Your Speakers Today

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The AI Frenzy

Forbes

Goldman Sachs Predicts 300 Million Jobs Will Be Lost Or Degraded By Artificial Intelligence

...lives up to its hype, the workforce in the United States and Europe will ...oldman Sachs reported this week in a...

Washington Post

ChatGPT took their jobs. Now they're dog walkers and HVAC techs.

Meet the people who have already lost their jobs to AI.

Computerworld

AI-skills job postings jump 450%; here's what companies want

Job listings that include AI-based skills are growing rapidly as organizations look to create new efficiencies internally and for clients.
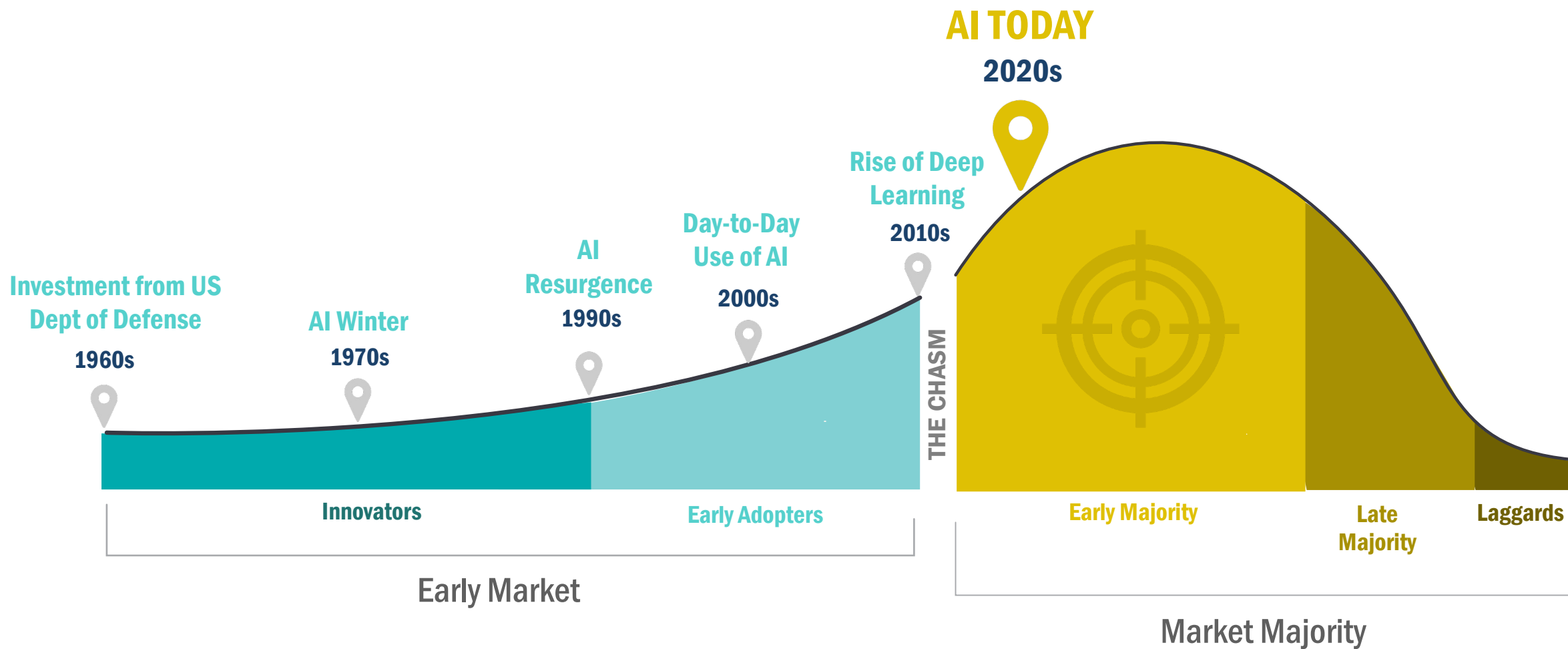
Business Insider

Gen Z workers using AI to boost company productivity, exec says

Derrick Hatha...
using AI to im...

Vox

AI jobs: No one knows what a head of AI does, but it's the hottest new job

If AI is coming for our jobs, many Americans are hoping to get out in front of it. Regular people are using AI at work, and tech workers are...

VentureBeat

Google, Microsoft and Meta each said 'AI' nearly 50 times on earnings calls. Here's why we should all care

In earnings results this week, Alphabet, Microsoft and Meta all announced revenue boosts and put their AI priorities front-and-center.

Apr 27, 2023

The Verge

Hollywood studios proposed AI contract that would give them likeness rights 'for the rest of eternity'
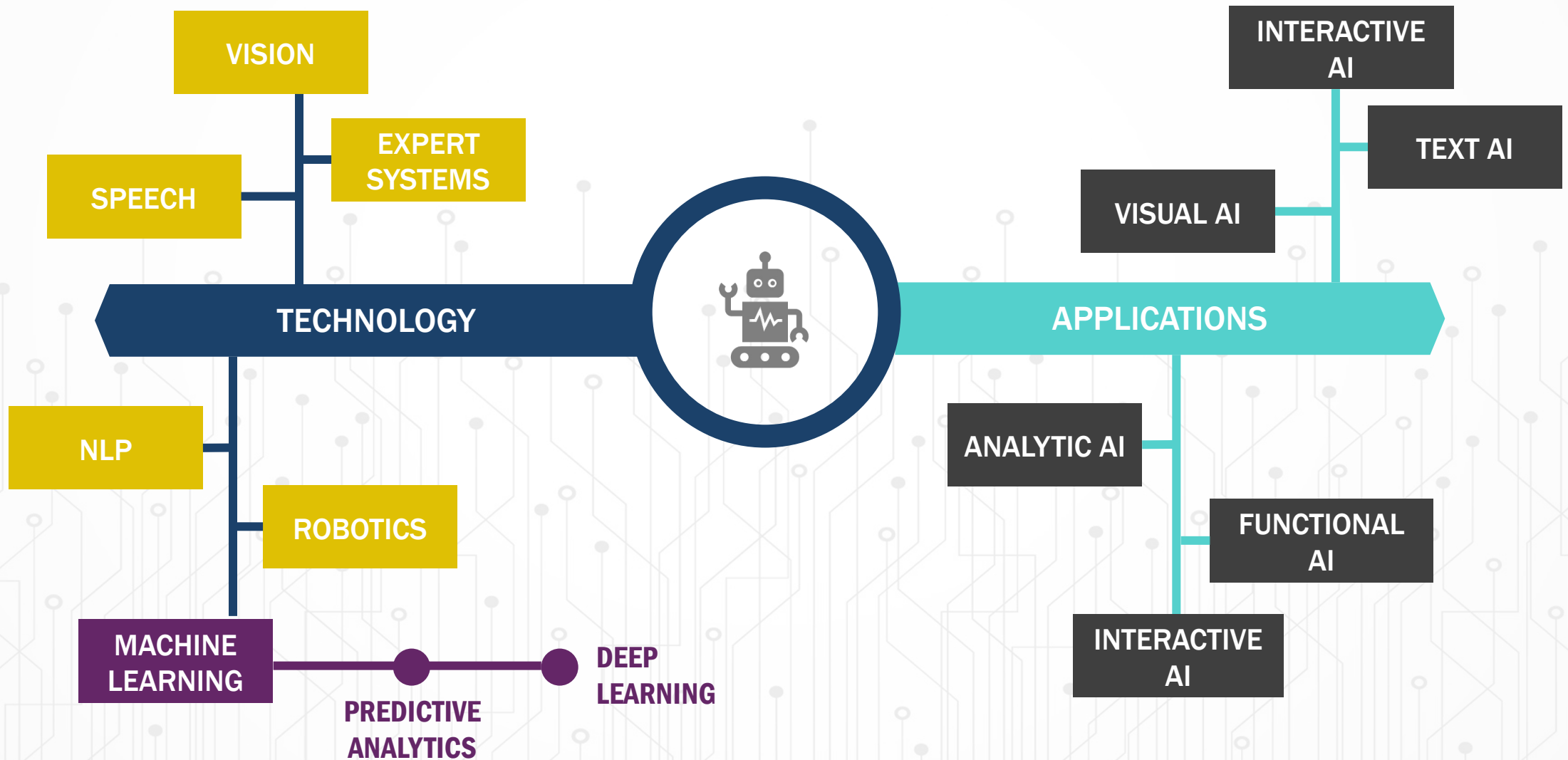
As part of a press conference announcing the SAG-AFTRA strike, it was revealed that the AMPTP was looking for aggressive rights to AI images...

We are finally here where AI is starting to get 'consumerized'

AI TODAY

2020s

Rise of Deep Learning

2010s

Day-to-Day Use of AI

2000s

AI Resurgence

1990s

Investment from US Dept of Defense

1960s

AI Winter

1970s

THE CHASM

Innovators

Early Adopters

Early Majority

Late Majority

Laggards

Early Market

Market Majority

Let's unpack all the AI jargon
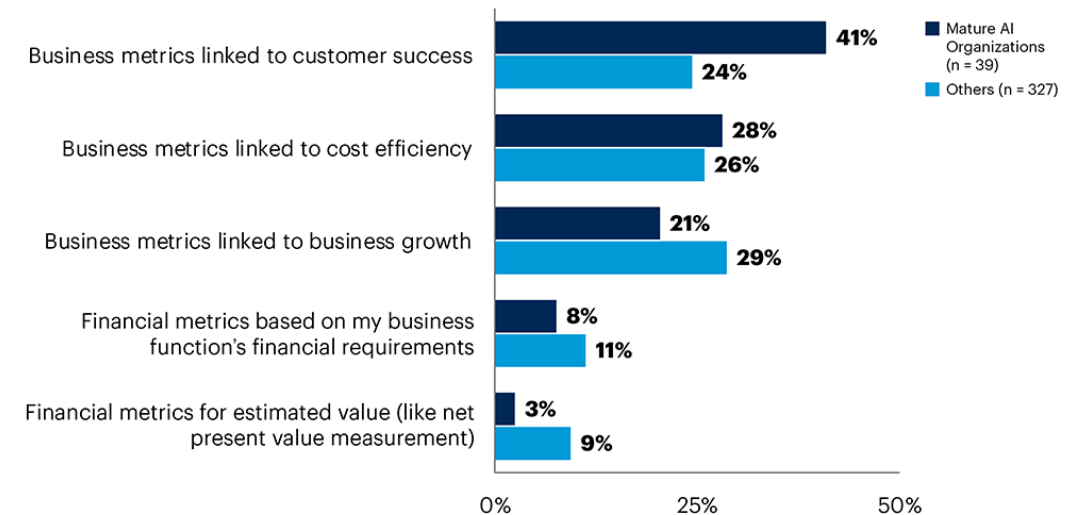
How can you harness the power of AI in IT?

1. Infrastructure Availability
2. Self-healing for services, applications
3. Incident Remediation
4. Root cause analysis
5. Anomaly detection
6. Application availability
7. Alerts/Events correlation [AIOps]
8. ChatOps
9. Network Predictive Availability
10. Network Predictive Capacity
11. Alert routing and escalation
12. User experience

Power Move 2

Think big, but start realistically

Top 3 challenges to AI/ML adoption
Sum of 1 to 3 rank

Enterprise maturity

Skills of staff	56%
Data scope or quality	34%
Governance issues or concerns	13%

Fear of unknown

Understanding AI benefits and uses	42%
Security or privacy concerns	20%
Measuring the value	17%
Risk or liabilities	6%
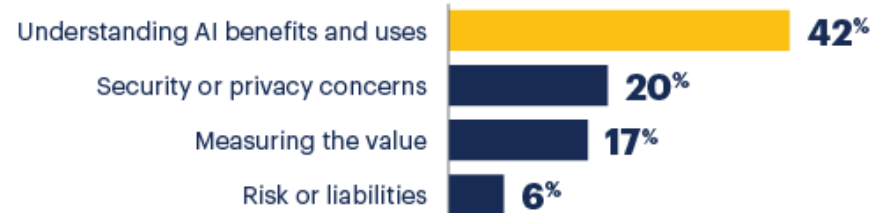
Finding a starting point

Finding use cases	26%
Defining the strategy	25%
Finding funding	12%

Vendor strategy

Integration complexity	26%
Confusion over vendor capabilities	10%

Have realistic expectations, it's still early days

Applying AI and Automation to Drive Business Value

Resolve Capabilities-to-Outcomes Automation Framework

All of IT

FULL ORCHESTRATION
High solution orchestration across department

CROSS-CUTTING
Cross-department or cross-solution

SILOED
Single department & single solution

Cross-functionality

Customer Experiences

Communicate degradation of services to the business during auto remediation

Pulling customer-specific tech stack data on Service Desk call

Cross-functional IT Processes

Auto-remediation of system outages

Intent-based networking

Single IT Processes

Provision servers

Troubleshooting

Enrich tickets

Point Problems

Restart servers

Ping network devices

Strategic Impact

Differentiate the business

STOP THE BLEEDING
Filling gaps in existing tech

REACT & RESPOND
Keep the lights on

PROACTIVE & PREDICTIVE
Catch & fix before issues arise

TRANSFORM CUSTOMER EXPERIENCES

Known & fast to automate

Requires design

Unknown & business specific

AI in the IT Automation Flywheel

- ROI Dashboard
- Automation Status Reporting

- ML Recommendations
- Ticket Analysis

Identify — What do I automate?

Design — How do I design it?

Measure — How do I measure success?

Implement — How do I build it?

Analytics

Low/ No Code

Integrations

AI/ML

R

- Workflow Builder
- ML Activity Recommendations

- Best practice workflows content
- Process Mapper
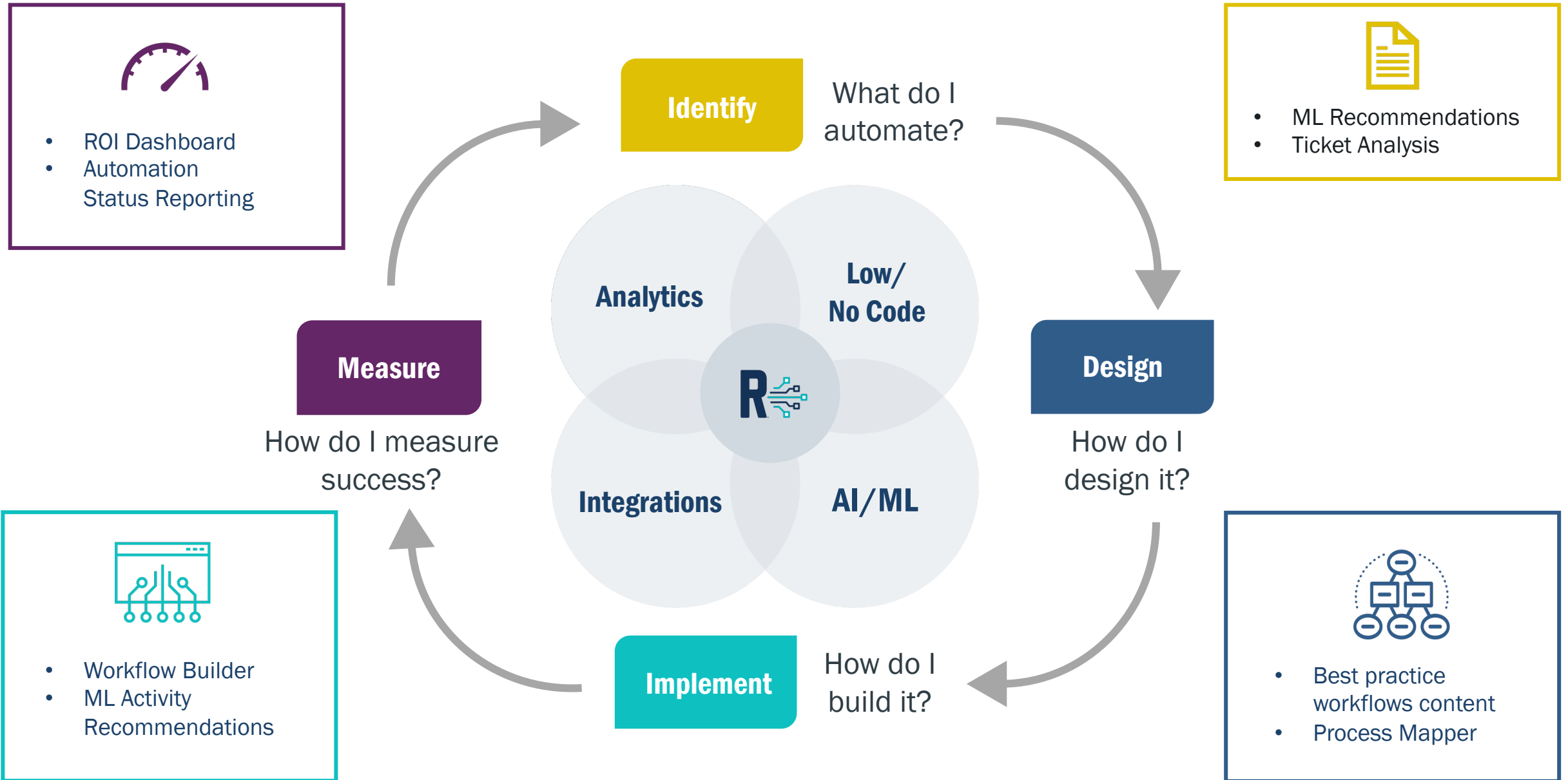
IFS.ai powers Telcos

- Opportunity conversion prediction
- Customer contact management – business card and screenshot scanning
- Customer order automation
- Image-based expense reporting
- Asset maintenance planning optimization
- Maintenance schedule optimization
- Asset maintenance checklist creation
- APM – asset insights

- Dynamic schedule optimization
- Multi-time horizon planning
- Auto service dispatch actions against SLA
- Resource planning and sub-contractor management
- Intelligent appointment booking
- Travel planning and optimization
- Carbon footprint minimization
- Resource and location forecasting
- Schedule explanatory service
- Demand forecasting and simulation

IFS.ai GATEWAY & ORCHESTRATION

| OPTIMIZATION | ANOMOLY DETECTION | TIME SERIES FORCASTING | SUPERVISED LEARNING | SEMANTIC SEARCH | AUTOMATE ACTION | CONTENT CREATION | SUMMARIZE | OTHER THIRD PARTY | OTHER THIRD PARTY |
| SIMULATION | | | | | | | TRANSLATE | | |

IFS.ai DATA FOUNDATION

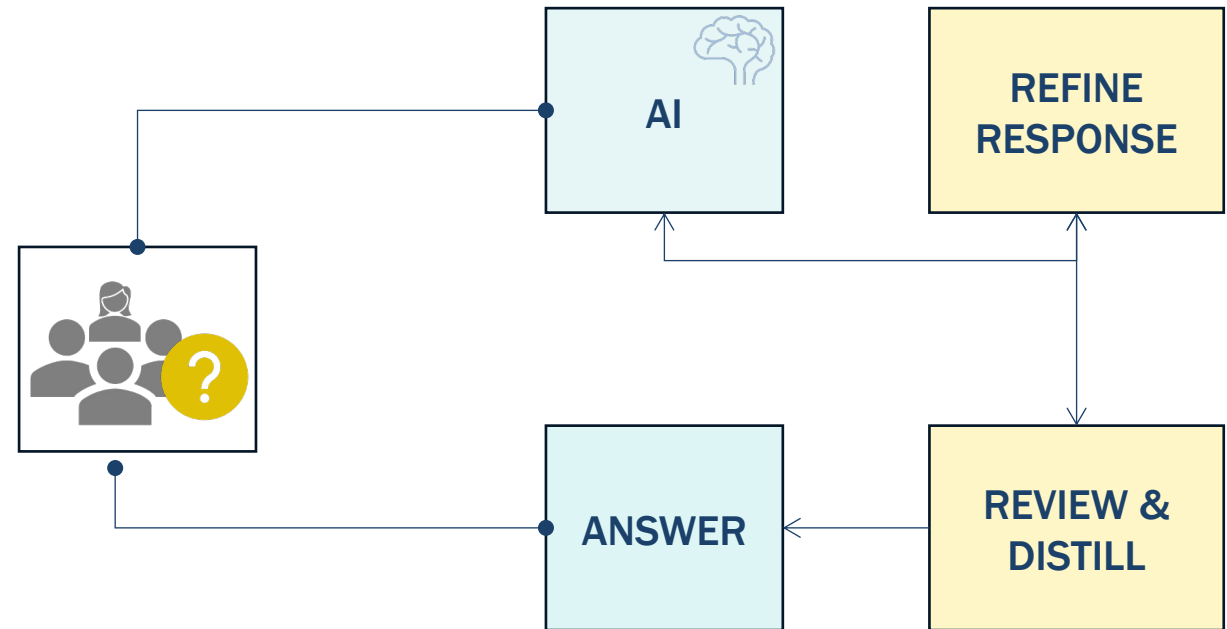| APP & BUSINESS LOGIC | PROCESS TELEMETRY | INTERACTION TELEMETRY | ASSET IOT & STREAMING DATA | BUSINESS DATA | UNSTRUCTURED DATA | THIRD PARTY & PUBLIC DATA |

RESOLVE

RESOLVE

Q & A