



Preparing Your Digital Business for AI Everywhere

Meredith Whalen
Chief Research Officer
August 15, 2023

CIO100

PRODUCED BY **CIO**

AI Everywhere

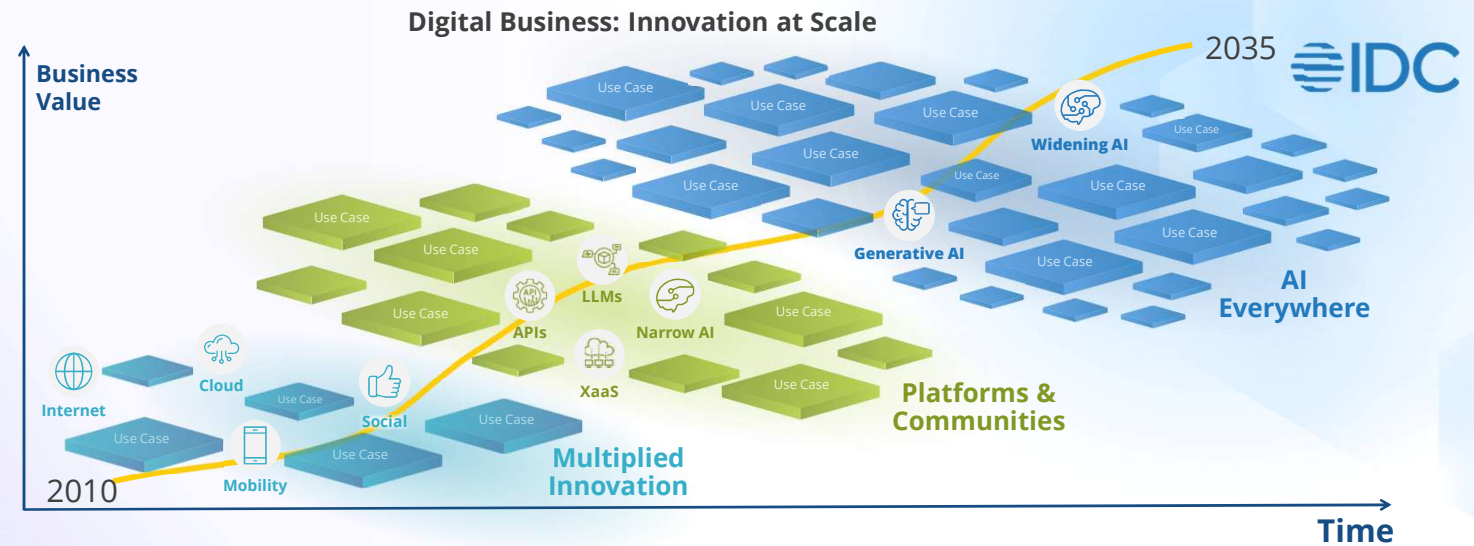
AI Journey. From narrow to widening AI

Intelligence Architecture. A data-centric platform underpinning the enterprise

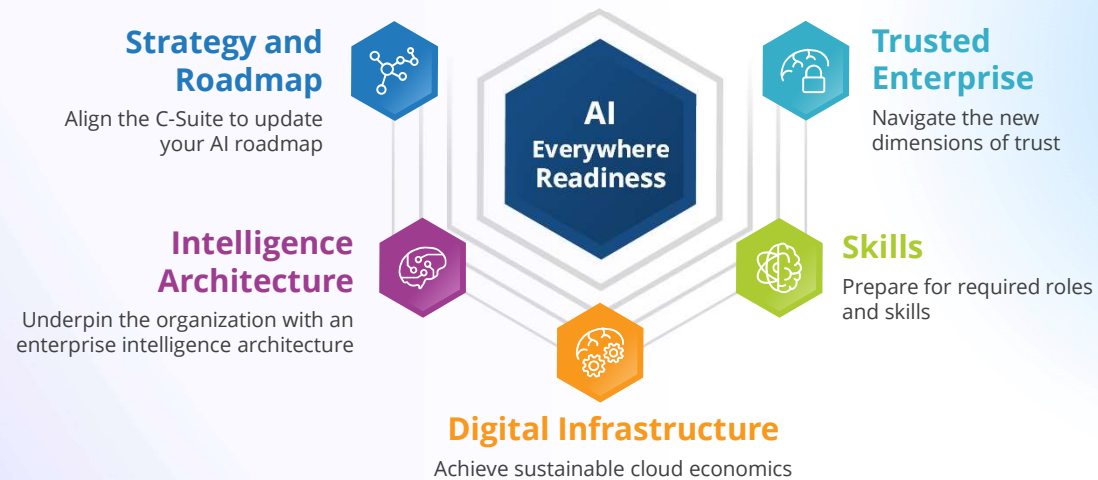
Digital Operations At Scale. Cost-effective digital infrastructure for AI workloads

Skills. Attracting and reskilling talent for transformed work models

Trust. An upfront focus on trust



AI Everywhere Readiness Model





Strategy and Roadmap

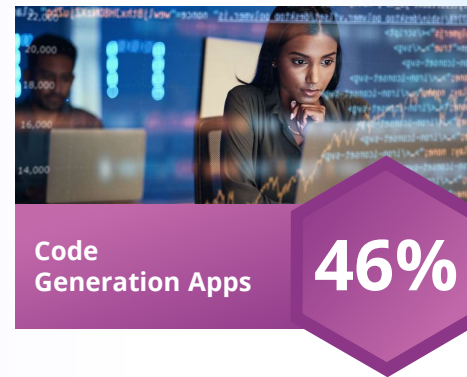
Navigate Your
Enterprise Through
Its AI Journey

This is just the beginning

CIO100

PRODUCED BY **CIO**

What Generative AI use cases do you anticipate having the most promise for your organization?



Source: IDC Future Enterprise Resiliency & Spending Survey Wave 6, IDC, July 2023. N.A. sample n=371

CIO100

PRODUCED BY CIO

AI Strategy: Roadmap, Education, and Capability Building



Utku Baris Pazar
Chief Strategy and Digital Officer



Develop New Projects and Platforms

Educate Everyone

Build Capabilities



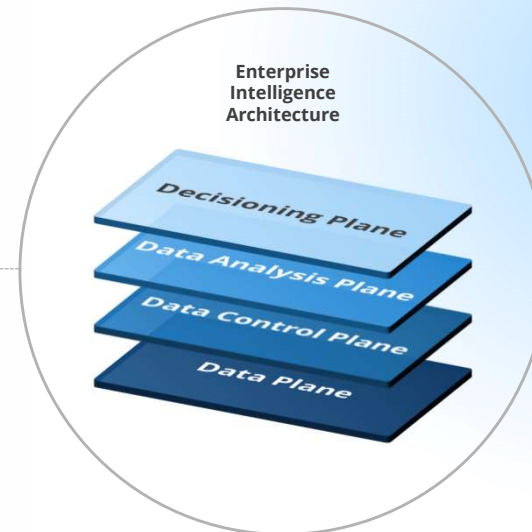
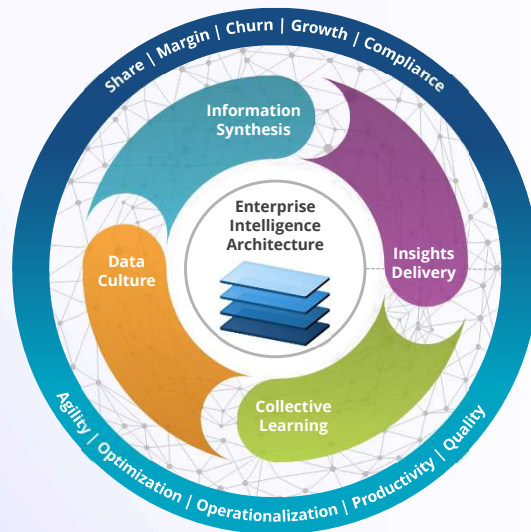


Intelligence Architecture
Build the Data
Centric-Platform

“**A wealth of information
creates a poverty of attention.**”

Herbert Simon, Nobel prize winner, economist, 1971

A data centric platform will underpin the organization



The Enterprise Intelligence Architecture



Attributes

Data Intelligence, Governance and Engineering

Explore Explain Envision

Data Intelligence, Governance and Engineering

Diverse, Distributed, and Dynamic Data

Technology and Functionality

Metadata Management, Data Marketplace, Policy and Control Management, Data Mastering and Semantic Definition, Pipeline Orchestration, Data Observability, Stream Processing, Data Matching and Cleansing, Data Ingestion and Transformation (ETL and ELT), Data Virtualization, Data Replication Software (Change-Data-Capture)

Business Intelligence, Multi-Dimensional Analysis, Embedded Analytics, Visualization, Location Analytics, AI Build Software, Generative AI, Graph Analytics, Rich Media Analysis, Data mining & statistics, Text Analytics, Forecasting, Time-Series Analytics, Econometrics, Prediction Market

Decision Intelligence, Rules Engine, Decision Modeling and Simulation, Solver and Optimizer, Optimization models, Decision Catalog, Ontology Management, Enterprise digital twin

Relational Transaction Processing Database, Data Warehouse, Document Database, Key Value Store, Graph Database, Navigational Database, Vector Database Enhancement, Timeseries Database Enhancement, Data Lake, Data Lakehouse, Streaming Data Processing, Spatial Database, Database Administration and Development, Unstructured Data or Content Repositories

Planners, business decision makers, automated decisioning systems

Data scientists, data analysts

Data engineers, data stewards

DBAs, data architects



CIO100

PRODUCED BY **CIO**

Anchor Technology Investments in Driving Decisions



Strategy

Focus enterprise intelligence strategy from the decisioning plane to the data plane.



Investment

Invest in initiatives across all four planes, with a special focus on data control plane.



Technology

Consider vendors who support open standards to ensure flexibility of interoperability among technology components.



People

Focus technologists on what decisions constituents need to make.



Digital Infrastructure

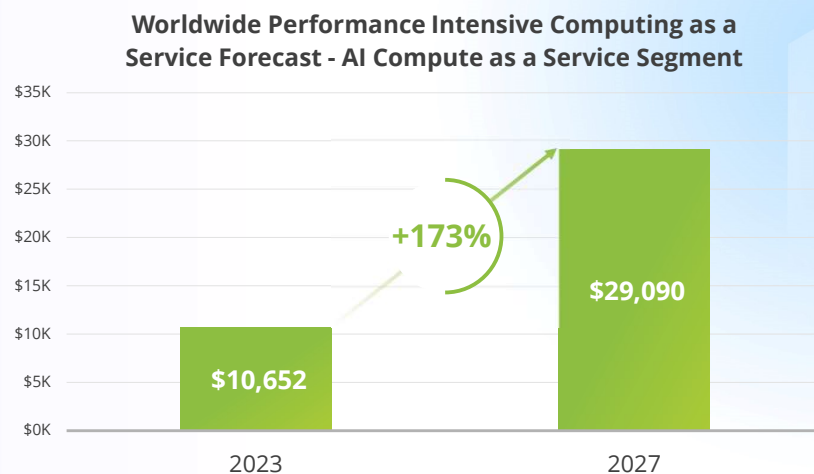
Operate
the Intelligent
Organization
at Scale

From Cloud First to Cloud Economics

CIO100

PRODUCED BY **CIO**

Businesses will increase spending on AI compute instances in the cloud by 173% over the next 5 years



Source: IDC Worldwide Performance-Intensive Computing as a Service Forecast, 2023–2027, March 2023

Sustainable Cloud Economics Requires Cloud-based Control



Scott Linn

Cloud Services and
Optimization Manager

World Class Contracting

Translate cloud consumption
and utilization data into a
tracking mechanism understood
by business.



Angel Alves

Senior Manager,
Cloud FinOps

Cloud Economics Culture

Build trust through dashboard and
concrete solutions before moving
to best practices and governance.



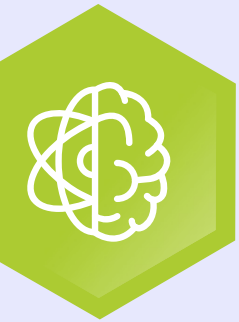
Jennifer Bishop

IT Finance Manager
Technology Business
Management

FinTech Automation

Tools to gain productivity and
automatically apply policies.





Skills

Prepare for
Growing Roles
and Skills

**1.1 billion jobs radically
transformed by tech
in the next decade**

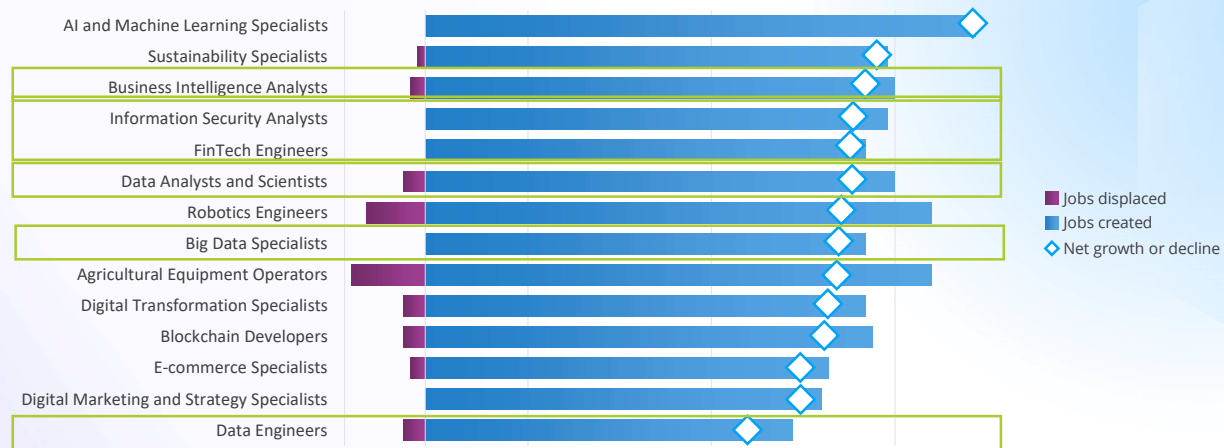
World Economic Forum, Future of Jobs Survey 2023

CIO100

PRODUCED BY **CIO**

AI, Data, Security and FinTech Roles will be in Demand

New Jobs and Lost Jobs, 2023-2027



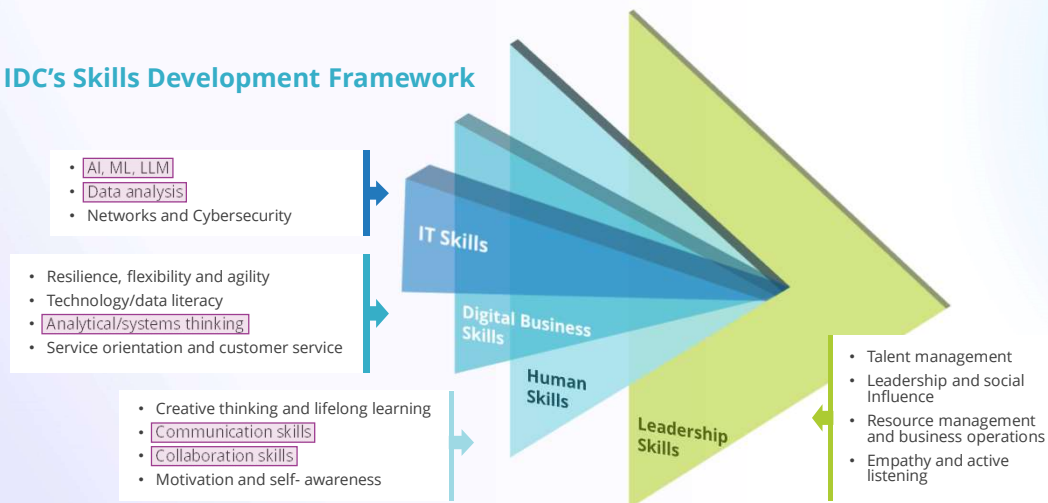
World Economic Forum, Future of Jobs Survey 2023

CIO100

PRODUCED BY CIO

Don't Overlook the Non-Technical Skills

IDC's Skills Development Framework



AI Prompt Engineer Skills

Specializes in developing, refining and optimizing AI-generated text prompts to ensure they are accurate, engaging and relevant for various applications.

- Strong communication skills
- Collaboration skills
- Analytical thinking
- AI technology knowledge
- Data analysis experience

IDC Skills Framework Based on World Economic Forum, Future of Jobs Survey 2023

CIO100

PRODUCED BY CIO



Trusted Enterprise

Navigate the New
Dimensions of Trust

**Trust takes years to build, seconds
to break, and forever to repair.**

CIO100

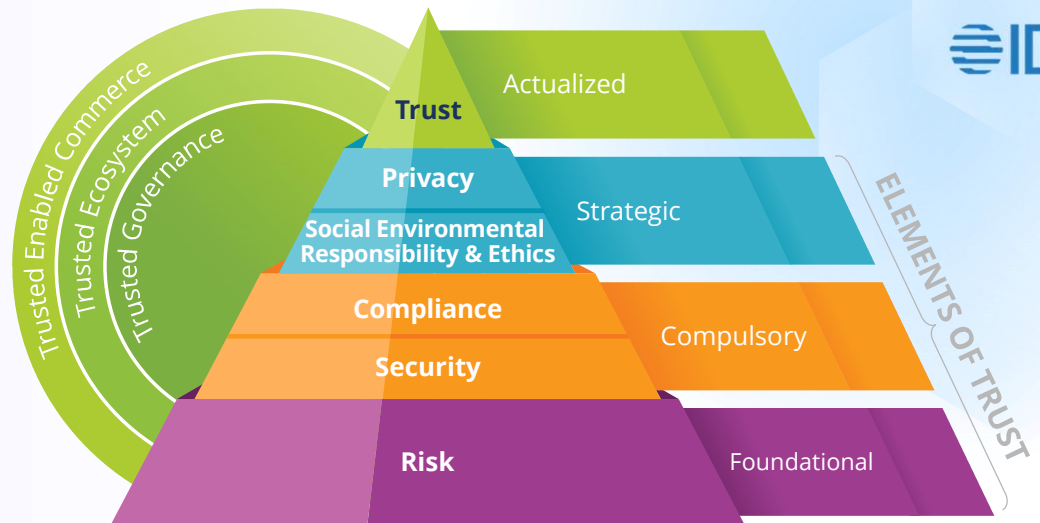
PRODUCED BY **CIO**

Instagram Paying \$68.5 Million
To Illinois Users In Latest Big
Biometric Privacy Settlement

Generative A.I.s copyright
problem grows as lawsuits pile
onto OpenAI, Google, and Meta

**'Serious Concerns': Top
companies raise alarm over
Europe's proposed AI law**

IDC's Future of Trust Framework



Innovate Quickly with Guardrails

What are the top two barriers to using Generative AI in your organization?

**Security
Concerns**

50%

**Privacy
Concerns**

45%

Source: IDC Future Enterprise Resiliency & Spending Survey Wave 6, IDC, July 2023. N.A. sample n=371



“ It is an opportunity for us as leaders to embrace the fact that our business community is more technical savvy. We just need to come up with solutions to support them.”

Healthcare CIO

CIO100

PRODUCED BY **CIO**

The New Strategic Technology Partners

Top 3 Most strategic Generative AI technology partners in the next 12 months



38% GenAI Tool Providers



37% Public Cloud



36% IT Consulting



Source: IDC Future Enterprise Resiliency & Spending Survey Wave 6, IDC, July 2023. N.A. sample n=371

CIO100

PRODUCED BY **CIO**

5 Conversations to Have Next Week



Strategy and Roadmap
C-Suite

Updated AI roadmap with new use cases
Program to educate all employees



Intelligence Architecture
Data, LOB

Investments across the four planes of the
intelligence architecture for 2024



Digital Infrastructure
Finance, LOB

How to mature FinOps via better
education, reporting, and LOB
accountability



Skills
HR/Skills

Plan for attracting high demand roles
Skills assessment with existing staff



Trusted Enterprise
Compliance, Procurement

Identification of new strategic partners
New evaluation criteria for vendor
selection





**For additional
information**

Meredith Whalen
mwhalen@idc.com

CIO100

PRODUCED BY **CIO**