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, some factors when changing management to facilitate the adoption of AI solutions should be thoroughly discussed.

The first factor needed to consider is the awareness of shareholders and decision-makers. The management team of the company should be aware of the potential advantages the AI solution could bring to the organization. After that, a clear direction and specific technologies which need to be integrated later should be settled.

The potential resistance the company would face when making the plan to adopt AI solutions is also crucial to be anticipated. It is fairly important for the company to understand the advantages of the AI solutions and clear and understandable ways to deliver those ideas to the stakeholders. Later a detailed training plan should be made to help employees who might have the experience to become professional workers and adapt in an AI-oriented environment. After the training, employees in the organization should truly understand their roles and responsibilities. The office automation system should be upgraded and a platform should be provided for employees to express their ideas and concerns. Those feedbacks should be taken into consideration by the decision-makers and some moderations of the training process can be set and more reasonable goals can be settled. A group of AI specialists should be always ready to offer help for employees when they meet obstacles.

Finally, the company should also focus on the long-term success of this new AI solution. The company should make reasonable goals and metrics for employees. A personalized monitoring system for the resistance should be designed and a positive reward system might be better to encourage employees to adopt an AI-oriented working environment. Additionally, continual refinement of the training process corresponding to the goals of the organization could foster long-term success.

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

The business governance and ownership greatly influence the successful adoption of AI solutions, while they play different roles in the process.

As the one controlling the general direction of the company, business ownership should always keep an 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. Additionally, because AI is a rapidly evolving field, business ownership should keep a long-term vision and make back-up solutions for unforeseeable issues.

Business owernship and governance should be on the same track, before business governance makes thorough plans to implement the AI solution. Additionally, the business ownership should keep monitoring the adoption process and ensure that process goes the direction as expected.

The ethics issue should be another factor for business ownership to consider. AI is always a tool for employees to use and ethical problems happen mostly related to the AI users. The training as I mentioned in the last question should incorporate ethical topics and enfored them to aovid related issue. Besides the training, the AI system could be powerful and have multiple uses. So it is necessary for the management team to personalize the employees’ access to different uses of the AI system.

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.

Among all the essential parts of business governance above, the first factor should be considered is the structure of the organization. The RACI model might be a good idea to implement when adopting AI solutions because it is crucial for employees to understand their roles and responsibilities in the organization. The clear structure of responsibility assignment can greatly avoid miscalculation and conflicts which might cost a large amount of time and money.

