Preparing Your Digital Business for AI Everywhere

Meredith Whalen
Chief Research Officer
August 15, 2023
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

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Digital Business: Innovation at Scale

2010

2035

AI Everywhere

Platforms & Communities

Multiplied Innovation

Business Value

Time
AI Everywhere Readiness Model

- **Strategy and Roadmap**: Align the C-Suite to update your AI roadmap
- **Intelligence Architecture**: Underpin the organization with an enterprise intelligence architecture
- **Digital Infrastructure**: Achieve sustainable cloud economics
- **Trusted Enterprise**: Navigate the new dimensions of trust
- **Skills**: Prepare for required roles and skills
Strategy and Roadmap
Navigate Your Enterprise Through Its AI Journey

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

Knowledge Management Apps: 52%
Conversational Apps: 46%
Code Generation Apps: 46%
Design Apps: 43%

AI Strategy: Roadmap, Education, and Capability Building

Build Capabilities

Educate Everyone

Develop New Projects and Platforms
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

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)

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

Diverse, Distributed, and Dynamic Data

Relational Transaction Processing Database, Data Warehouse, Document Database, Key Value Store, Graph Database, Temporal Database, Vector Database Enhancement, Time Series Databases, Data Lakes, Data Lakehouse, Streaming Data Processing, Spatial Database, Geospatial Analytics, and Geographical, Architectural, Data or Content Repositories

Explore

Explain

Envision

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

IDC

Planners, business decision makers, automated decisioning systems

Data scientists, data analysts

Data engineers, data stewards

DBAs, data architects

CIO100

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

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.
1.1 billion jobs radically transformed by tech in the next decade
AI, Data, Security and FinTech Roles will be in Demand

New Jobs and Lost Jobs, 2023-2027

- AI and Machine Learning Specialists
- Sustainability Specialists
- Business Intelligence Analysts
- Information Security Analysts
- FinTech Engineers
- Data Analysts and Scientists
- Robotics Engineers
- Big Data Specialists
- Agricultural Equipment Operators
- Digital Transformation Specialists
- Blockchain Developers
- E-commerce Specialists
- Digital Marketing and Strategy Specialists
- Data Engineers

World Economic Forum, Future of Jobs Survey 2023
IDC’s Skills Development Framework

Don’t Overlook the Non-Technical Skills

AI, ML, LLM
Data analysis
Networks and Cybersecurity

Resilience, flexibility and agility
Technology/data literacy
Analytical/systems thinking
Service orientation and customer service

Creative thinking and lifelong learning
Communication skills
Collaboration skills
Motivation and self-awareness

IT Skills
Digital Skils
Human Skills
Leadership Skills

Talent management
Leadership and social influence
Resource management and business operations
Empathy and active listening

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
Trusted Enterprise
Navigate the New Dimensions of Trust

Trust takes years to build, seconds to break, and forever to repair.
‘Serious Concerns’: Top companies raise alarm over Europe’s proposed AI law

Generative AI's copyright problem grows as lawsuits pile onto OpenAI, Google, and Meta

Instagram Paying $68.5 Million To Illinois Users In Latest Big Biometric Privacy Settlement
Innovate Quickly with Guardrails

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

- **Security Concerns**: 50%
- **Privacy Concerns**: 45%

"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

The New Strategic Technology Partners

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

- **38%** GenAI Tool Providers
  - OpenAI
  - ANTHROPIC
  - co:here
  - AI21 labs

- **37%** Public Cloud
  - AWS
  - Azure
  - Google Cloud Platform

- **36%** IT Consulting
  - Accenture
  - Deloitte
  - PwC

5 Conversations to Have Next Week

- **Strategy and Roadmap**
  - C-Suite

- **Intelligence Architecture**
  - Data, LOB

- **Digital Infrastructure**
  - Finance, LOB

- **Skills**
  - HR/Skills

- **Trusted Enterprise**
  - Compliance, Procurement

Updated AI roadmap with new use cases
Program to educate all employees
Investments across the four planes of the intelligence architecture for 2024
How to mature FinOps via better education, reporting, and LOB accountability
Plan for attracting high demand roles
Skills assessment with existing staff
Identification of new strategic partners
New evaluation criteria for vendor selection
For additional information

Meredith Whalen
mwhalen@idc.com