

MGS 618 Adopting Gen AI in the Enterprise

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Reminders

- **Quiz: Next week 9/18**
 - a. Study guide will be available (Friday - noon)
 - b. ~5 questions
 - c. Essay questions - short answer
 - d. ~30 minutes
 - e. Topics: Lecture material
 - f. Lockdown Browser
 - i. Please install
 - ii. Complete sample quiz
- **Presentation #1: 9/25**
- **AI Hackathon: 9/27 - 9/29**
- <https://ubuffalo.startuptree.co/event/s/UEYh8bRassUBaDgKvf3YXg/AI-Hackathon-Challenge%2521>

Consulting Concepts

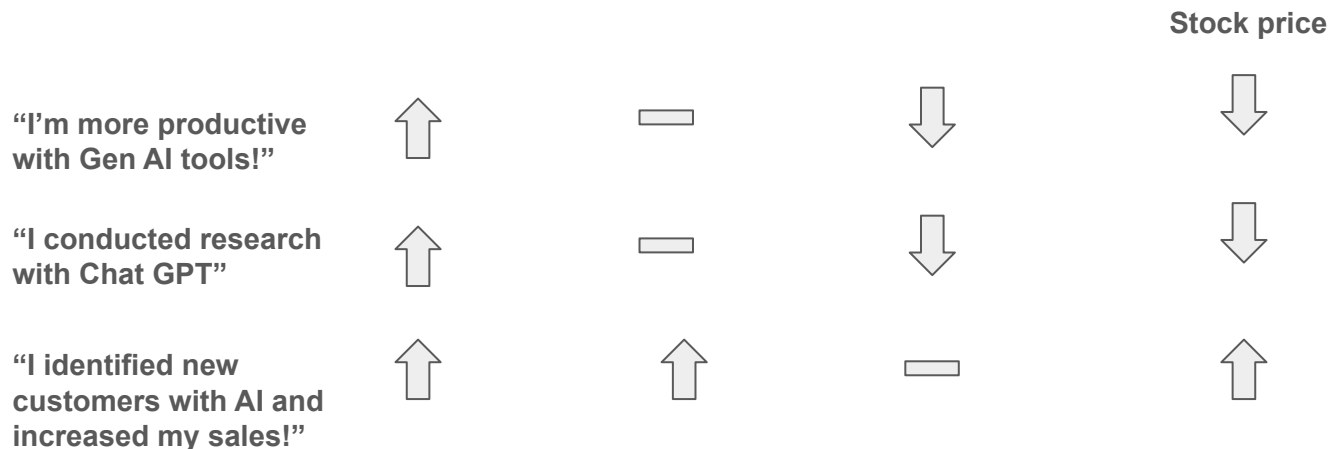
Term / Skill	Explanation
Consultant	<ul style="list-style-type: none">• A person in a position of influence• Has NO direct power to make changes or implement programs!• When you give advice - you're acting as a consultant
Manager	<ul style="list-style-type: none">• A person with direct responsibility to make changes or implement programs
Surrogate Manager	<ul style="list-style-type: none">• A <i>consultant</i> that starts to act like they can make changes or implement programs!• Beware of this behavior! It may feel satisfying, but in the end, the change will most likely not last for long!
Technical skills	<ul style="list-style-type: none">• Be an “expert” in your field. E.g. Generative AI
Interpersonal skills	<ul style="list-style-type: none">• Communication skills• Able to disagree reasonably• Build and maintain a relationship
Consulting skills	<ul style="list-style-type: none">• Able to reduce large amounts of information to a manageable size• Accurate discovery• Involving the client & building client ownership• Able to make compelling recommendations

Consulting Concepts

Skills	Explanation
Technical Skills	<ul style="list-style-type: none">• A person in a position of influence• Has NO direct power to make changes or implement programs!• When you give advice - you're acting as a consultant
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Your recommendations impact the universal business equation

$$\text{Profit} = \text{Revenue} - \text{Cost}$$



Gen AI projects can impact both the Revenue and Cost side of the equation: Choose wisely!

Review Observation Analysis scoring sheet

Survey: How people are using Gen AI



In-class Exercise:

Review 9 ways people are using Gen AI and classify in the following groups:

1	Fully impacts revenue
2	Impacts revenue and a small cost component
3	Impacts revenue and cost equally
4	Impacts some revenue and mostly cost
5	Fully impacts cost

Provide a count for each group
Present at the end of class

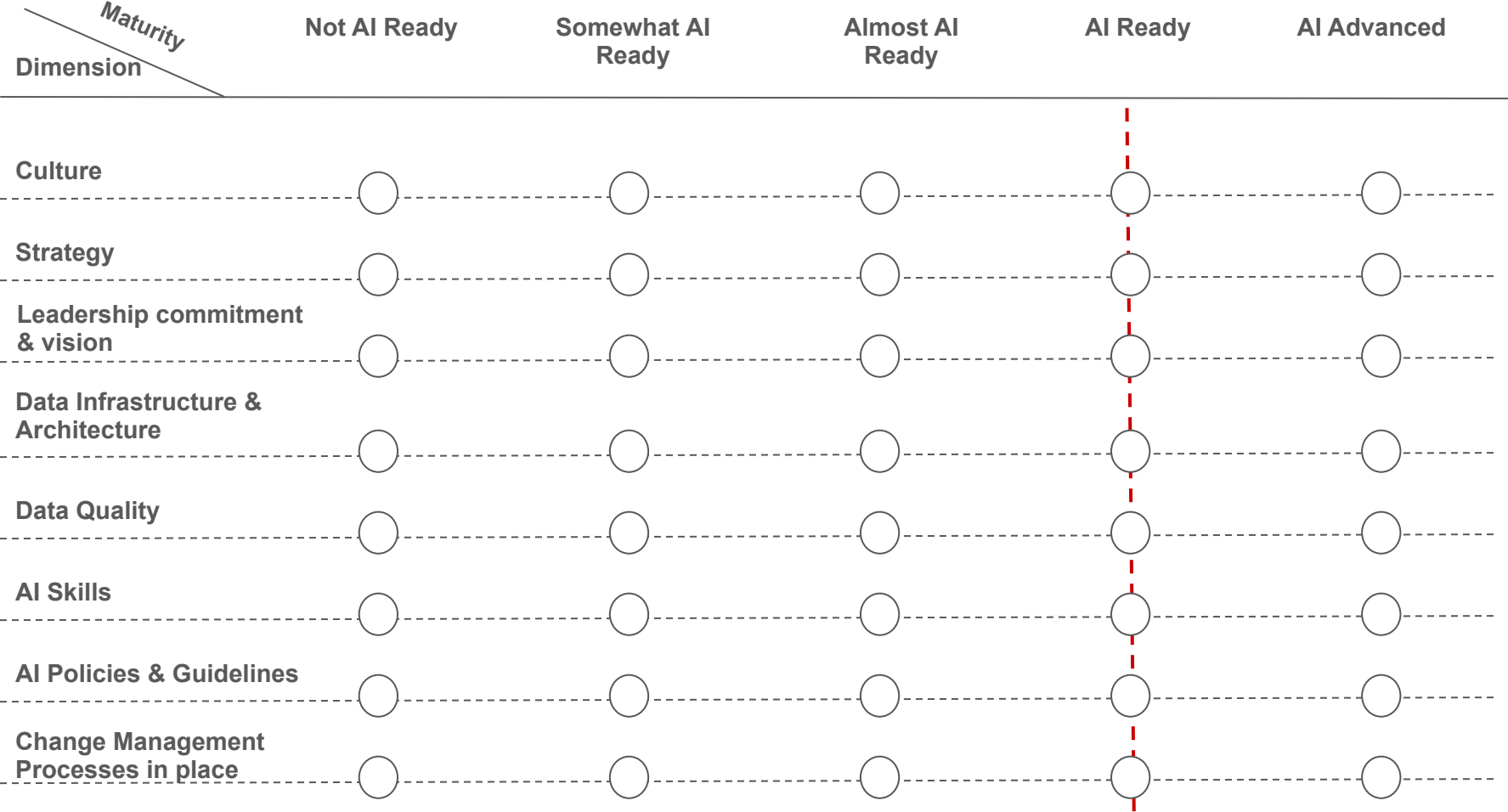
Survey: How people are using Gen AI

BoomGenAI	1 - 9
SASIA	10 - 18
Synergy Inc.	19 - 27
Glitch Busters	28 - 35
Team AI	36 - 44
IntelligenZ Consultants	45 - 53
The Bored of Directors	54 - 62
AI Alchemists	63 - 71
Team with no name	72 - 80
AI Vanguard	81 - 89
Synergy Solutions	90 - 98

- Team Assignments
- Only evaluate the nine Gen AI uses in your list
- Report the counts at the end of the class

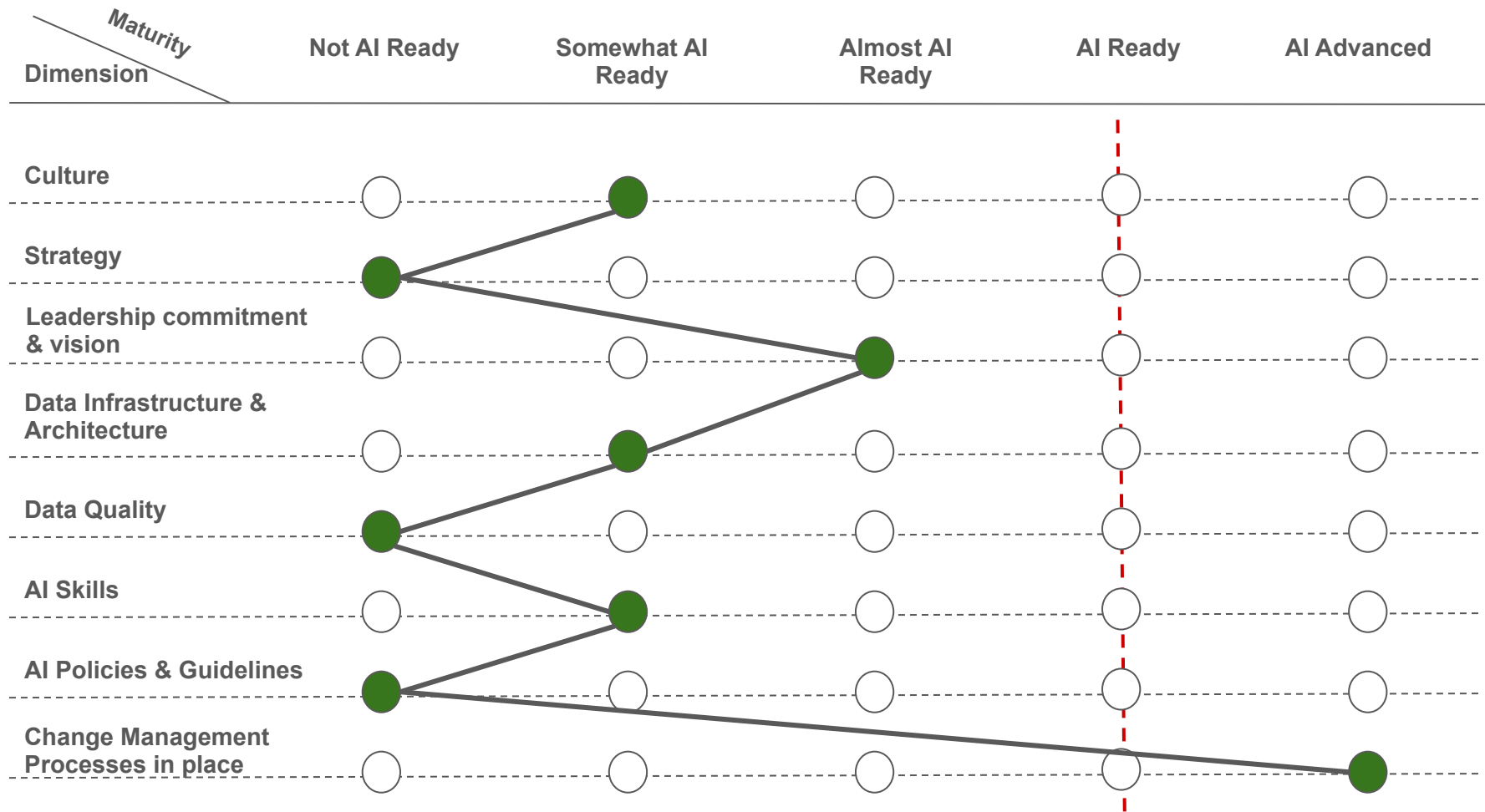
AI Maturity Assessment

XYZ Company: AI Maturity Assessment



Sample Maturity Assessment

XYZ Company: AI Maturity Assessment



Presentation #1: Requirements

Presentation #1 (full document is in UBLearns)

The leadership team wants to know: Are we ready to adopt Generative AI? If not, what needs to be fixed before we can proceed?

Your first readout presentation should summarize the discovery and AI maturity work that you've completed. That's it. No recommendations at this point.

1. What is the current state of Acme? Look at both strengths and weaknesses.
2. List and describe the top 3 most impactful observations / issues you've found. (use scoring sheet)
3. Show and discuss the results of the AI Maturity Assessment completed by your team
4. Discuss any conclusions from all of this work.
 - a. For example:
 - i. Acme can conduct a pilot of Gen AI, but wide scale adoption cannot occur until xyz issue(s) are fixed.
 - ii. Data quality is poor and there is a large percentage of key data missing. Data in this condition will not support the LLM development that is anticipated for a successful Gen AI implementation.

The leadership team is busy and would like all the teams to present in one session. **Each team will have 10 - 12 minutes to**

Presentation #1: Notes

Notes:

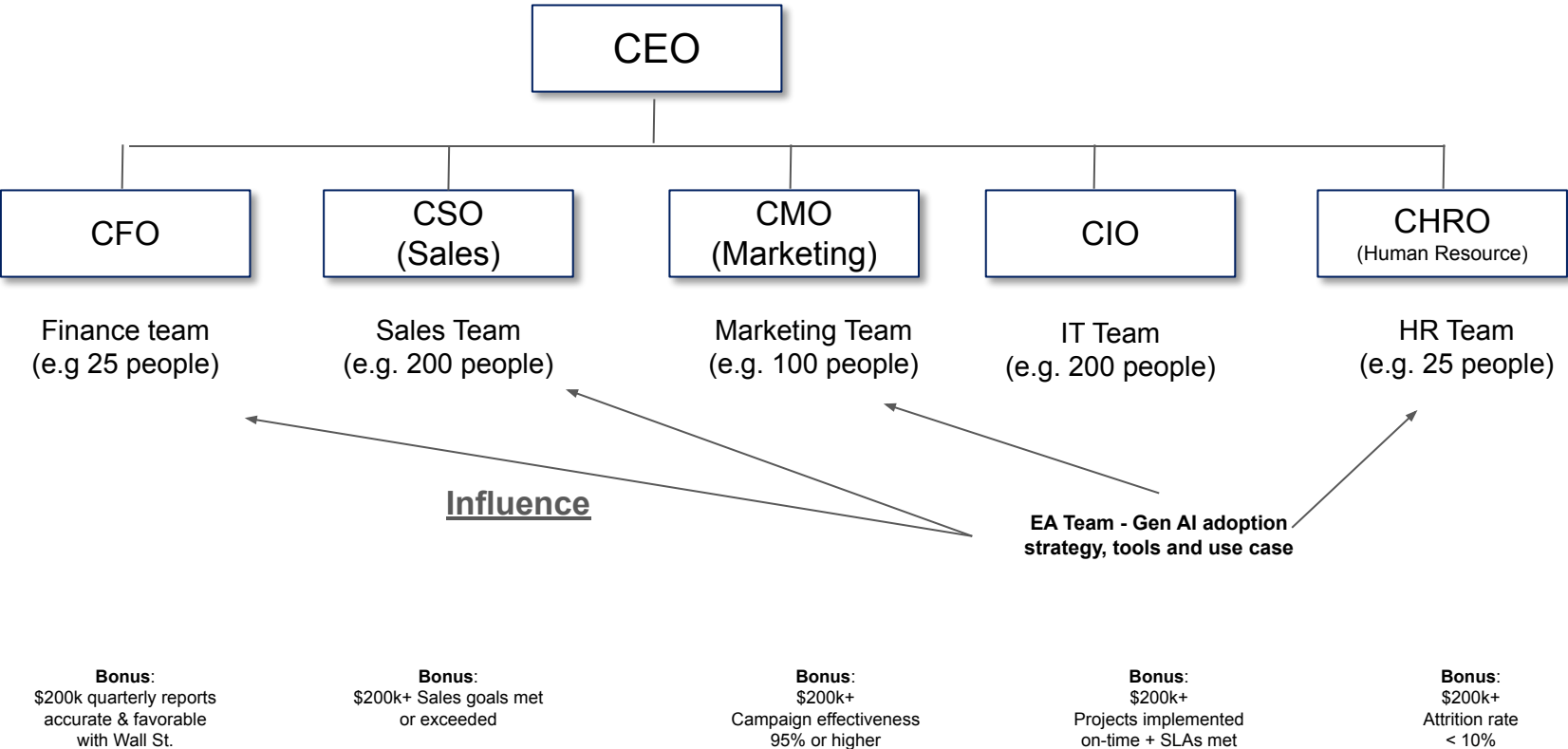
Things that are typically **not** important:

1. The amount of slides in the deck. Actually, fewer slides are always better
2. The colors, fonts and fancy graphics
3. Animations. Sometimes builds are ok if it helps you tell a story
4. Images

Things that **are** important:

1. Telling a story. You're always telling a story about a topic.
2. Understanding your audience and telling your story at the appropriate level. Technical teams want to see code snippets - CxO level executives don't!
3. Understanding your audience and addressing their interests / questions before they're answered.
 - a. The CFO wants to hear financial information
 - b. The CEO wants to know how growth and revenue will be impacted
 - c. The CIO wants to know how her budget will be impacted and how many IT resources will be needed

Typical Org Chart



Why would any of these people want to adopt Gen AI?

Instructions

1. Complete the “how people are using Gen AI” exercise
2. Be prepared to present at 8:40 pm
3. Continue reviewing your case study
4. Start crafting observations and complete the Observation Analysis sheet
5. Start working to complete the AI Maturity Assessment
6. Once item #3, #4, #5 are complete, start working on your presentation