ASPIRE
LEADERS
SUMMIT
2023

Automation & AI 101
Expectations vs Reality

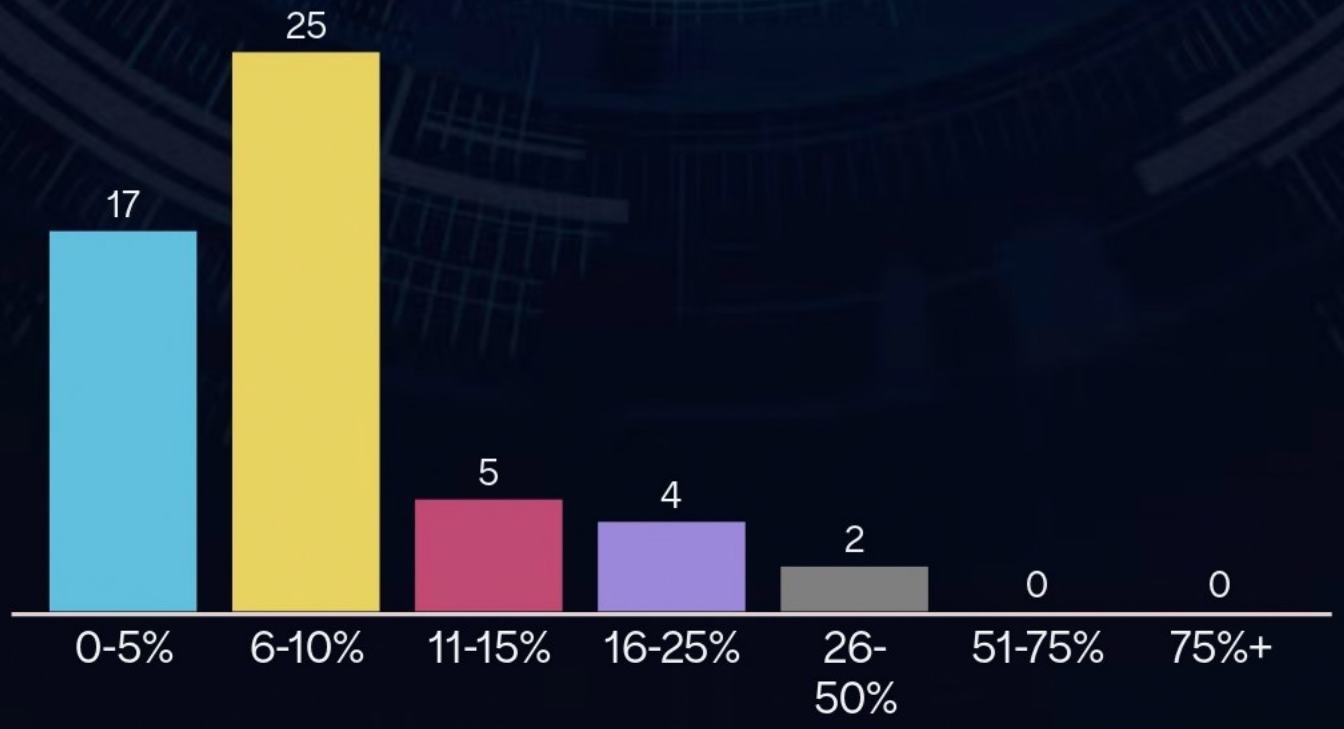
Sławek Kumka
Managing Director of
IBM Software Lab

Michał Bielawski
Managing Partner,
Adaptive Services Advisory Group

Michał Kasprzyk
Country Manager,
Alcon

Session in partnership with ADAPTIVE
SOLUTIONS AND ADVISORY GROUP

What will be the overall job loss impact in the next 5 years on the GBS sector?



3
53

80

33

54

72

80 **% of Executives Think Automation Can Be Applied to Any Business Decision**

33 % of organisations are applying AI

54 **% of AI projects make it from pilot to production.**

72 **%of executives reporting that they have the AI talent they need.**

Artificial Intelligence (AI)

Human intelligence exhibited by machines.

Learning, reasoning, perception, and problem-solving.

Machine Learning (ML)

Utilizing historical data.

Discovering patterns and generating appropriate output data.

Deep Learning (DL)

Machine learning techniques mimicking the function of the human brain.

Advanced applications, such as image and speech recognition.

Foundation Model

Generative AI systems

Generating sequences of related data elements (e.g., like sentences).

1950's

1980's

2010's

2020's

Robotic process automation (RPA)

Intelligent automation technologies to perform repetitive office tasks of human

Artificial Intelligence (AI)

Human intelligence exhibited by machines.

Learning, reasoning, perception, and problem-solving.

Machine Learning (ML)

Utilizing historical data.

Discovering patterns and generating appropriate output data.

Deep Learning (DL)

Machine learning techniques mimicking the function of the human brain.

Advanced applications, such as image and speech recognition.

Foundation Model

Generative AI systems

Generating sequences of related data elements (e.g., like sentences).

1950's

1980's

2010's

2020's

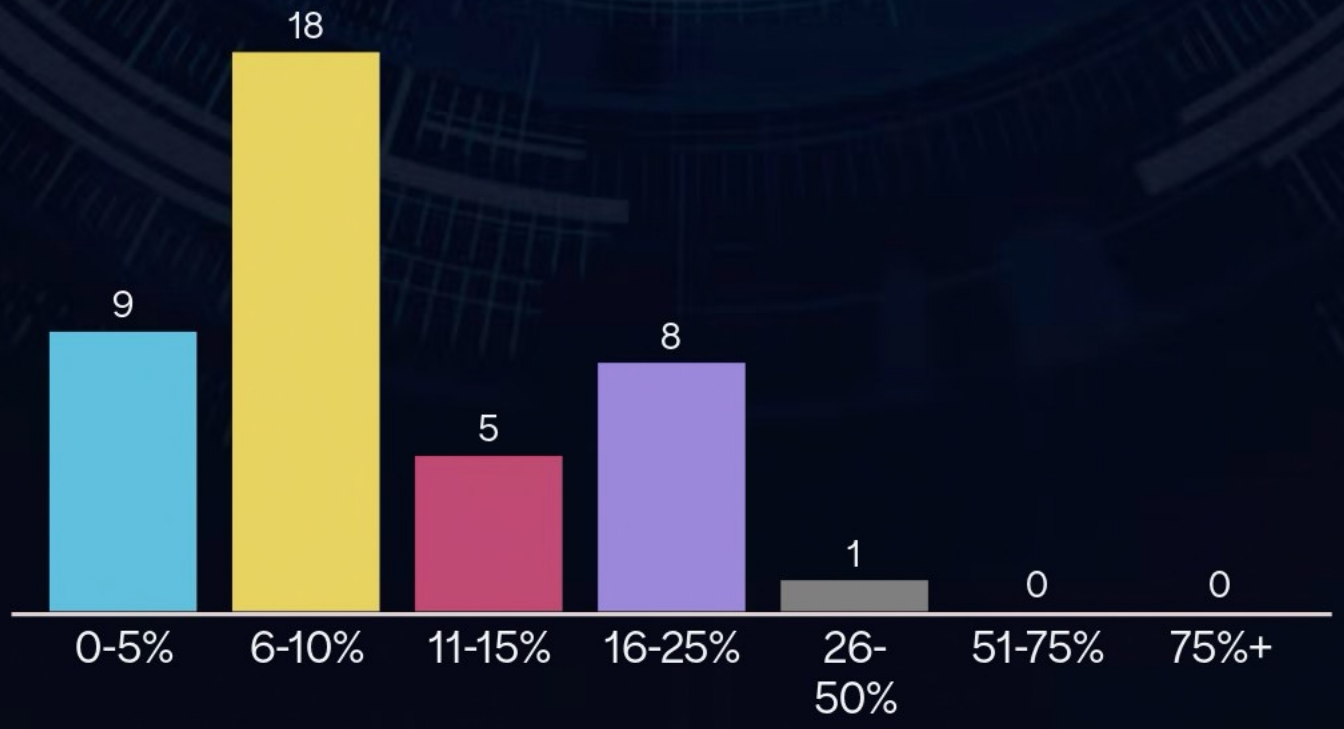
Quantum Computing

Systems using Quantim mechanics

Robotic process automation (RPA)

Intelligent automation technologies to perform repetitive office tasks of human

What will be the overall job loss impact in the next 5 years on the GBS sector?



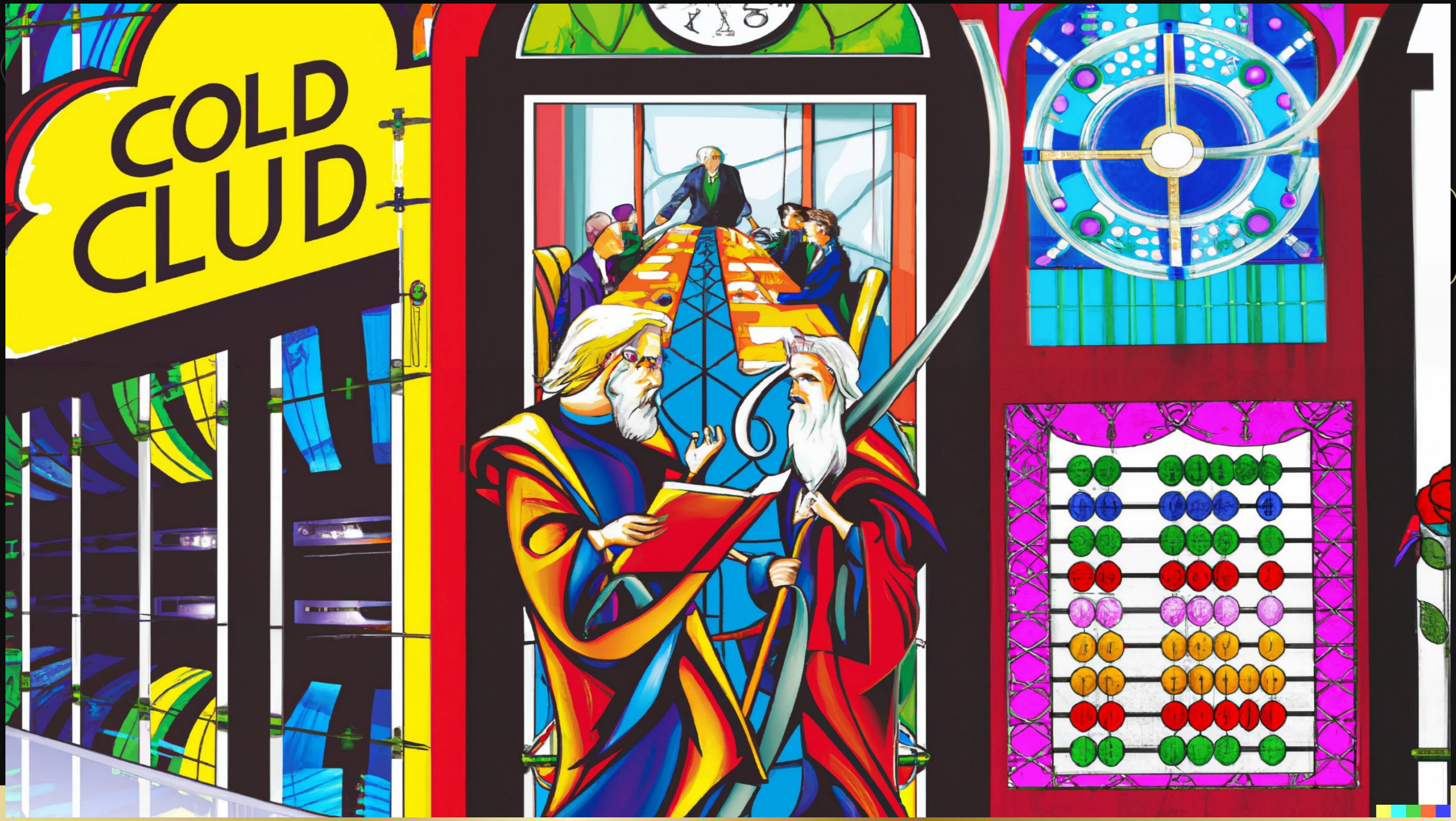
2
41

85

35

8

2030.


COLD
CLUD

ADAPTIVE

SOLUTIONS & ADVISORY GROUP

MAIN REASONS WE USE WITH GEN-AI

TO HAVE FUN

TO GET INSPIRED

TO GET HELP

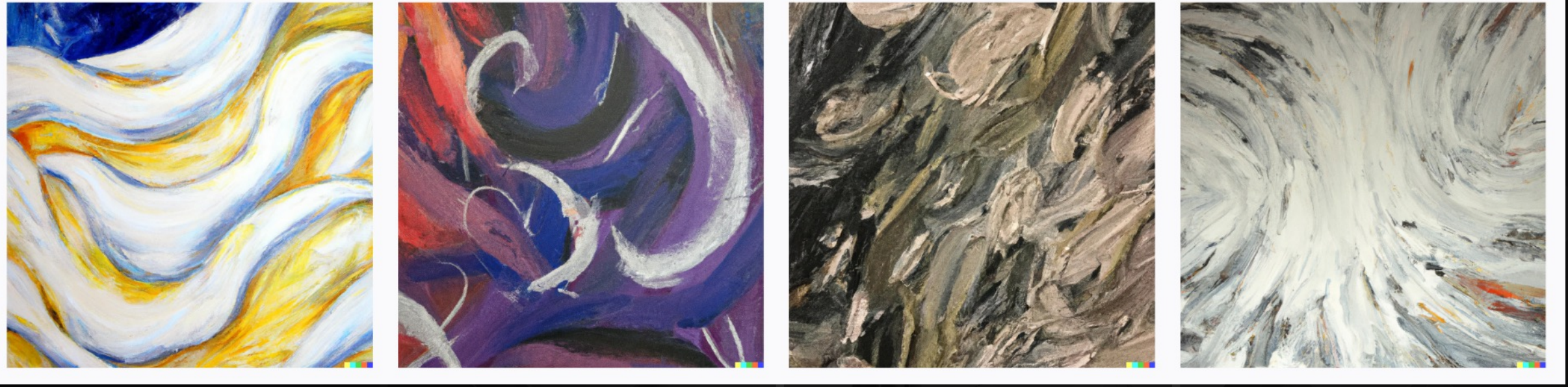
TO GET THINGS DONE

“a baroque painting about artificial intelligence robot” https://labs.openai.com/

Map building	Help Desk	Knowledge Management	Assistant
Running interviews	Payslips	Building SOP	Writing e-mails
Collecting data	Vacations available	Reassuring consistency	Changing tone to less/more official
Assuring completeness	Computer problems	Checking completeness	Giving shapes to thoughts
Collecting feedback	SAP transaction		
	SOP Steps		

“Michelangelo's sculpture of David wearing headset helpdesk” labs.openai.com

OIL PAINTING OF PROCESS FLOW



https://labs.openai.com/e/9rSXY8tz6ZEmO2PP08v2TL6L

OIL PAINTING OF BUSINESS PROCESS FLOW

https://labs.openai.com/e/shr6Mlxc6948oGO7ZVfzEzaT

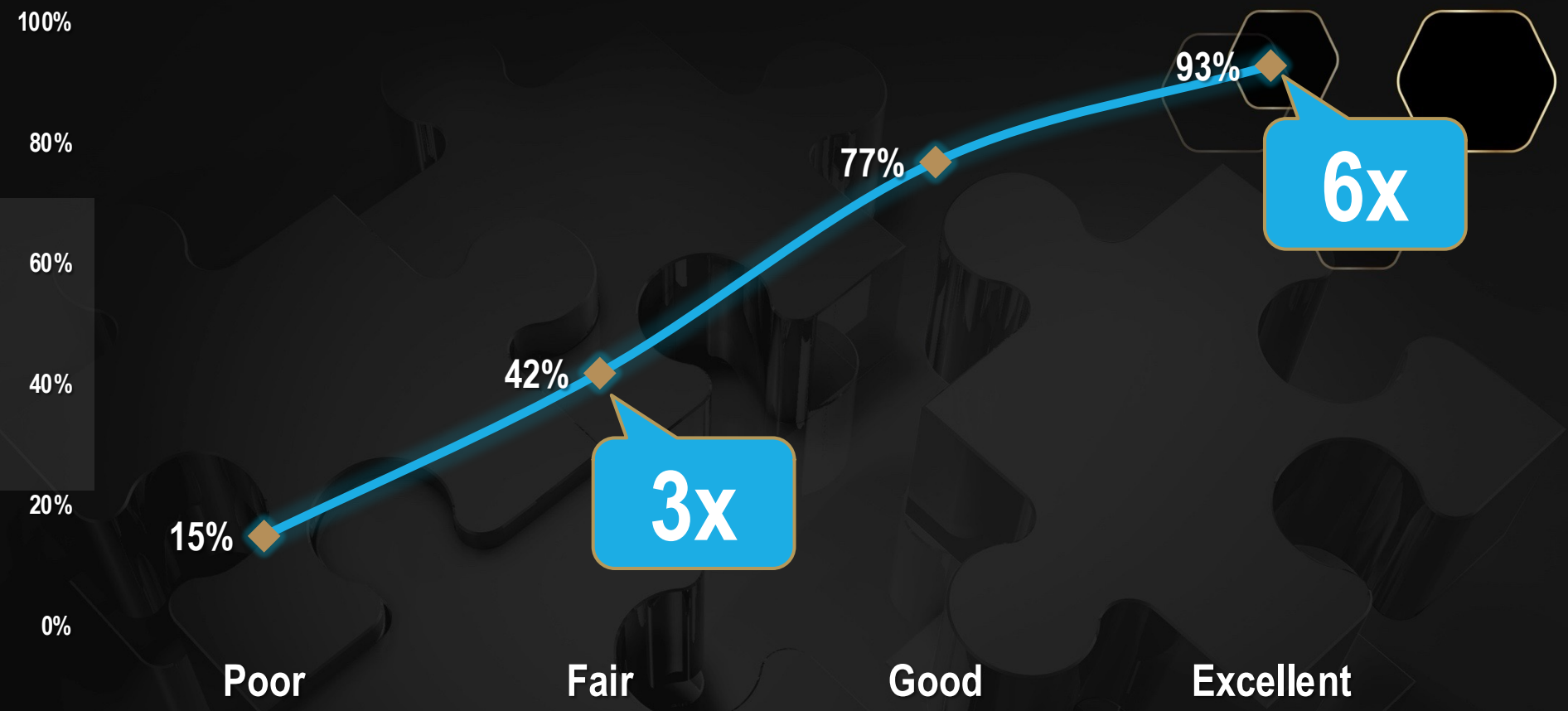
LIMITATIONS

Inconsistency – each time different answer
Uncertainty – a need to re-check the solution
Inflexibility – low response on rare cases
Explicit – responses narrowed to written / digitalised knowledge
Inaccuracy – errors get multiplied very easy

“oil painting of neanderthals with laptop ” https://labs.openai.com/

CHANGE MANAGEMENT – WHY IT IS IMPORTANT?

The more effective change management applied by an organisation, the higher probability to meet or exceed objectives



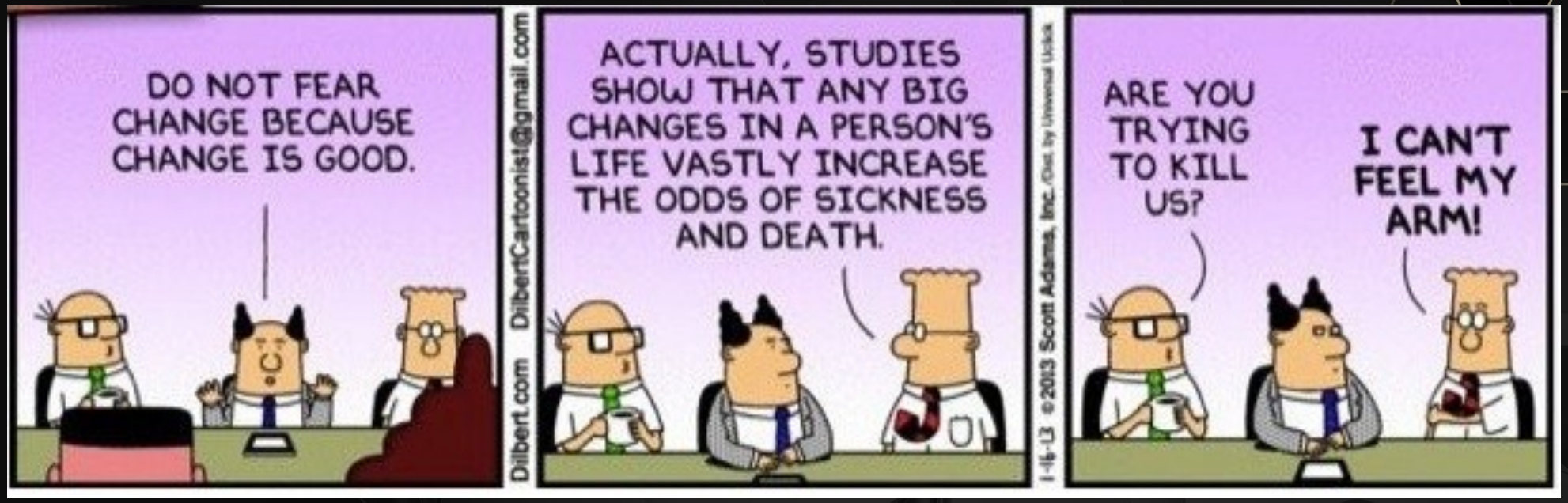
Source: „The Correlation Between Change Management and Project Success" by Tim Creasey, PROSCI Inc.

STRATEGIC CHANGE MANAGEMENT APPROACH

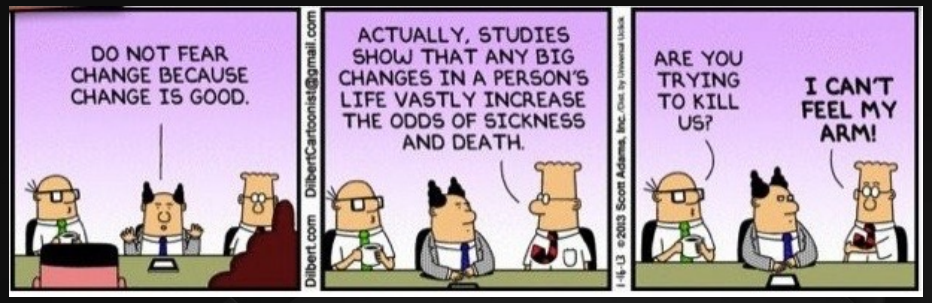
1) STRATEGIC COMMUNICATION
2) TRANSFORMATION PROJECTS (INC. TRANSITION)
3) SYSTEM OR TOOL IMPLEMENTATIONS

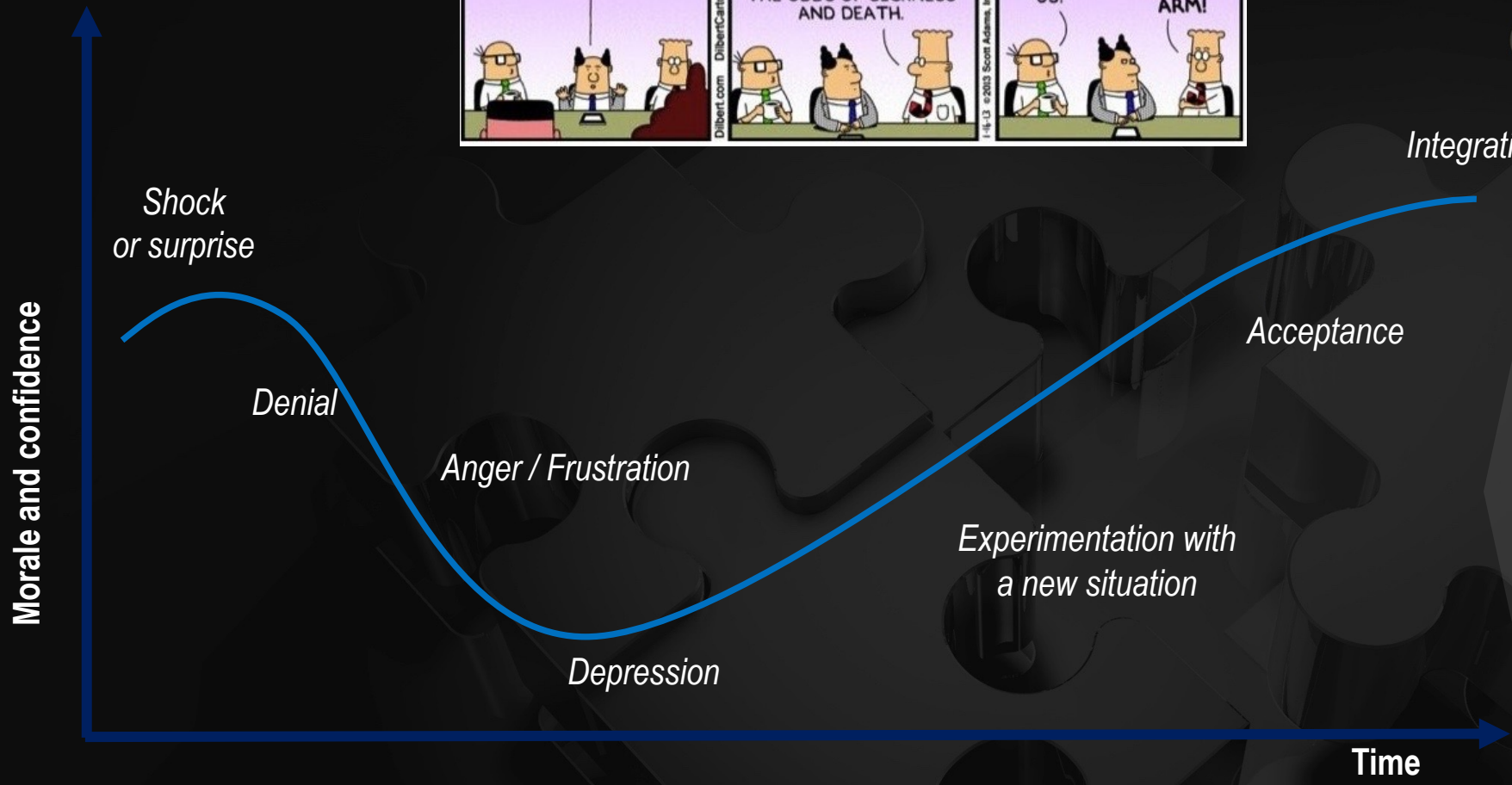
“financial process map in antique oil painting” https://labs.openai.com/

CHANGE IS GOOD



AT THE END OF THE CURVE, CHANGE IS GOOD





The Change Curve: typical emotional journey through change

(by Elizabeth Kubler–Ross)

AT THE END OF THE CURVE, CHANGE IS GOOD

Goal — Discussing and setting clear, SMART and common and ultimate goal of the change

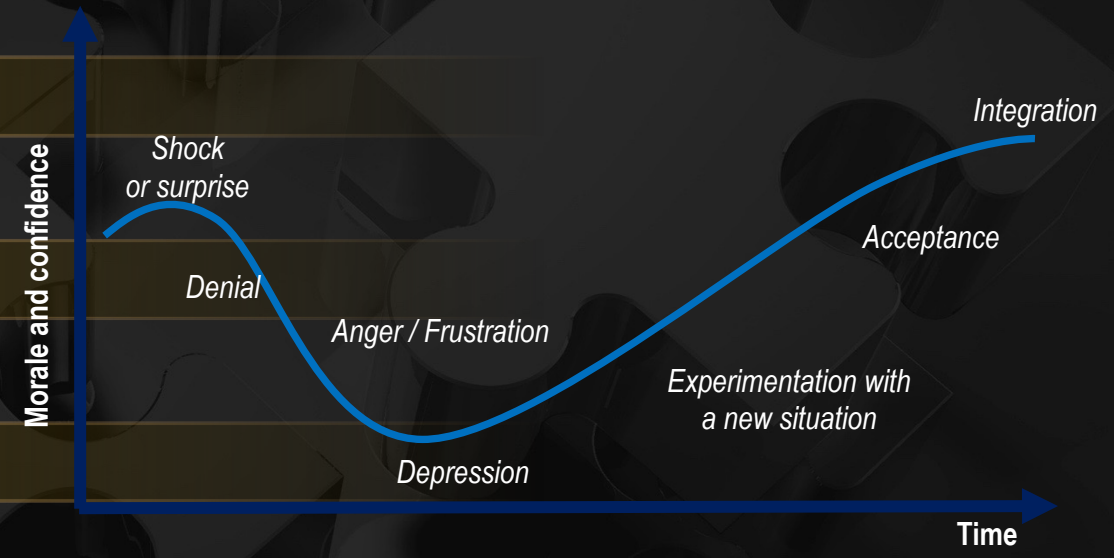
Communication — Stakeholders map, Communication plan, language alignment

Competences — Competence map, Training scheme, Knowledge Management

Tools — Selection of best suitable tools

Motivation — Keeping a pulse on the motivation towards change

Action Plan — Clear and detailed plan of actions and responsibilities



5 TIPS FOR MANAGING CHANGE EFFECTIVELY

1. Understand the Process of Change

No two change initiatives are the same. But the vast majority of those that are successful follow the steps of the change management process.

2. Understand the Forces of Change

Without this understanding, it can be difficult to effectively address the underlying causes that have necessitated change, hampering your ability to succeed

3.Create a Plan

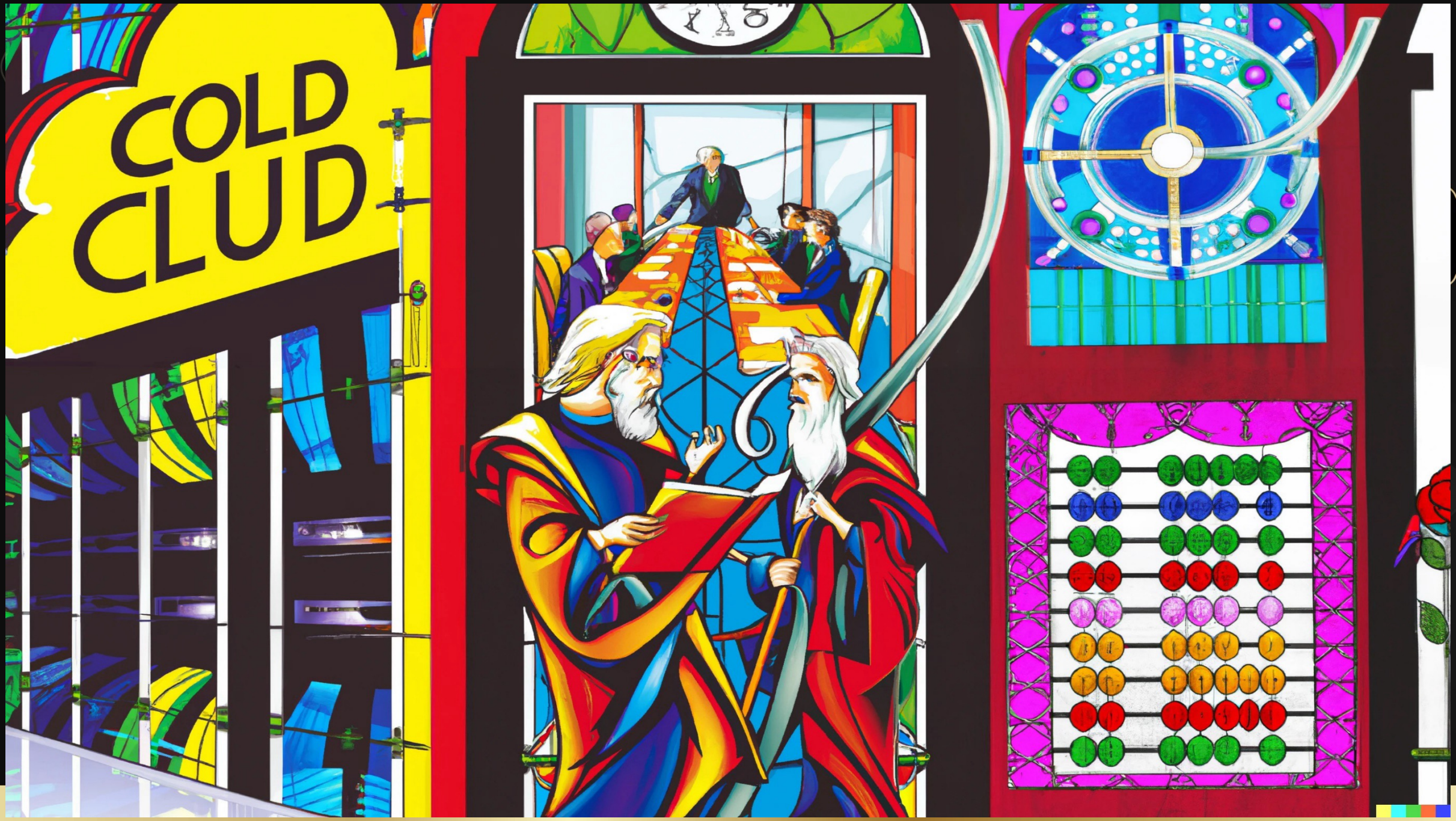
Without a detailed plan and defined strategy, it can be difficult to usher a change initiative through to completion

4. Communicate

Successful change management requires effective communication with both your team members and key stakeholders. Designing a communication strategy that acknowledges this reality is critical

5.Prepare for Roadblocks

While it is impossible to predict everything that might potentially go wrong with a project, taking the time to anticipate potential barriers and devise mitigation strategies before you get started is generally a good idea


COLD
CLUD

The global generative AI market is approaching an inflection point, with a valuation of USD 8 billion and an estimated CAGR of 35% by 2030. With more than 85 million jobs expected to go unfilled by that time, creating more intelligent operations with AI and automation is required to deliver the efficiency, effectiveness and experiences that business leaders and stakeholders expect.

*Rapport Kong Ferry - **FUTURE OF WORK - THE GLOBAL TALENT CRUNCH***