WELCOME

TO THE

REGIONAL EXCHANGE

CONNECTING PEOPLE. SOLVING CHALLENGES. DRIVING CHANGE.

AGENDA

01 Alignment to Organisation strategy

02 Developing a Digital Transformation Strategy

03 Developing the AI strategy

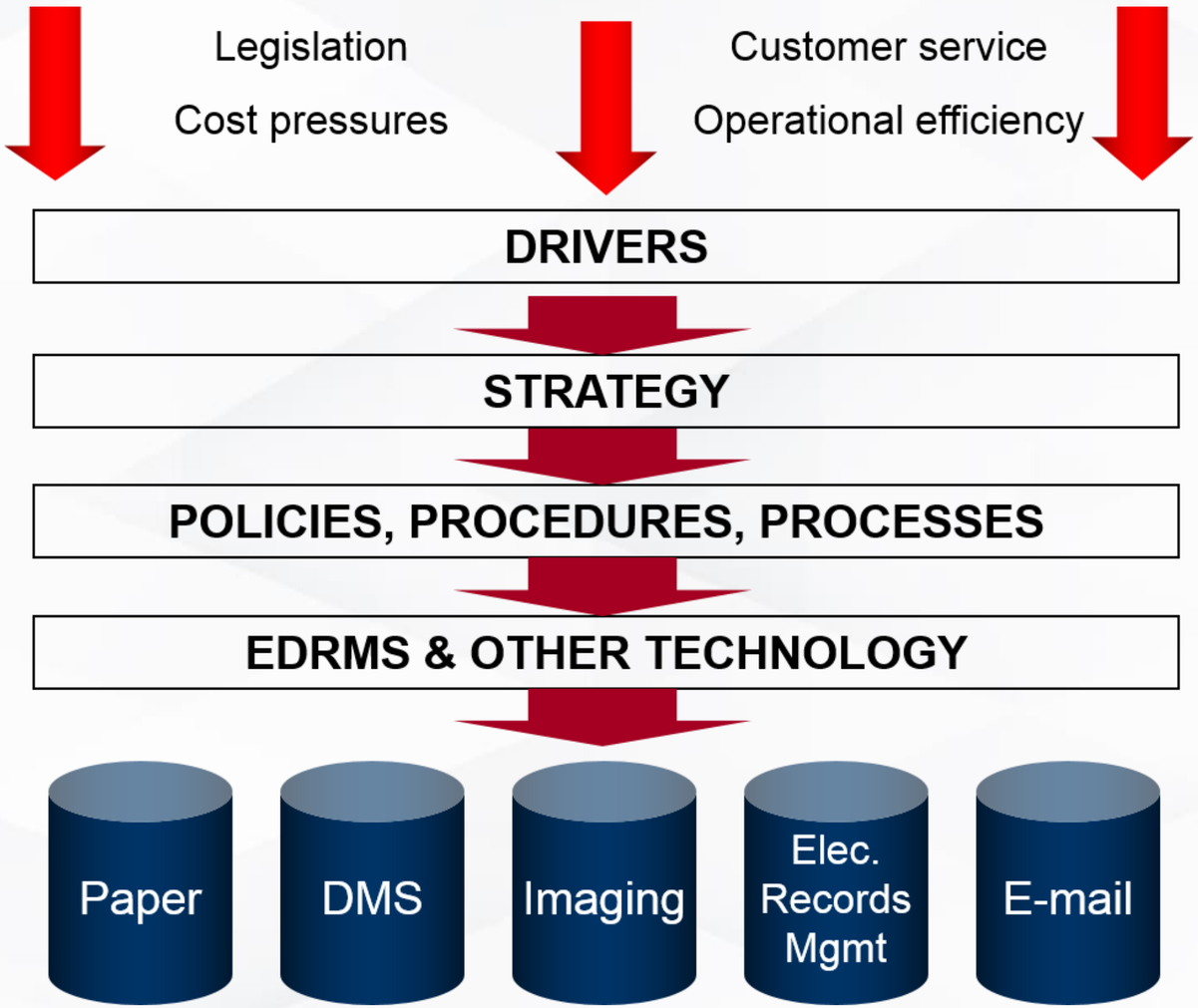
04 Ethics and Governance

05 Discussions and Questions

Strategic Philosophy

CONNECTING PEOPLE. SOLVING CHALLENGES. DRIVING CHANGE.

Alignment to Organisational strategy

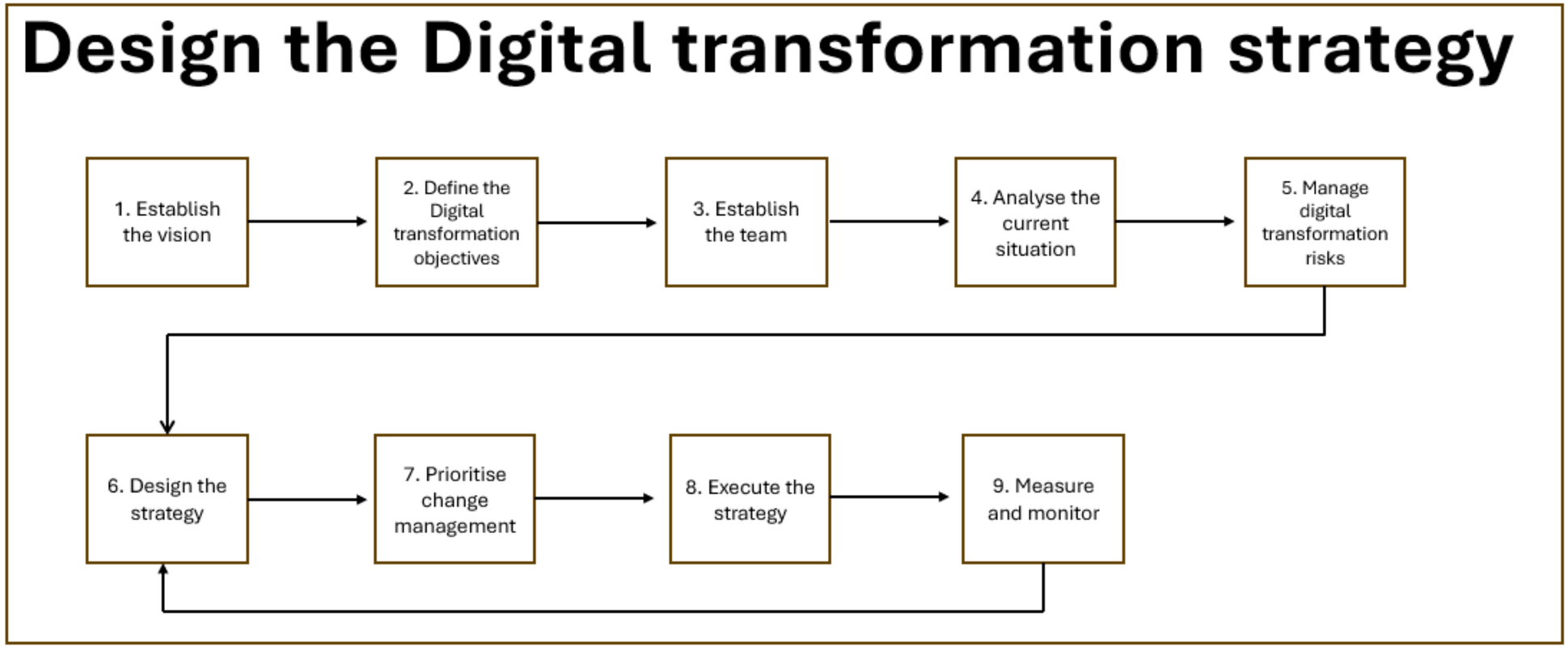


CONNECTING PEOPLE. SOLVING CHALLENGES. DRIVING CHANGE.

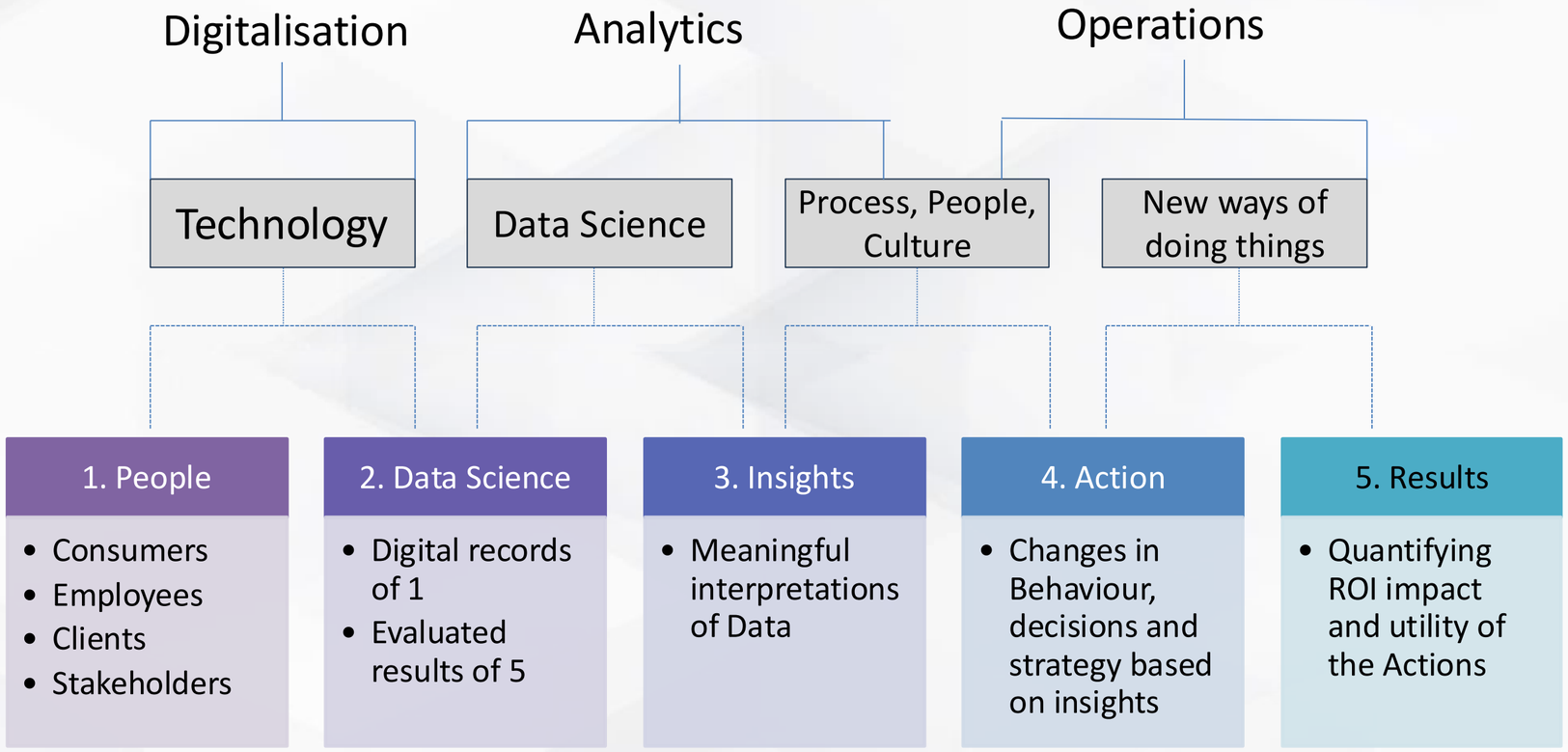
Alignment to Organisational strategy

- The key questions to ask:
  - What are the organisational drivers and objectives?
  - Where and how does Digital Transformation fit into those objectives?
  - Which technologies can assist in meeting them?
  - Where and how does AI fit into the technology stack?
  - What Governance and Guardrails needs to be implemented?

Developing a digital transformation strategy



Five Essential components of digital transformation



Digital transformation Strategy elements

Customers	Competition	Data	Innovation	Value
• Existing • Potential • Previous • Other Stakeholders • Internal	• Industries vying for the same share of wallet • Other countries • Other organisations	• Systems in use • Use of systems • Where is the data? • Analytics	• How the organisation uses technology • How similar companies use technology • How other industries use of technology	• Of products and services • The value proposition • Current and future values

Dimensions affecting Digital maturity

Culture

A company's approach to digitally driven innovation and how it empowers employees with digital technology

Technology

A company's use and adoption of emerging technology

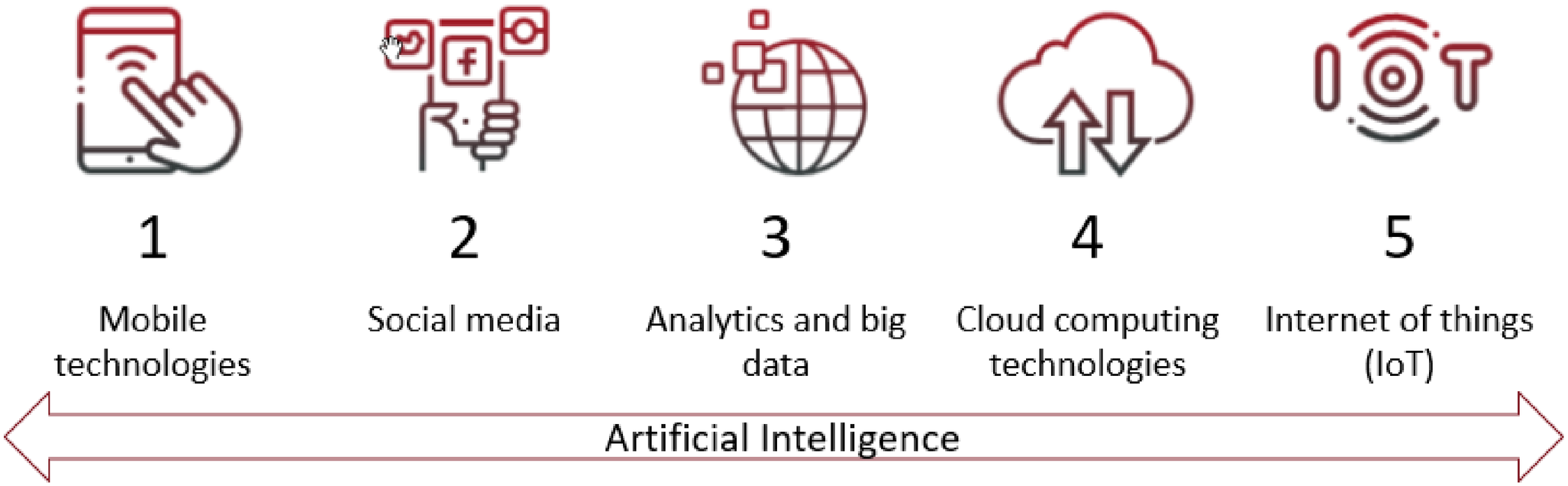
Organisation

How aligned a company is to support digital strategy governance, and execution

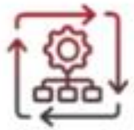
Insight

How well a company uses customer and business data to measure success and inform strategy

Technological drivers of digital transformation



Digital transformation technologies

 Big data, artificial intelligence, and machine learning	 Internet of Things (IoT)	 Robotic process automation (RPA)	 Mobile and 5G	 Blockchain
 Digital twin	 Cloud computing	 API-based system integration	 Augmented reality	 Additive manufacturing (AM) and 3D printing

Developing an AI strategy

1. Start with the business strategy – clearly define strategic objectives and success metrics
2. Identify priority business problems and opportunities aligned to those objectives
3. Explore non-AI ways to achieve the objectives first (process, operating model, traditional technology)
4. Identify where technology, and specifically AI, can add unique value (Use cases)
5. Assess feasibility and organisational readiness (data, skills, risk, change impact)
6. Estimate value and ROI for each AI option (benefits vs costs)
7. Prioritise initiatives based on strategic fit, ROI, feasibility, and risk
8. Create an AI roadmap with sequenced initiatives and enabling capabilities
9. Establish governance and measurement to track impact and adapt over time

Start with the Business Strategy (Not the Technology)

Anchor everything in business outcomes.

- Clarify the organisation's strategic objectives
  - Growth (revenue, customers, markets)
  - Efficiency (cost, speed, productivity)
  - Risk & compliance
  - Customer experience
  - Innovation & differentiation
- Define **what success looks like** in measurable terms (KPIs)

Identify Business Problems & Opportunities

Translate strategy into concrete challenges and opportunities.

- Where is the business underperforming today?
- Where are there bottlenecks, friction, or high manual effort?
- Where could better decisions, predictions, or personalization create advantage?
- What capabilities will be required to deliver the business strategy?
- What is current maturity level (People, technology and AI)?

Output:

- A prioritised list of **business use cases**, not AI use cases

Explore How Objectives Could Be Achieved (Before AI)

Avoid “AI-first” thinking.

- For each business objective:
- What are the possible ways to achieve it?
  - Process changes
  - Organisational changes
  - Policy or governance changes
  - Traditional technology or automation
  - Data improvements

This step ensures AI is considered **only where it adds unique value**, not where simpler solutions suffice.

Identify Where Technology, and AI specifically, can Help

Layer AI in deliberately.

- Where can technology improve:
  - Speed
  - Scale
  - Accuracy
  - Cost
- Where does AI add **distinctive capability**, such as:
  - Prediction and forecasting
  - Pattern recognition
  - Personalisation
  - Natural language understanding
  - Decision support
  - Automation of cognitive tasks

Output:

- A shortlist of **AI-enabled use cases directly tied to business outcomes**

Assess Feasibility & Readiness

Balance ambition with reality.

- For each AI opportunity, assess:
  - Data availability, quality, and ownership
  - Technical complexity and integration effort
  - Skills and operating model readiness
  - Regulatory, ethical, and risk considerations
  - Change management impact

This prevents high-value ideas from failing due to execution gaps

Estimate Value & ROI

Make value explicit and comparable.

- For each option:
  - Quantify potential benefits:
    - Revenue uplift
    - Cost reduction
    - Risk reduction
    - Productivity gains
    - Customer experience improvements
  - Estimate costs:
    - Build vs buy
    - Data and infrastructure
    - Talent and partners
    - Ongoing operating costs

Output:

- A **value vs effort / ROI view** across initiatives

Prioritise AI Initiatives

Focus beats breadth.

- Prioritise initiatives based on:
  - Strategic alignment
  - Expected ROI
  - Feasibility and time-to-value
  - Risk profile
  - Dependencies

Typical outcome:

- **Quick wins** (high value, low complexity)
- **Strategic bets** (high value, higher complexity)
- **Defer or drop** items that don’t justify investment

Create the AI Roadmap

Turn strategy into execution.

- Sequence initiatives over time (short, medium, long term)
- Identify enabling foundations:
  - Data platforms
  - Governance & risk frameworks
  - Talent and operating model
  - Vendor and partner ecosystem
- Define ownership, milestones, and success metrics

The roadmap should show:

- **How AI capabilities mature over time**
- **How each initiative contributes to business goals**

Embed Governance & Measurement

Sustain value over time.

- Establish decision rights and accountability
- Define ethical, legal, and risk guardrails
- Track business impact, not just model performance
- Continuously reprioritise as strategy and technology evolve

Developing an AI strategy

Aligning AI initiatives with business strategies

- **Assessment of needs:** Identify areas where AI adds the most value.
- **Roadmap development:** Create a strategic plan for AI adoption.
- **Resource alignment:** Allocate budget and personnel effectively.
- **Communication:** Prepare the organization for AI integration.

AI Ethics

Safety: Prevent harm from AI systems.

Fairness: Treat all individuals and groups equally.

Human-centric: AI should augment human capabilities, not replace them.

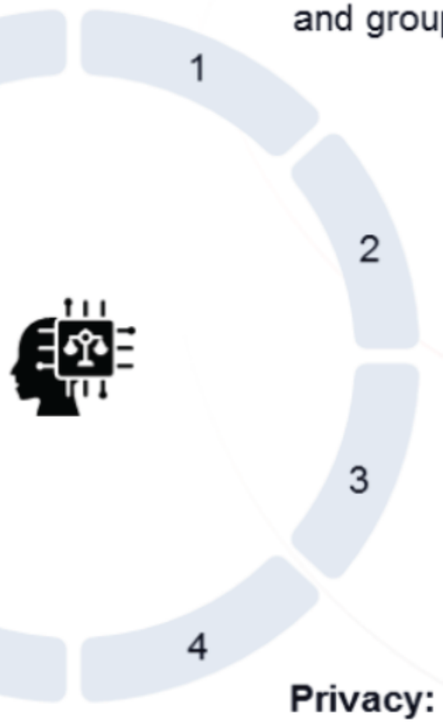
Accountability: Hold developers and organizations responsible for AI outcomes.

Principle of beneficence: AI should benefit society and individuals.

Transparency: Ensure AI processes are understandable.

Autonomy: Respect users' rights to make informed decisions.

Privacy: Protect user data and confidentiality.



AI Governance

Defining policies and procedures – Create comprehensive guidelines that cover all aspects of AI development, deployment, and maintenance

Risk management – Implement processes to identify potential risks, such as ethical issues, security vulnerabilities, and compliance concerns, and develop mitigation strategies.

Continuous improvement – Regularly review and update governance frameworks to adapt to new challenges and advancements.

Regulatory compliance – Stay informed about relevant laws and ensure all AI activities comply with legal requirements.

Performance monitoring – Establish metrics to assess the effectiveness and impact of AI systems.

Conclusion

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