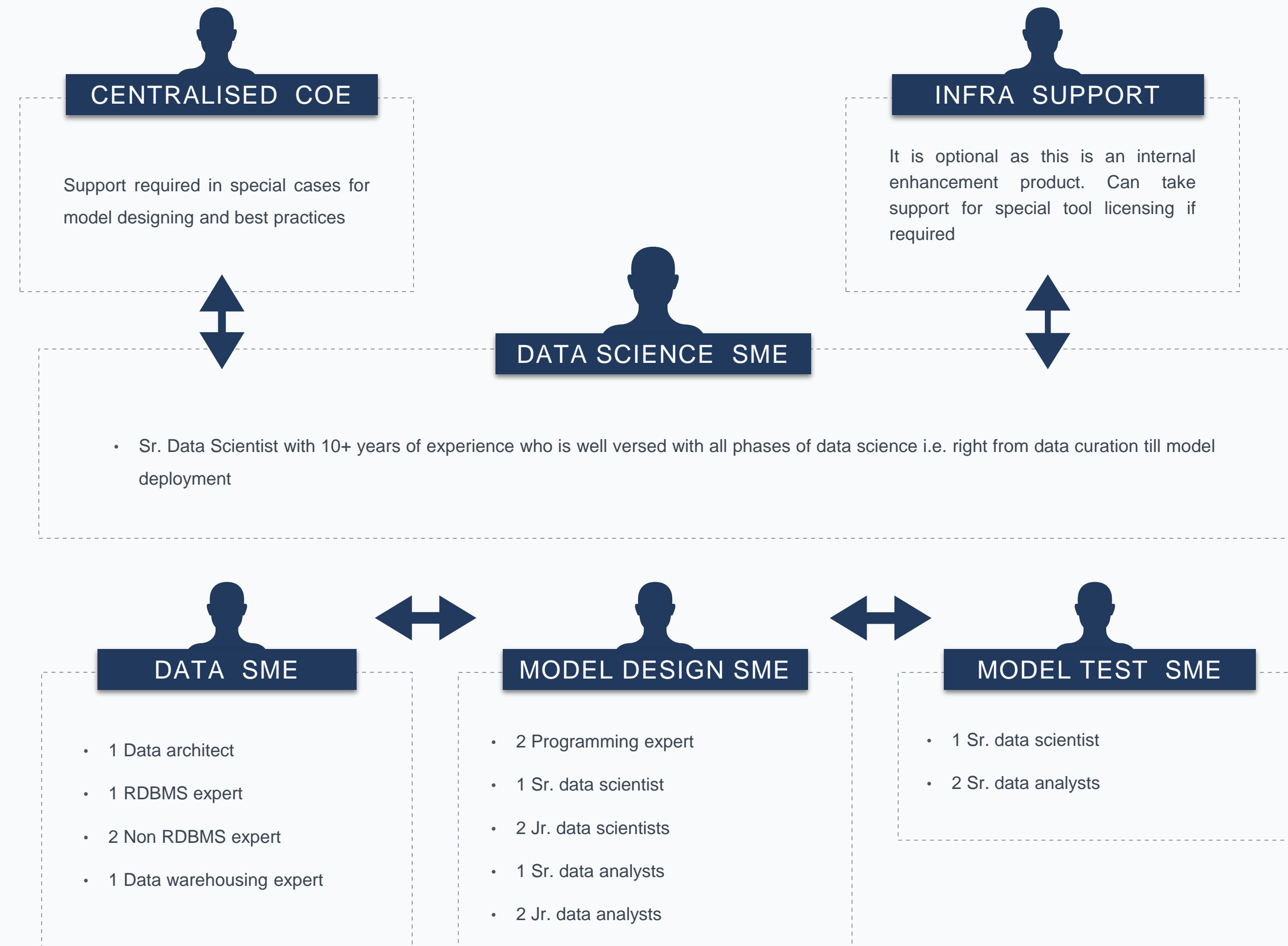




4 DATA SCIENCE TEAMS

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5 EXECUTION & OPERATIONS

End to end product lifecycle
management structure and
procedure

- **Step 1:** Initiate the project
- **Step 2:** Project plan, scope and timelines
- **Step 3:** User stories
- **Step 4:** POC
- **Step 5:** Data generation, gathering and validation
- **Step 6:** Model development
- **Step 7:** Model testing
- **Step 8:** Model packaging and deployment
- **Step 9:** Model performance management
- **Step 10:** Continuous improvement and monitoring



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