Question 1: Write 300 - 500 words including charts and figures if any (not exceeding one page) on implementing Change Management in business to facilitate the adoption of an AI Solution. 50 pts.

According to Wikipedia, Change management is a collection of terms that includes approaches to prepare and help individuals, teams and organizations to transform from its present state to a desired future state. It includes changes in the use of resources, business processes and modes of operations. The goal of change management is to create a comprehensive plan to launch new technologies which ensure the success of the new initiatives. In the 21st century, AI solutions provide companies with higher efficiency, lower cost to deliver their services or products by identifying significant patterns in a limited period of time and better understanding the customers with data. While, sequential steps within change management are essential for business to facilitate the adoption of AI solutions.

Firstly, it is necessary to communicate with stakeholders when considering adopting AI solutions. The first thing that comes to mind is the budget. Adopting AI solutions means the company may need to give up the present mode of operations and embrace the one that may cost more. For example, the use of cloud-based software as one the most significant for companies adopting AI solutions required a high-amount of subscription fee. The potential benefits shall be carefully calculated based on the data of experience from other companies and the present mode of operations. It might not be a smart choice if the potential benefits barely exceeds the cost of embracing AI solutions. Finally, getting support from employees is another significant factor to consider. Older employees or ones losing the ability or motivation to learn new skills may strongly disagree with changing the mode of company, especially in companies with long histories. Then, the company should weigh the interests of this group of people and consider the outcomes when adopting AI solutions without the support of them.

Secondly, it might need professionals for example, consulting companies which specialize in helping companies adopt AI solutions. The specialization team will make a thorough analysis of the company and a comprehensive plan which includes the change of resources management, staff training and market targeting. Besides those refinements in the short-term, the company with this specialization team should also focus on the long-term success of this new solution.

Finally, it is also important to help every employee in the company truly understand the reason for the change in business model and how they perform to foster the benefits brought by this model.

Question 2: Write 300 - 500 words including charts and figures if any (not exceeding one page) on mapping out and describing Business Governance and Ownership in business to adopt AI solutions successfully. 50 pts.

According to the definition from Investopedia, business governance essentially involves balancing the interests of a company's many [stakeholders](https://www.investopedia.com/terms/s/stakeholder.asp), such as shareholders, senior management executives, customers, suppliers, financiers, the government, and the community.

Firstly, the shareholders and management team should always keep a open-mind. The limitations of the present modes of operations and the development ceiling should be recognized. The management team needs to learn more about how other companies adopt AI solutions which may better help it to understand the benefits brought by AI-oriented operation modes and grant its own company a smoother transformation.

Besides the open-mind, the management team should ask the opinions from employees so they can get support from them. Some positions may no longer be necessary which means employees need to be laid off or be forced to learn new skills. The sudden decision of transformation might cause dissatisfaction which might lead to the failure of adopting the new solution. So, the management should focus on lowering both the money and human cost and find the solution that meets most people’s expectations in order to keep transformation successful.

As I mentioned in the last question, the management team should consider buying the service from consulting companies which specialize in helping companies adopt AI solutions. When cooperating with the specialization team, the management team should try to be honest and clearly define their objectives, for example lower the cost or increase the revenue. During the transformation, the employees and the specialists should exchange their opinions and share the progress with each other. The company should help every employee in the company truly understand the reason for the change in business model and how they perform to adapt this transformation. Also, the management team should communicate with employees that they should treat those specialists as helpers but not their lead in order to reduce the resistance.

Finally, for the customers, a successful adoption of the new solution should not harm the interests of the customers and suppliers. The company should inform its customers and suppliers that the transformation is not aimed to abandon them but to help the company gain a competitive advantage. The implementation of an AI solution might also change the way the customers and suppliers interact with the company. Although the company should keep the changes as small as possible, a carefully designed and user-friendly guide should provided to those customers and suppliers.