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Preparing for AI: Ensuring your organization can make the most of new AI tooling.

Your Guide:

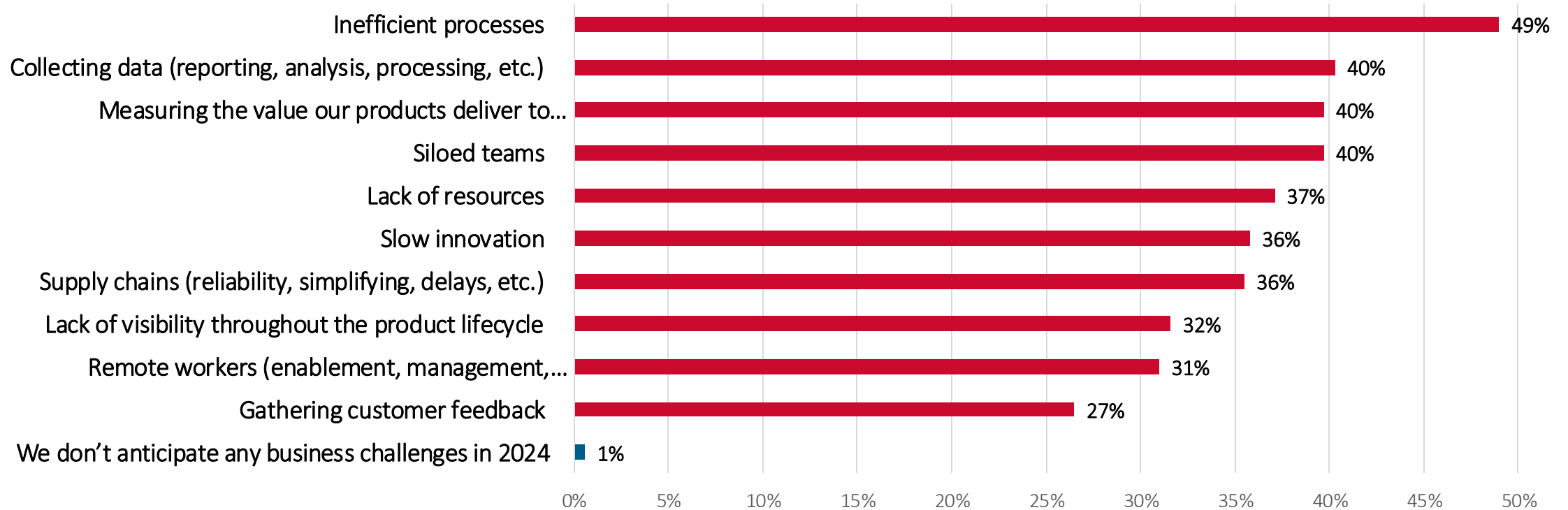
Vib Mehrotra, AI Product Manager | ValueOps® by Broadcom

Business Challenges



Top Challenges Driving Transformations in 2024

What are your company's biggest business challenges for 2024? Select all that apply.



Total Economic Impact of Transformation

- Reduce waste by seeing everything you have funded or prioritized.
- Improve efficiency by removing manual processes and overhead.
- Remove hierarchies and operate in a value stream model—move best people to highest value work.
- Reduce time spent on annual planning cycles by more than 50% and reduce custom financial reports.

12% of budget freed up by eliminating duplicate, stalled, or non-strategic projects.

65 analysts redeployed to other teams

50% Reduction in Project Manager hours spent on administrative/reporting tasks.

35% Reduction in collaboration inefficiency using ValueOps tool.

60% Reduction in management time devoted to annual planning process.

Increased visibility to reduce project waste

\$65.4M

Improved IT team efficiency

\$19.0

Aligned organizational structure

\$10.4M

Streamlined financial processes

\$4.3M

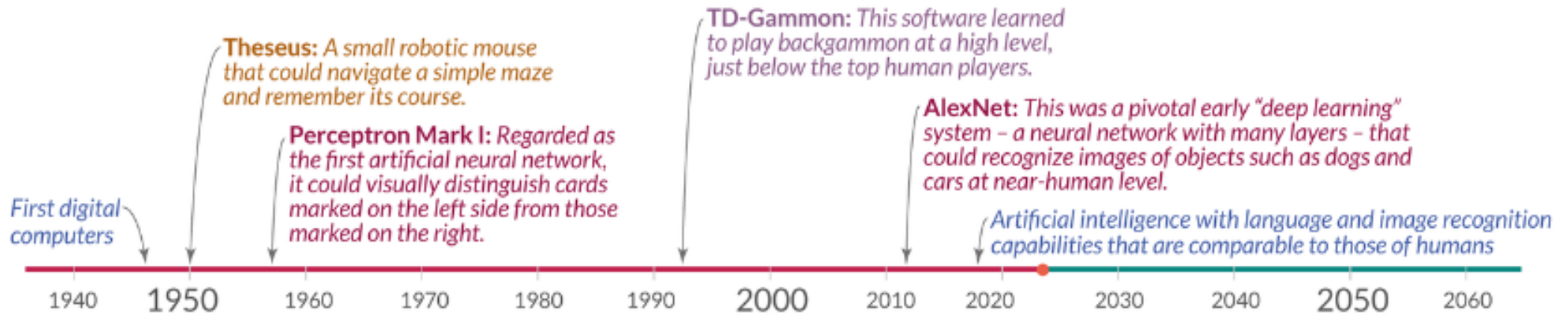
AI, Something New?

Let Rego be your guide.



History of Artificial Intelligence (AI)

A timeline of notable artificial intelligence systems



- AI is not new.
- Its existence can be dated back to 1940s.
- Artificial Intelligence (AI) is the part of computer science concerned with designing intelligent computer systems, that is, systems that exhibit characteristics we associate with intelligence in human behavior – understanding language, learning, reasoning, solving problems, and so on

Limited research in Artificial Intelligence

- **Conversational AI**

- Makes heavy use of chatbots, voice recognition and natural language processing (NLP) to interact with AI using the human voice instead of a keyboard and mouse (e.g., Amazon Alexa).

- **Robotic process automation (RPA)**

- Provides the ability to automate activities which traditionally require humans, but with greater efficiency

- **Machine learning (ML)**

- Reducing the amount of time or eliminating the need to interact with, updating, sharing of information maintained in many tools.

Historical conservative initiatives by our Customers

- **Airline**

- Conversational AI in the form of chatbot to help with timely population of timesheets, and RPA around project stage-gates

- **Insurance**

- Conversational AI to automate Clarity functionality

- **Consumer Goods**

- RPA around project creation

- **Communication**

- Built a chatbot that is integrated with Clarity DWH to display project data, such as status, and financials.

So what's new?

Conversational
Generative AI in the
hands of consumers.

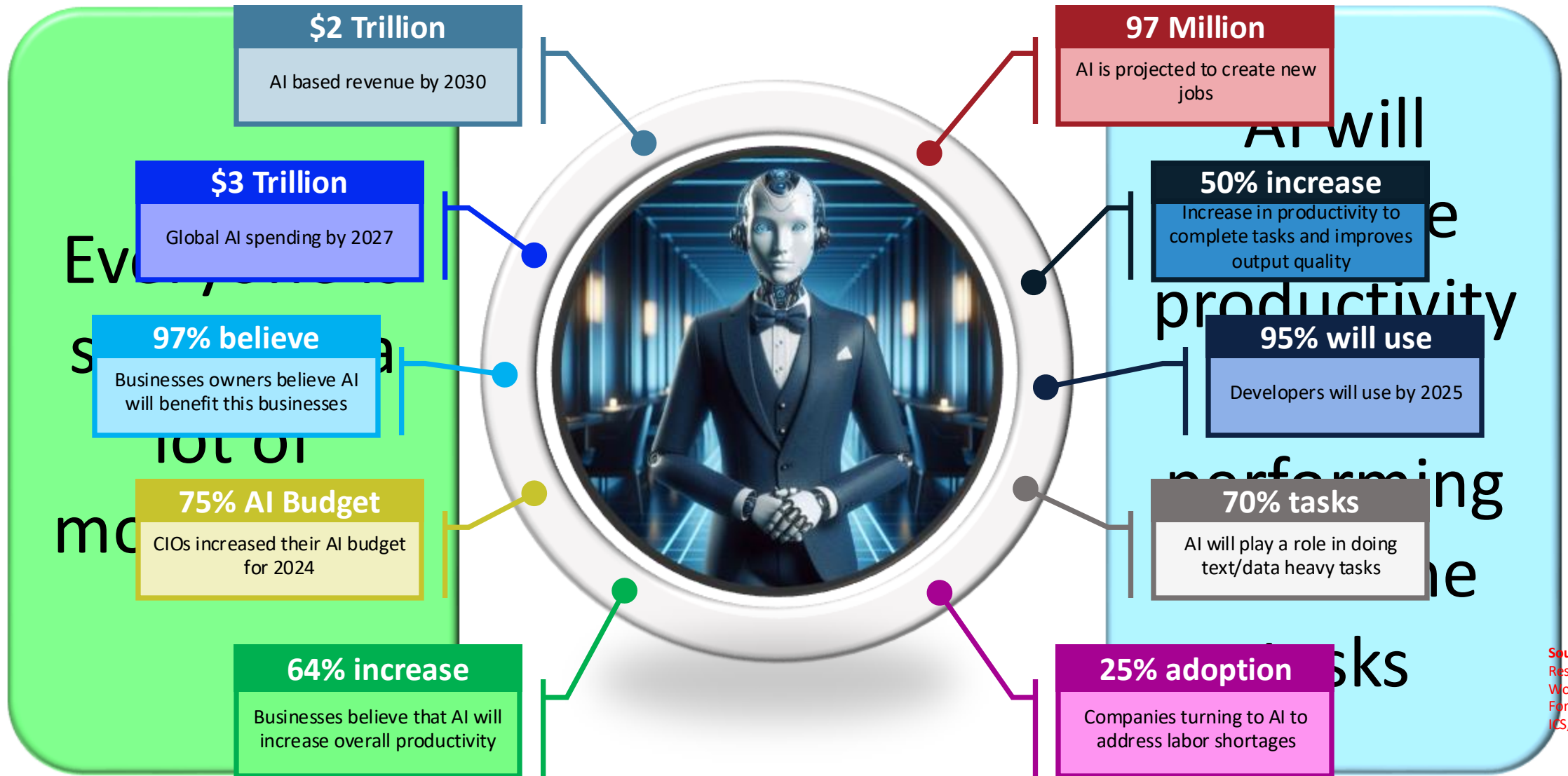
Google's AI initiative started with
Bard to Gemini. Now Gemini is being
rolled out in Android devices

Microsoft partnerships with OpenAI
to bring ChatGPT in all of MS Office
and Edge product as Copilot.

ChatGPT introduced to public and
revolutionized the concept of AI and
its benefits.



Where industry is going

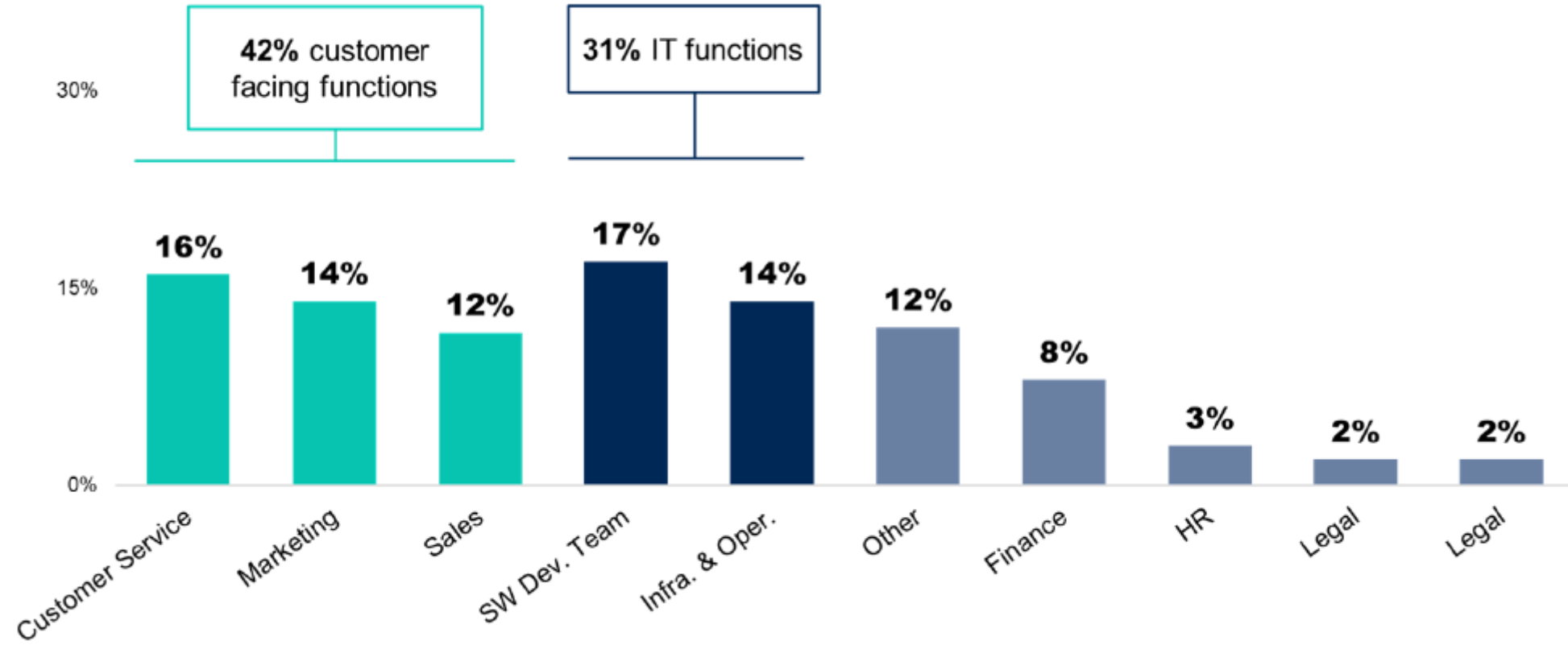


Sources:
Research by Stanford,
World Economic Forum,
Forbes, IBM, Gartner,
ICS, and TechRepublic.

“Platform shifts are underway to an AI–native era. Every layer in the stack is changing to enable AI first strategies.” [Gartner]

AI Investments by Business

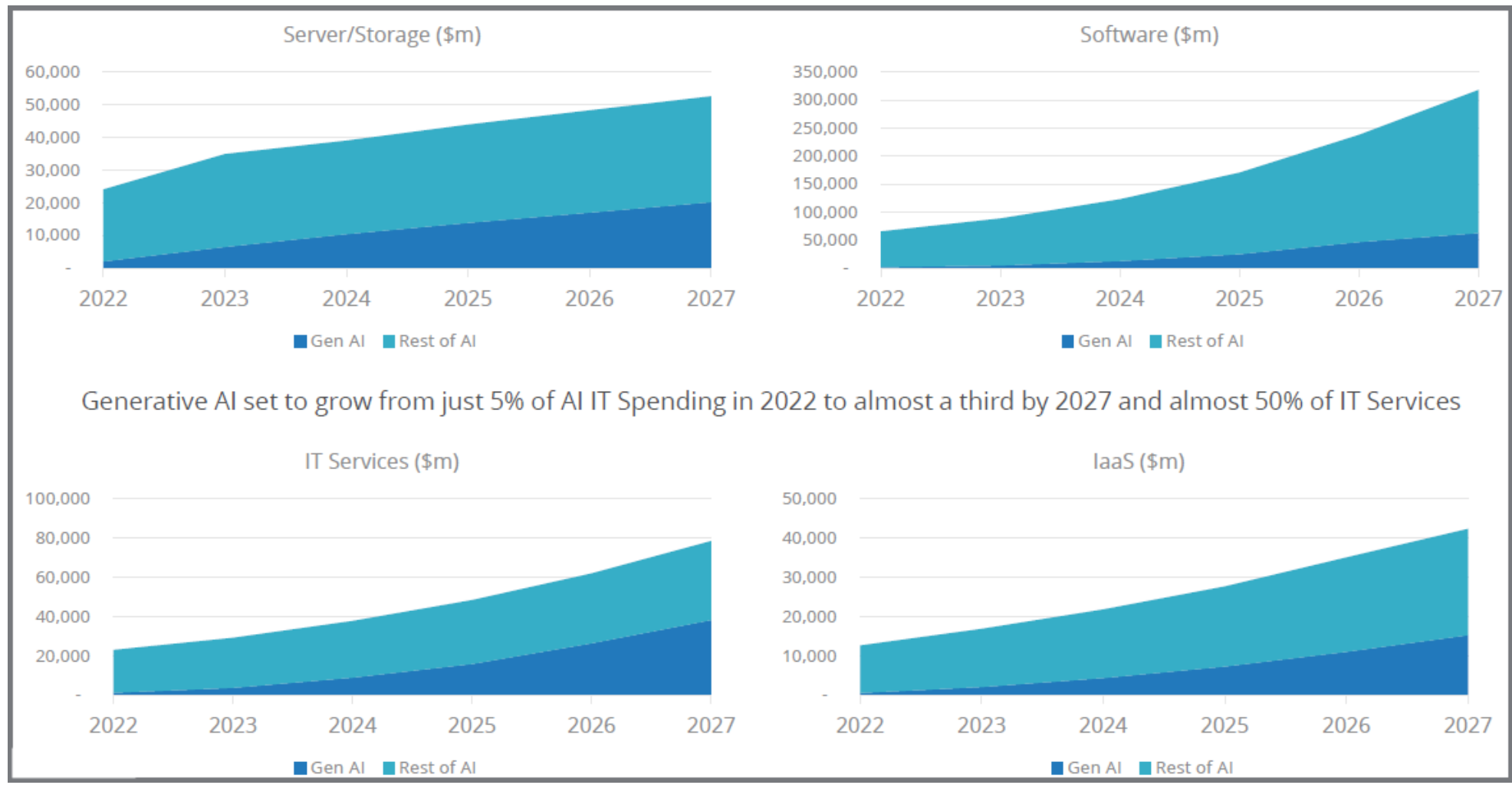
Percentage of respondents



Source: Gartner's Generative AI Realities: Measuring and Quantifying Business Results January 2024

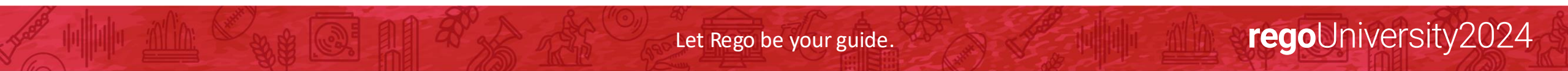


Gen AI IT Spending



Generative AI set to grow from just 5% of AI IT Spending in 2022 to almost a third by 2027 and almost 50% of IT Services

Source: IDC Worldwide AI and Generative AI Spending Guide, February 2024

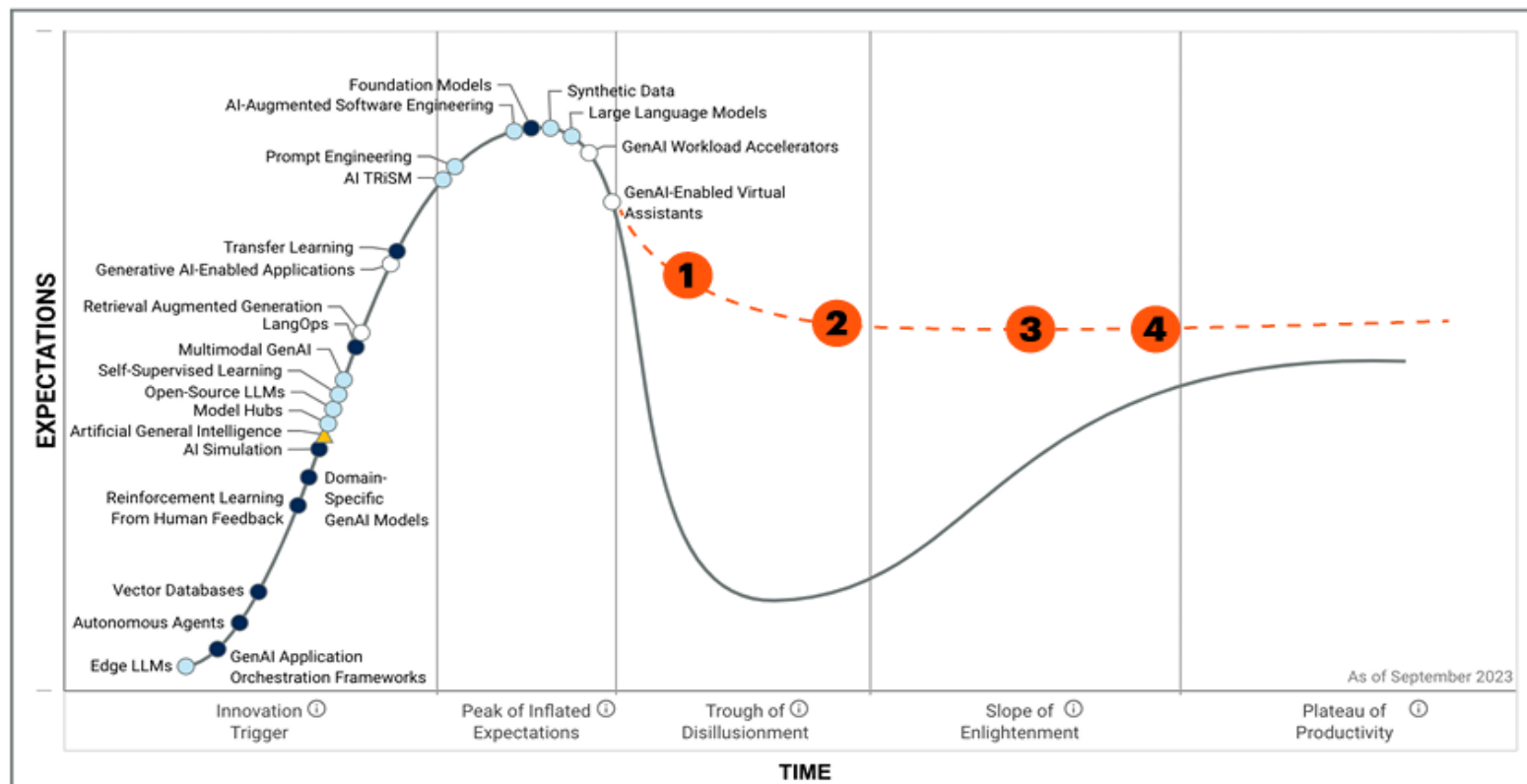


Is it really that simple?

Let Rego be your guide.



Chasm of Disillusionment



Crossing the Chasm of Disillusionment

- 1** Investment approaches that recognize customers working with limited levels of data quality and consistency
- 2** A business-oriented way of thinking about GenAI beyond automation or productivity
- 3** Creating new ecosystems supporting the cost of inference
- 4** Data transformation solutions and services to address the structural data challenge

Source: Gartner 804791_C

Challenges with deploying AI: Risks

Regulatory

- Legal
- Compliance Policies
- Privacy Laws
- Intellectual Property

Trust

- Human thought
- Data Sources
- Data Hacks
- Hallucinations

Competency

- Skills
- Internal resistances

Challenges with deploying AI: Its not easy

- **Unclear business objectives**

- AI is great at finding trends, identifying patterns, and providing predictions for well-formulated problems, but it fails to understand context, practice emotional intelligence, and exercise moral or ethical judgment. According to Gartner, 49% of leaders highly involved in AI report that their organizations struggle to estimate and demonstrate the value of AI

- **Poor data quality**

- Lack of understanding on what is needed for actual AI. You cannot just throw your existing data and ask for answers. Remember GIGO (Garbage In Garbage Out)

- **Lack of collaboration between teams**

- Pactera Technologies reported 77% of those surveyed said they face barriers to entry from senior management not seeing value or wanting to make the investment in the emerging technology.

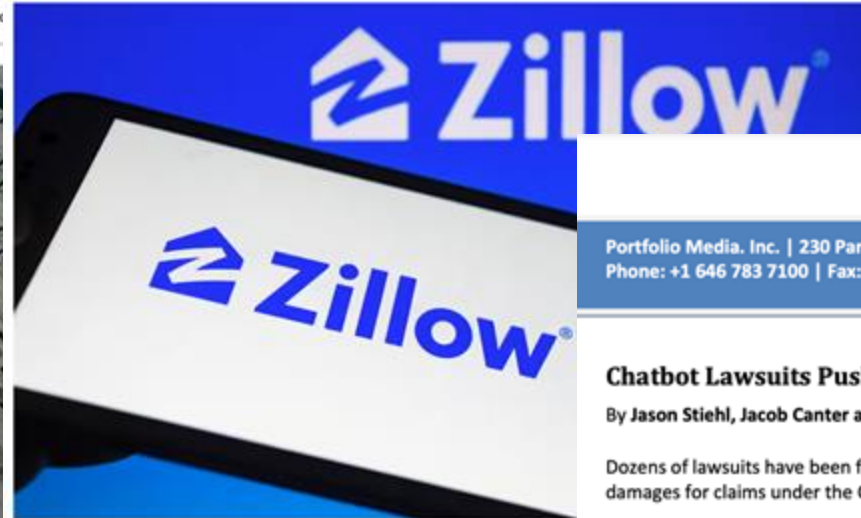


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AI usage can go wrong

The \$300m flip flop: how real-estate site Zillow's side hustle went badly wrong

Zillow reportedly has about 7,000 homes that it now needs to unload - many for prices lower than it originally paid



Zillow announced that its home-buying division, Offers, has 18 months. Photograph: André M Chang/Zuma Press Wire/Rex/Shutterstock

AI chatbot invented case citation

By Sara Merken

January 30, 2024 12:42 PM PST - Updated a month ago



The Thurgood Marshall courthouse is pictured in New York, New York, U.S., March 25, 2019. REUTERS/Carlo Allegri
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Air Canada ordered to pay customer who was misled by airline's chatbot

Company claimed its chatbot 'was responsible for its own actions' when giving wrong information about bereavement fare



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Chatbot Lawsuits Push Calif. Courts To Rethink Wiretap Law

By Jason Stiehl, Jacob Canter and Kari Ferver (September 11, 2023, 1:55 PM EDT)

Dozens of lawsuits have been filed in California state and federal courts seeking damages for claims under the California Invasion of Privacy Act.

These complaints all allege very similar facts: that the defendant website owner illegally eavesdrops or allows a vendor to illegally eavesdrop on website chatbot conversations.

And these complaints do not just seek substantial damages from the defendants. Rather, they seek to expand the scope of California's traditional wiretap law.

If successful, they have the potential to reshape how website operators need to balance their use of common marketing technology with adding detailed disclosures to their public-facing website interfaces.

In the last few weeks, four courts have resolved early efforts to dismiss these complaints. Two were granted and two denied.



Jason Stiehl



How to get ready?

Let Rego be your guide.



Where to start

- **Ask** AI for specific information.



- Have AI **Act** on your behalf



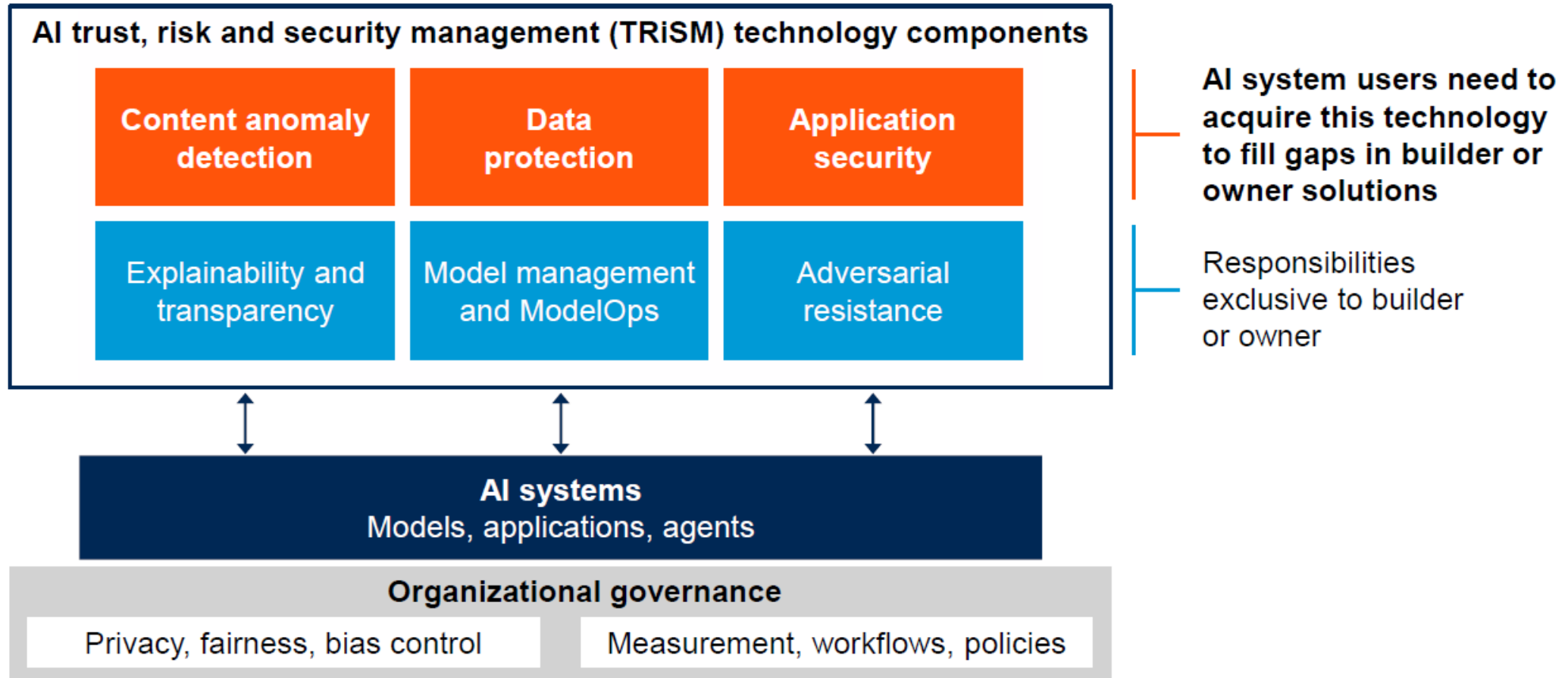
- Let AI **Advice** you on what you need.



Ground Clearance

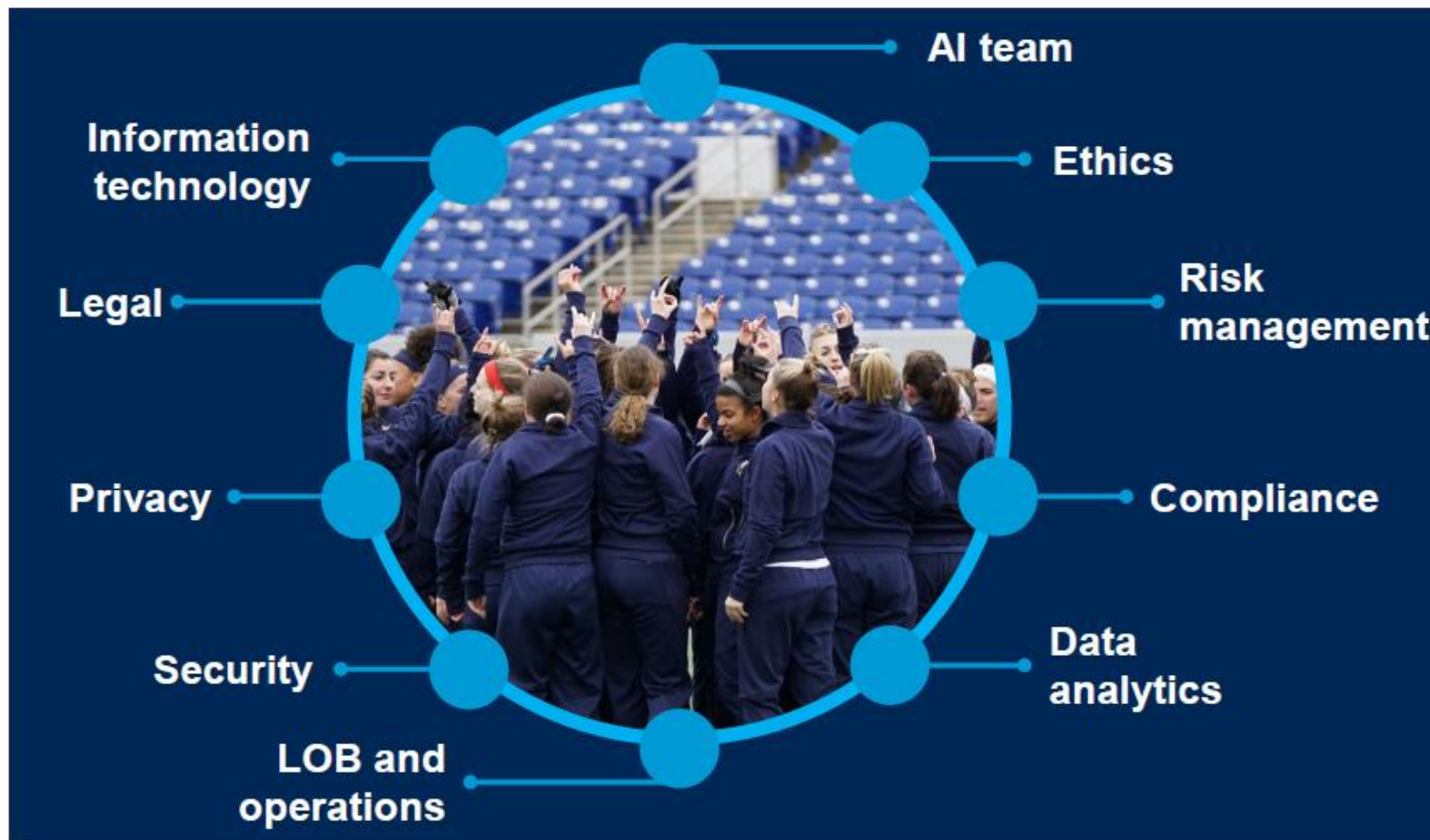
- Range of leaders from Agile Leaders to Reluctant Followers.
- More than half of leaders are in the reluctant category.
- Wide chasms are forming between groups.
- The confident group ebbs and flows spend; the non-confident group keeps on old paths.
- Uncertainty prevents legal and compliance clearance.





Source: Gartner's How to Effectively Manage AI Risks

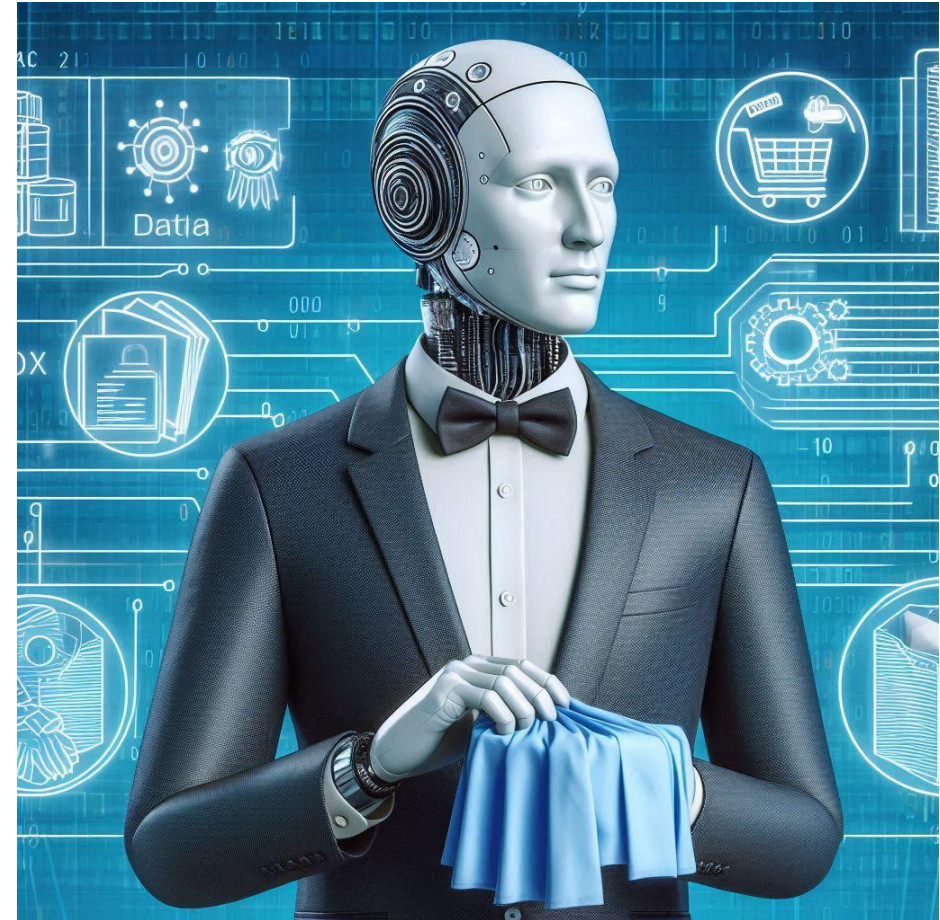
Accountability on everyone



The successful integration of AI into the corporate world hinges on proactive policies, collaboration across teams, and comprehensive education programs.

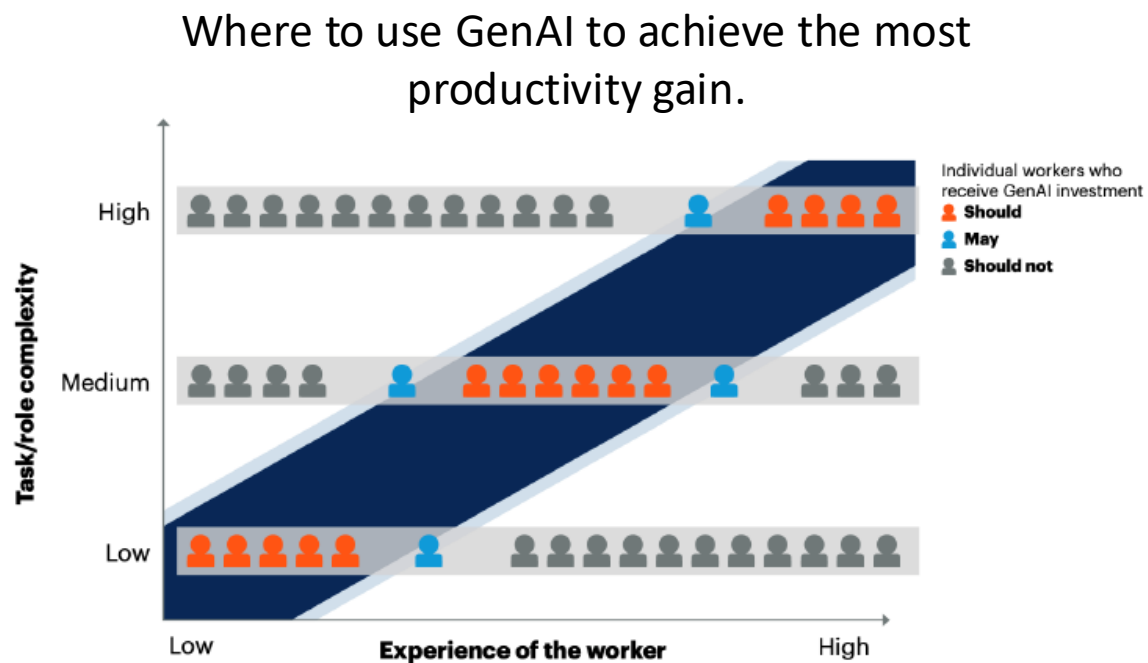
Data Hygiene

- Garbage In Garbage Out
- Remove any duplicate or test data to prevent from skewing the results.
- Identify what data is of relevance versus trying to include all data points.
- Develop a strategy that fits your AI's needs, whether it's using statistical imputation to fill in missing values or taking algorithmic approaches that adapt to gaps in data.
- AI would be only as good as the data you feed it.



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Target productivity gains

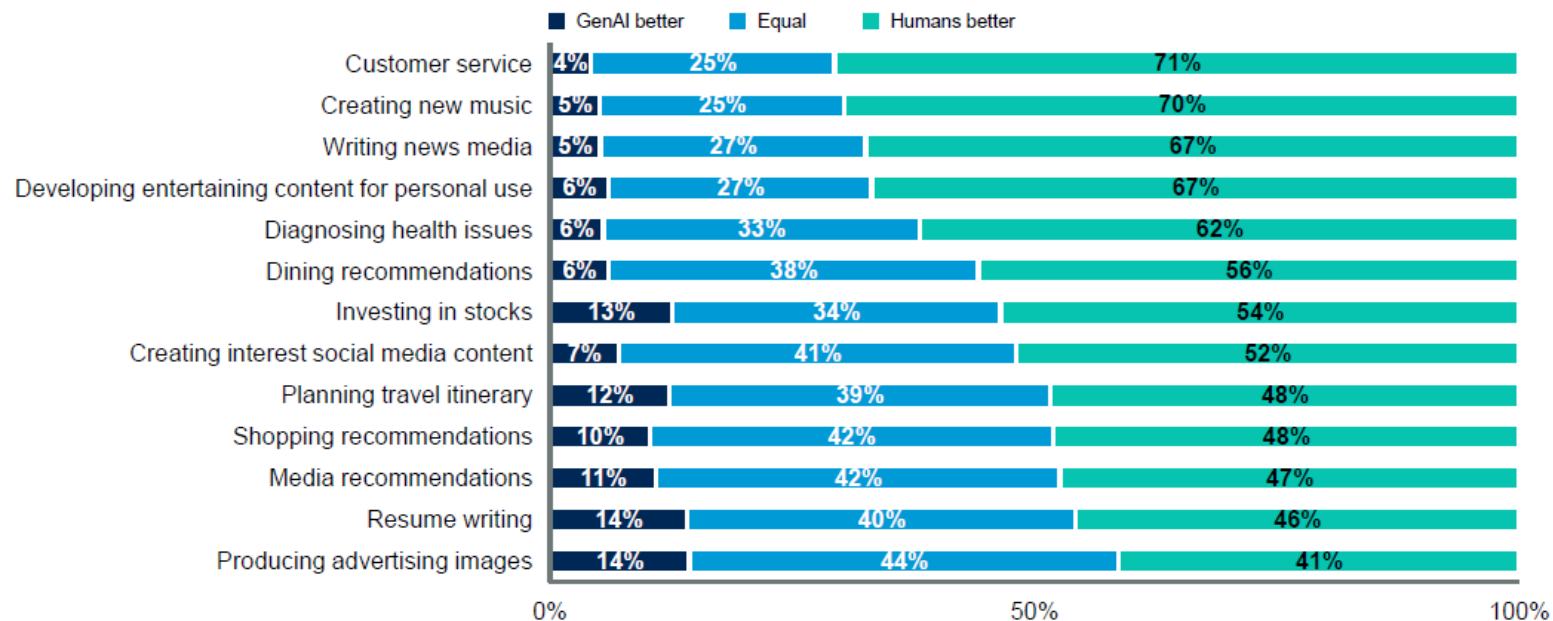


Source: Gartner 81295_C

- AI is not for everyone.
- User productivity improvements depends on the user experience and complexity levels.
- Productivity is about reducing cost and increasing revenue.
- Productivity gain in the area of:
 - Speed of delivering a task.
 - Prioritization to complete the highest value task first.
 - Improved planning to complete tasks in critical path first.
 - Improve the quality of the delivery.

Human Factor

- Instead of what AI can do for us to what AI can be for us.
- AI as a assistant or agent instead of decision maker
- AI does not have empathy



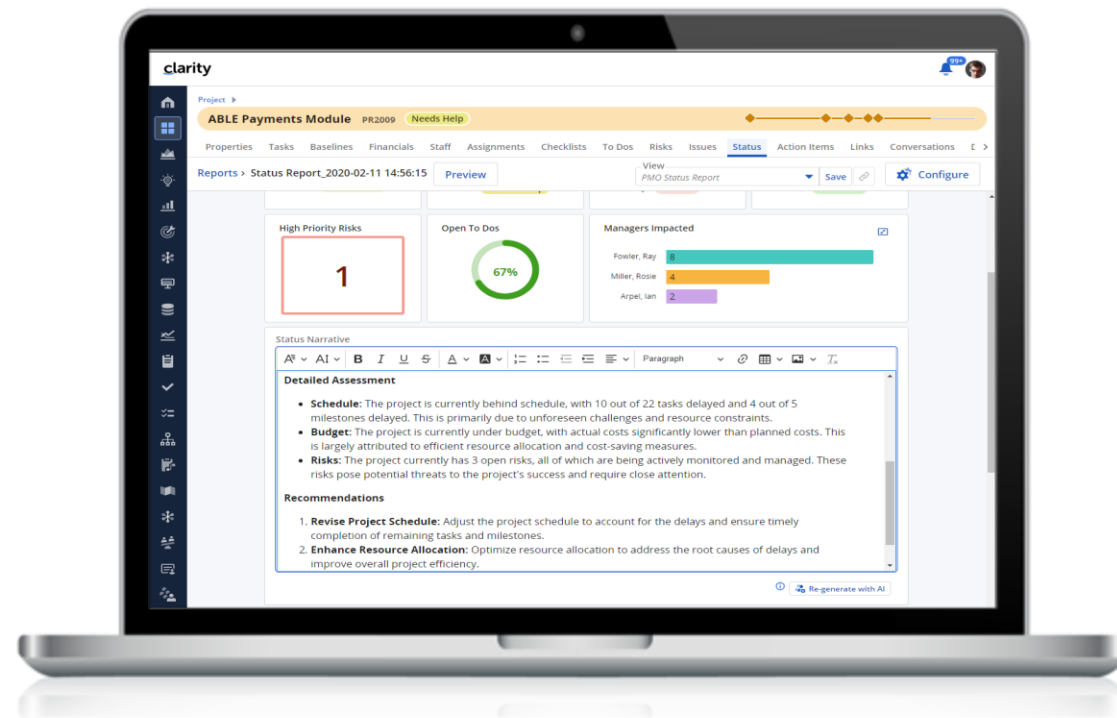
Source: Gartner

Not ready for Predictive

- Getting to predictive analytics is not a trivial task and data quality represents the biggest barrier.
- In our discussions, customers largely agree that their own data is too “dirty” for doing any model building or predictions. This means in order for us to provide a solution for the future, we’ll need to find a solution that can improve data quality without disrupting or changing existing core product components.
- The more data we capture, including historical, would allow us to make better and accurate predictions.

Prepare for AI in Clarity

- Our current plans are to continue to focus on GenAI capability within Clarity to help improve productivity.
- We are reaching on the right mechanism to provide Predictability AI capability, such as investment success factor, or best resource allocation, etc..
- To prepare for it, ask the following questions:
 - Do you have the good quality data in Clarity
 - Do you have the data elements needed for AI
 - What does success mean vs failure
 - What does good resource mean vs other.
 - What is the right resource, is it their skills/availability/experience do you track that in Clarity
 - Do you have enough data in Clarity.



Where to go from here?

- ❑ Identify the largest potential gains by identifying the most human labor-intensive tasks/roles in your organization.
- ❑ Define use cases keeping user experience vs task complexity in mind.
 - ❑ Talk to us about your use cases and scenario around GenAI.
- ❑ Start cleaning/building data for AI.
- ❑ Plan for ground clearance.
 - ❑ Involve legal and compliance early and often.
 - ❑ Define productivity gain with AI to get executive buy in.
- ❑ Remind everyone that it's a team effort

Summary

- GenAI is here and if you are not doing something about it then you are already behind.
- No new budget for AI, but funds will be allocated from something else into AI.
- Successful value creation with AI requires more than technology. A lack of the right investments in data, change management, AI literacy, risk mitigation, trust and governance represents a significant obstacle to AI success and value realization.
- Focus on productivity gains instead of predictions.
 - Predictive AI is still in early stages and we do not have the clean data to make good predictions.
- Clarity is heavily invested in AI and we will bring functionalities each release.

Questions?





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Rego is excited to introduce our **new certification programs**, designed to enhance your expertise in Clarity administration, leadership, and technical skills. These certifications provide hands-on experience and knowledge to excel in your career.



Certification Requirements:

✓ **Completion:** 12 units per certification track

✓ **Eligibility:** Open to all Rego University attendees



Important Reminder:

To have your certification **credits tracked**, ensure you **complete the class surveys in the app** after each session. This step is critical for certification progress.

Surveys

Please take a few moments to fill out the class survey.
Your feedback is extremely important for future events.



Thank You For Attending Rego University

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- Click on **Visit CCR's** button under the **Report PDU's**
- Click on **Report PDU's**
- Click on **Course or Training**
- Class Provider = **Rego Consulting**
- Class Name = **regoUniversity**
- Course **Description**
- Date Started = **Today's Date**
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