Welcome

How will AI impact project delivery?

Hosted by Oracle Belgium

Agenda

❑ *Digital Transformation leading to Dynamic Project Management*
Dr. Chidambara Ganapaiah

❑ Break

❑ *Building your AI foundation for business outcomes*
Bart De Backer

Digital Transformation leading to Dynamic Project Management

A Great Opportunity for Project Managers

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Disclaimer:

The statements, views and opinions expressed in this slide deck and during this talk are my own in my individual capacity and in no way can be construed as representative of my employer – Oracle and all its sister entities.

Agenda

≫ Digital Transformation

≫ Impact of Digital Transformation

- ➢ Changing Business Models
- ➢ Project Management

≫ Digital Transformation empowering PM Role

≫ Project Manager for the Future.

- ➢ Opportunities & Expectations

Reimagining of business in the **digital** age

MY DIGITAL TRANSFORMATION IS ALMOST COMPLETE...
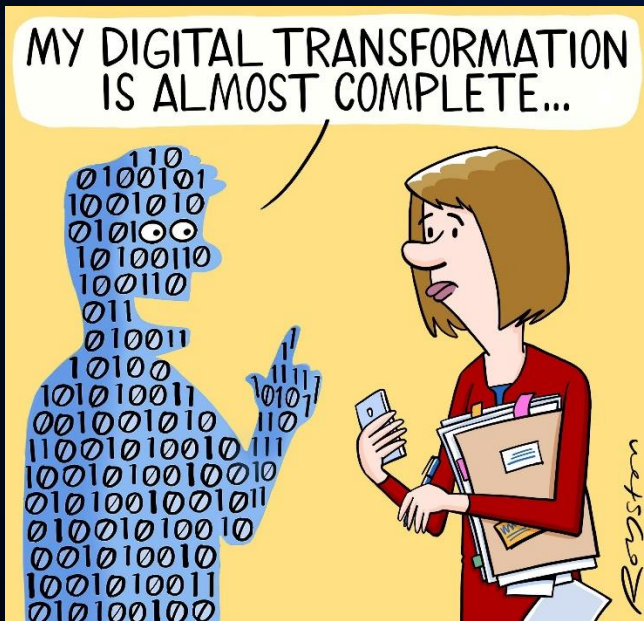
>> **Digital transformation** is the process of using **digital** technologies to create new — or modify existing — business processes, culture, and customer experiences to meet changing business and market requirements.

Enabler for new opportunities

## Focus of Digital Transformation

- Customer Experience
- Overall Stakeholder Experience
- Optimizing Cost
- Innovation
- Creating competitive Differentiation

Top Trends

- Disruptive technologies are transforming global economy with a total worldwide impact of $30 Trillion until 2025 i.e. more than top 3 economies i.e. US, China & Japan put together or around 10 times Indian economy

Mobile, Drones Internet
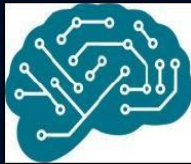
Automation of Knowledge Work
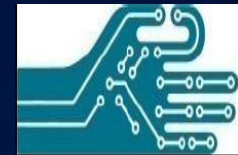
Internet of Things

Cloud Technology

Artificial Intelligence & Advanced Robotics

Next Generation Genomics
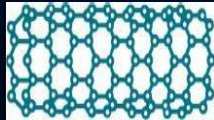
Advanced Materials

3D Printing

Energy Storage

Renewable Energy
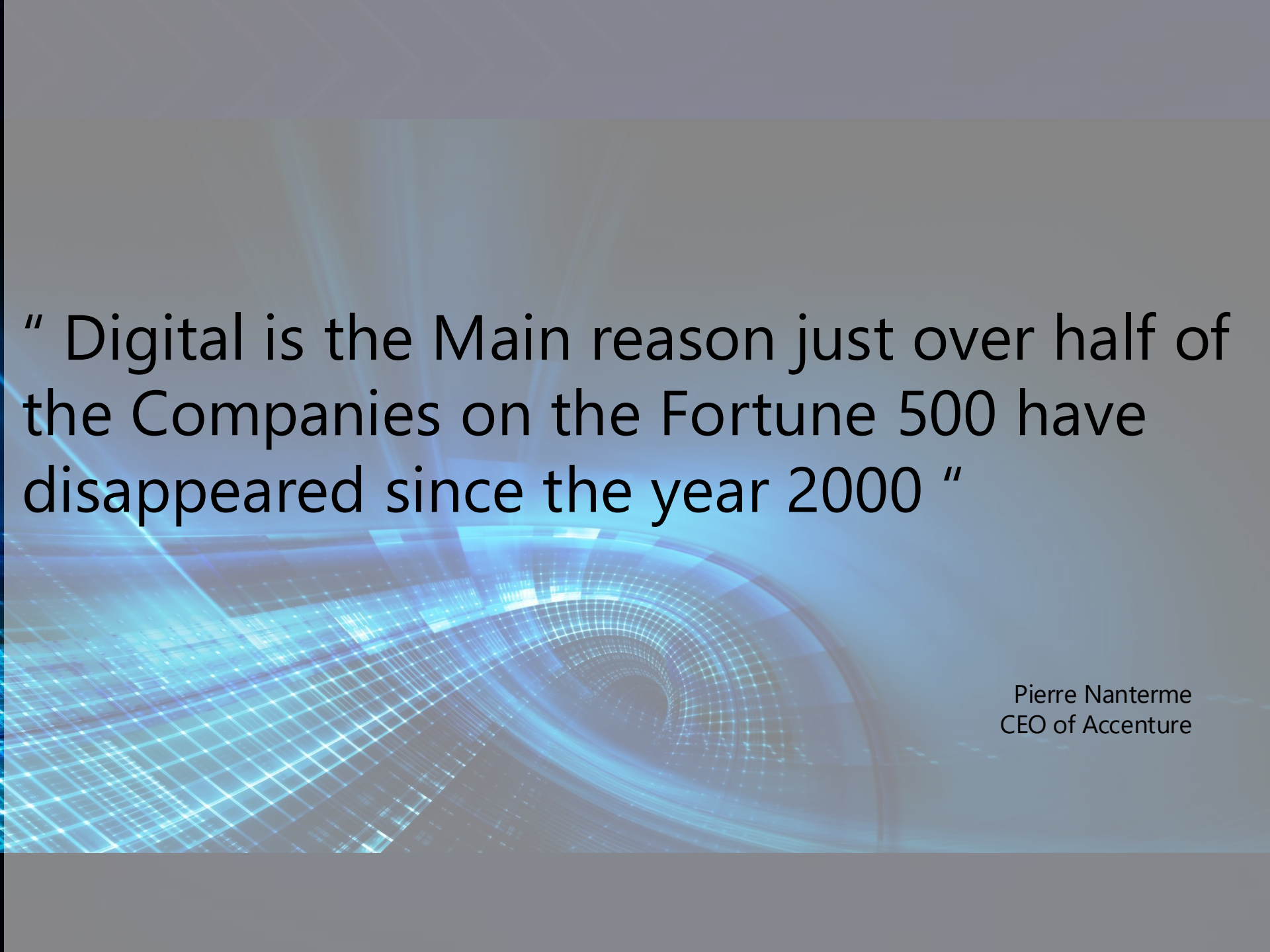
Blockchain

Autonomous Vehicles

Oil & Gas Exploration

" Digital is the Main reason just over half of the Companies on the Fortune 500 have disappeared since the year 2000 "

Pierre Nanterme
CEO of Accenture

Impact of Digital Transformation

Every Sector is touched by Digital Transformation

Amount and Pace of Change is huge

Changed Competitive Environment

Leading Changing Business Models

Impact of Digital Transformation

All these Changes are Delivered through a "Project" /"Programs"/"Portfolios" - World is becoming "Projectized"

↓

Traditional Responsibility of Project Managers is now be taken over by Technology

↓

This gives more time for Project Managers to think about how to get business alignment of the project

↓

Project Management is about Delivery of Strategy

Impact of Digital Transformation on Project Management – Latest Trends

"By 2030, 80 percent of the work of today's project management (PM) discipline will be eliminated as <u>artificial intelligence</u> (AI) takes on traditional PM functions such as data collection, tracking and reporting"

-Gartner, Inc.

Project Manager Job Description

Senior Management

Customer Management

Risk Management

Contracts

Senior Finance Analyst

Local Bid/Delivery Management

Expectation Management
Requirements & Changes
Status and Budget Reports
Deliverables
Acceptance Certificates
Billing
Customer Satisfaction

Change Requests
Approved Contract Changes

Project Reports
– PP&L
PPR

Forecast
Overall Outlook

Project Forecasts
Funding outlook

Local Finance Analyst

Resource Management

Revenue forecast
Project P&L
Upsell/Extensions

Financial Project
Performance

Corporate Audit

Resource Requirements
Project Assignments

Project
Manager

Project
Certification

PM Community

Strategy
Efficiency
Competence
Recognition

Project/Task Changes
T&E Adjustments
POC Template
Acceptance Certs

Operations Teams

Product Bugs
Prodiuct Warranty
Specifiications

Recognition
Issues
Unbilled, Unpaid

Product Development/Support/
Cloud Ops/CSMs

Task Assignments
Task Actuals
Task Forecasts
or
SubProject Tracking

Task Assignments
Task Actuals
Task Forecasts
Staff Reviews

SOW
Subcontract/Partner
Deliverables
Invoices
Payments

Revenue Recognition

Remote Project Team

Local Project Team

Third Party Project Team

Project Managers spend about 90% of the time in Project Communication

A Day in the Life of a Project Manager

Project Schedules and Progress Monitoring

Communication, Email, Calls..,

Generating Reports, Dashboards, Presentation

Project budget, Time, Finance, Expense Reporting, Approvals

Team Management – Motivation, Team Absence, Attrition, Knowledge Transfer, Skills

Weekly Status Report, Weekly Meetings, Steering Committee, Governance …

Quality of Deliverables, Customer Satisfaction, Security, Compliance

Project Stakeholder Management

Vendor Management

Project Escalations- Remediation, Action Plan

Project Delays, Overrun, Recovery Plans, Product Issues..

….

Latest Trends

Currently Project Managers spend 54% of their time on Administrative Tasks ..

By 2030, 80 percent of the work of today's project management (PM) discipline will be eliminated as artificial intelligence (AI) takes on traditional PM functions such as data collection, tracking and reporting, according to Gartner, Inc.

"AI is going to revolutionize how program and portfolio management (PPM) leaders leverage technology to support their business goals,"
- Daniel Stang, research vice president at Gartner

What is AI

Artificial intelligence (AI) is the imitation and modeling of human cognitive processes by computer systems, allowing machines to mimic human abilities (such as to reason, discover meaning, or generalize).

AI analyzes massive data sets through algorithms to identify features, classify types, learn preferences, and predict action.

Put another way, AI is about input and output; you feed the machine with data, and it generates results to serve a specific purpose
by 2024.

Artificial Intelligence and Machine Learning

ARTIFICIAL INTELLIGENCE
A technique which enables machines to mimic human behaviour

MACHINE LEARNING
Subset of AI technique which use statistical methods to enable machines to improve with experience

DEEP LEARNING
Subset of ML which make the computation of multi-layer neural network feasible
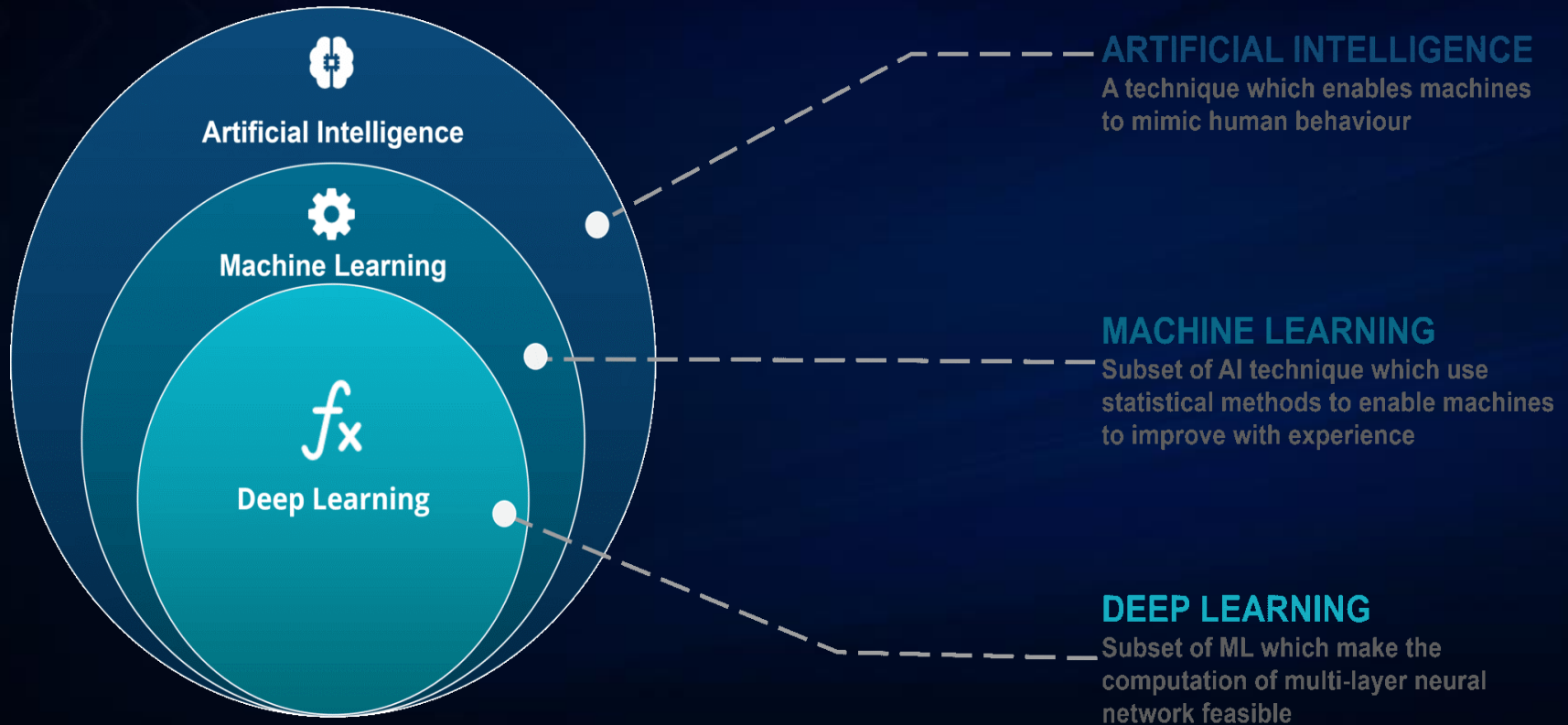
The Rise of Generative AI

A subset of AI known as "generative AI" refers to the process of creating new information through the application of algorithms and machine learning techniques.

Due to its capacity to streamline procedures, boost output, and deliver individualised experiences, it has attracted enormous interest and popularity.

One of the top generative AI tools, ChatGPT, has experienced exponential growth as millions of people use it for a variety of purposes.

Generative AI has the potential to completely change the project management industry thanks to its capacity to automate tasks, analyse data, and deliver real-time insights

Empowering Project Management for future with rise of AI
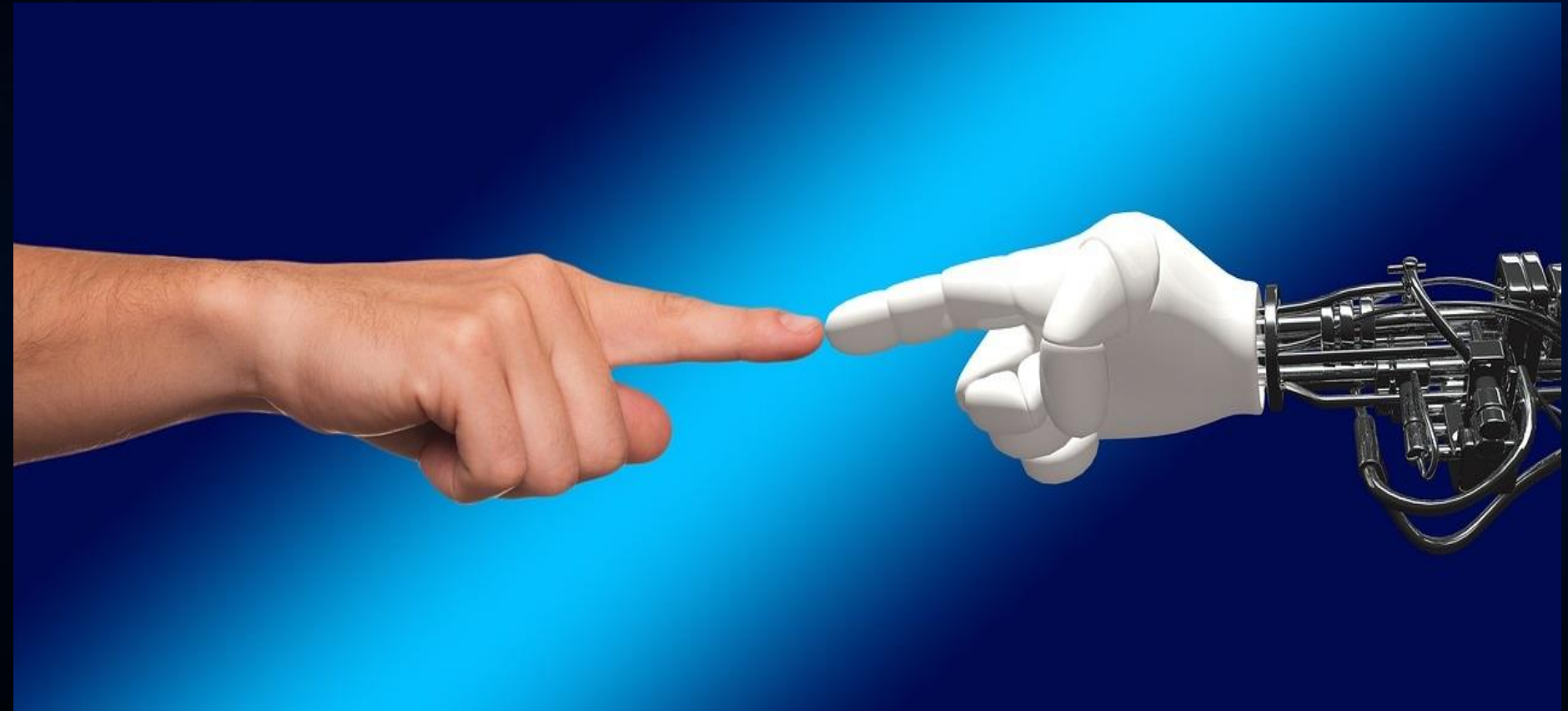
What is Artificial Intelligence in Project Management?

Project management AI can be viewed as a system incorporated into the project management process to supplement human activities.

It relies on the limitless processing capacity of machine learning to infer meaning and help with project-related decisions.

The key role of AI in project management is to add value in different stages of the project lifecycle.

AI can allocate resources and distribute tasks, assist in matching the right skills and responsibilities to the right resources, help with the hiring process by engaging the most competent talent for your project.

How Does AI Empower Project Management

Across the project life cycle, AI is bringing transformational changes:

- **Planning:** AI facilitates data-driven project planning and scheduling, optimizing timelines and resources using algorithms. Real-time adaptation of plans is enabled by continuous data feeds.

- **Execution**: During project execution, AI tracks progress, identifies issues, allocates resources, and recommends course corrections through predictive analytics. Chatbots aid communication.

- **Monitoring and Controlling:** AI provides advanced real-time project monitoring, generating progress reports, analyzing KPIs, and flagging potential problems. This enables rapid responses.

- **Closing:** Post-project evaluations are enhanced using AI through automated data collection, analysis of successes and failures, and archiving insights to inform future initiatives.

Project Management Areas Disrupted by AI

1. Better selection and prioritization of Projects which are higher chances of success and removing human biases

1. Support for the project management office
   - The capability to anticipate potential problems and to address some simple ones automatically
   - Automated preparation and distribution of project reports, and gathering of feedback

2. Improved, faster project definition, planning, and reporting
   - Tools to facilitate scheduling processes and draft detailed plans and resource demands

3. Virtual project assistants
   - **Oracle** recently announced a <u>new project management digital assistant</u>, which provides instant status updates and helps users update time and task progress via text, voice or chat.

4. Advanced testing systems and software
   - early detection of defects and self-correcting processes.

5. A new role for the project manager
   - shift away from administrative work, the project manager of the future will need to cultivate strong soft skills, leadership capabilities, strategic thinking, and business acumen.

Use Cases : Project Management with AI

1. AI-Generated Schedules

- AI can generate highly complex and accurate schedules by analyzing all available data and Templates

- In a complex ERP implementation, an AI Based tool produced a Project Plan within 30 seconds providing complete details of WBS, which otherwise have taken many hours with many iterations for a PM

- As we trained ourselves to describe the context better, the schedules became more accurate.

1. 2. AI-Assisted Cost Estimation

- This case was connecting a financial grid within the PPM tool to ChatGPT.

- Previously, users had to manually input expected costs into each cell based on the cost category and time frame.

- However, by automating the process, ChatGPT was able to suggest and distribute the full cost based on an S-curve.

- We could also accommodate Different Time Frames, Monthly, Qtrly,Yearly.. Etc

Note : ChatGPT is likely not the best option ... :
- security?
- training?
- context?

Platforms That Offer AI Analysis For Project Management-Examples

1. Forecast
- Assists in planning, tracking, and delivering projects on time and within budget.
- Utilizes AI to analyze historical data and project plans for risk and opportunity identification.
- Provides real-time insights for informed decision-making and corrective actions

2. Asana
- AI-powered task suggestions enhance productivity.
- Real-time notifications keep teams informed.
- AI-powered reporting for data-driven insights.

3. Wrike
- Task automation and time-tracking features improve productivity.
- AI-powered reporting for comprehensive project analysis.
- Wrike helps teams to improve productivity and save time.

4. Monday.com
- AI-powered task automation and time tracking.
- Data-rich reporting driven by AI for enhanced productivity.

5. Prometheus
- Facilitates effective project planning, tracking, and delivery.
- Prometheus uses AI to analyze historical data and project plans for risk and opportunity identification.
- Real-time insights enable informed decision-making and corrective actions.

Is AI going to Replace Project Managers?

Please Note: Accountability of Project Management remains with Project Managers where as AI Tools will be "Consulted" in the PM RACI Matrix

If a machine can make all the decisions for project managers, is AI going to replace them?

PM RACI Matrix

	Responsible	Accountable	Consulted	Informed
Project Management		Project Manager	AI Tools	

The shortest answer is – no.

AI can optimize but not create. AI can work with humans but can't work instead of them. AI can learn from past patterns but is helpless when it comes to novel situations.

No matter how far technology evolves, you can rest assured that complex and creative jobs are safe. Creativity, social skills, and perceptiveness are outside the realm of AI

Project manager of the future

AI cannot do – be human.

This means that project managers will also stay relevant in the age of AI if they focus on the core skills of project management and progressively move into work that emphasises human skills.

This includes :

- Leadership

- People and stakeholder management

- Communication (verbal & non-verbal)

- Storytelling

- Empathy

- Emotional intelligence

- Negotiation

In Addition, Adopting and leveraging Technological Disruption is key to success!

" Digital Transformation will help standardisation !

But we need Human Story to achieve excellence "

Three Key Areas to Focus

Become a Business Partner

Get More Tech Savvy

Focus more on the future/Be Creative
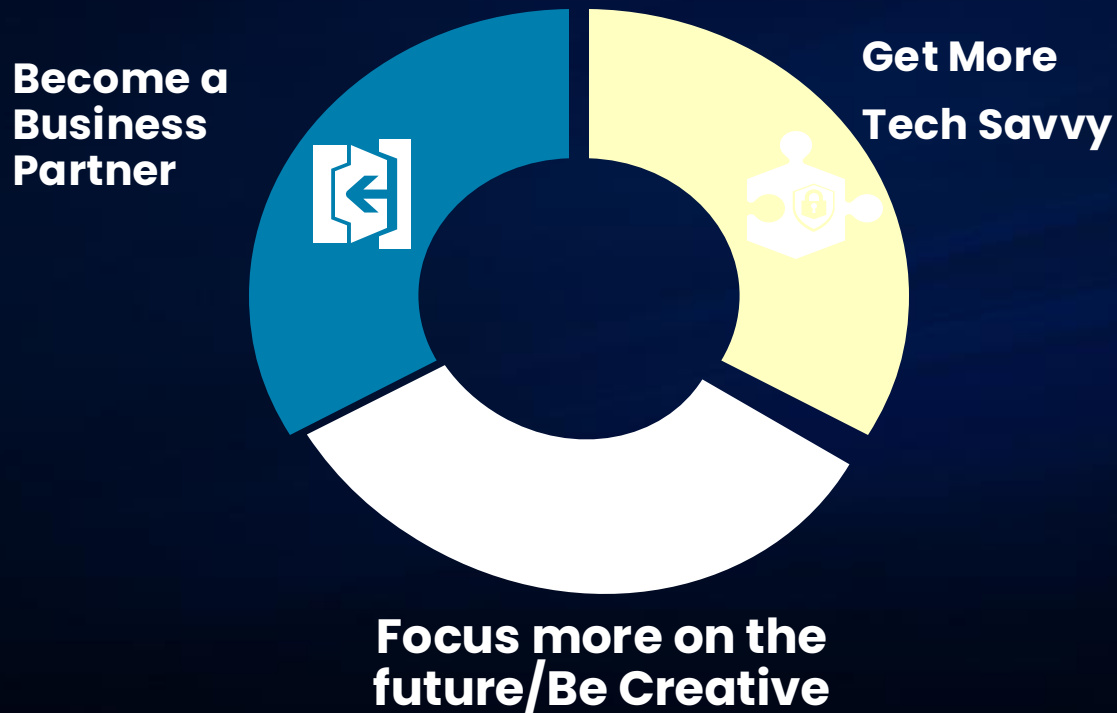
Adding value/Be Creative

**Value
In Any Form**

Smarter

Bigger

Better

Cheaper

Faster

Easier

Summary

Technology Disruption and Digital Transformation is "Irreversible"- Leading to Emerging Business Models

Automation and technology bring a paradigm shift to project managers' roles.

I believe that AI will empower, not replace, project managers.

As with every technology, AI alone will not guarantee success. However, deployed purposefully, AI can be a distinctive accelerator and game changer for project managers and thus help increase project success rates.

There is huge Demand for Project Managers, However "Adaptation" is the key to Success

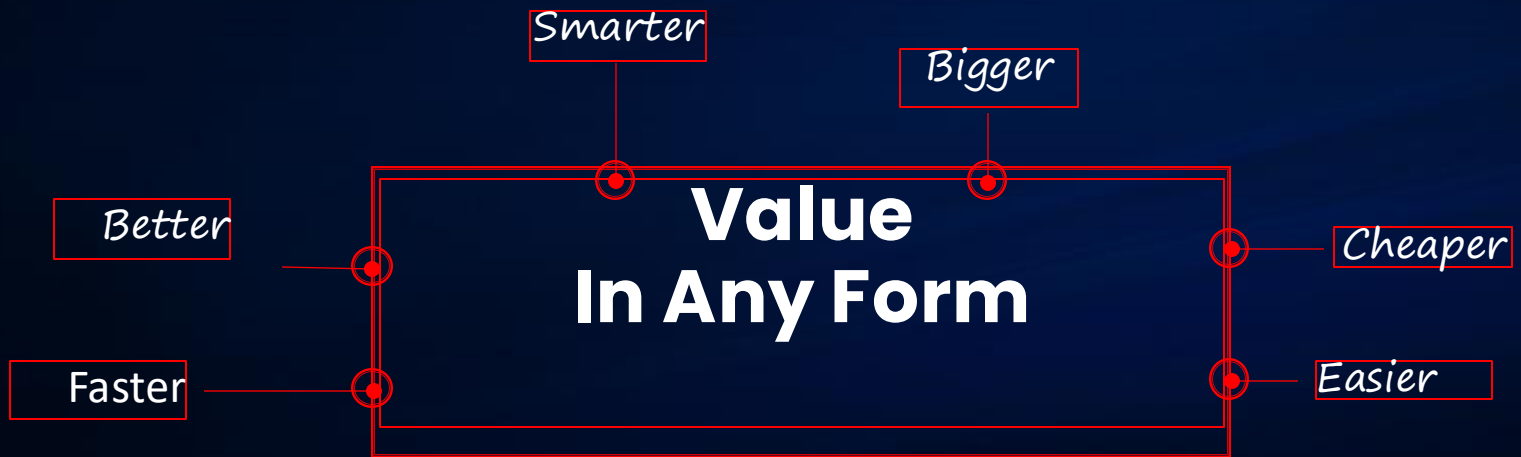Project Mangers should focus on - being Business Partners, enhance Tech Skills, Focus more on Future and be Creative and finally Add Value in any form

The project managers who succeed will likely be those who manage to see beyond the bounds of 'human' imagination, and answer questions about how this technology can add real value and drive positive change in project management and business transformations.

This will ensure the strategic value of project management.

I am confident that the future sessions will deliberate on these and take them to next level!

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Building your AI foundation for business outcomes

Build, enhance, and enrich applications with AI

Strategic Advantage of Integrated AI

VALUE

Integrated AI
MAG
SLM

Assistance

Analysis

Prompt Engineering
RAG

Exploration

Extrapolation

Generic Use

Adaption

Creation

INTEGRATION WITH DATA AND PROCESSES
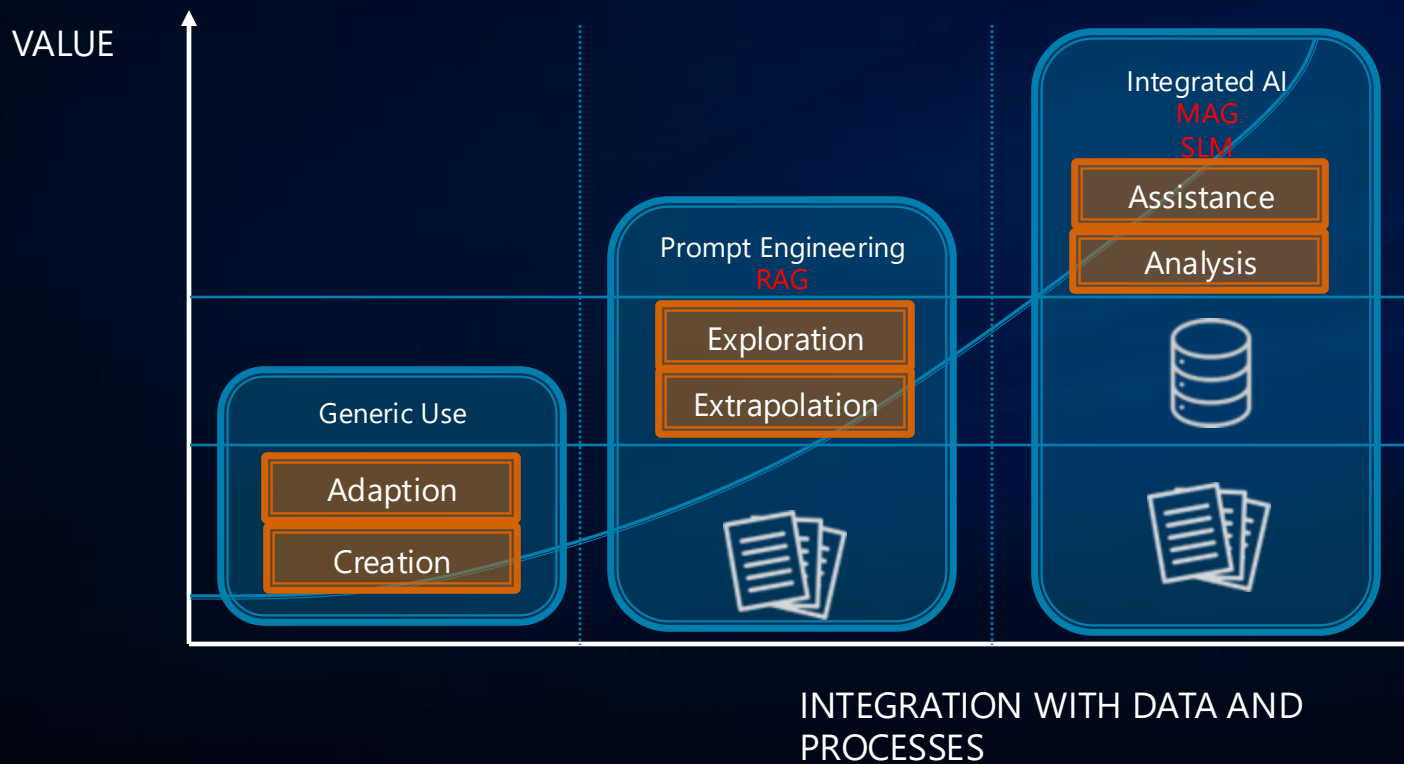
What the market wants

Managing data feels like a battle, when instead they want
effortless control

Current State

- Fragmented and siloed data across multiple systems
- High costs and inefficiencies in data management

Ideal State

- Seamless integration and unification of all data sources
- Democratization of data and access to common tools across the enterprise
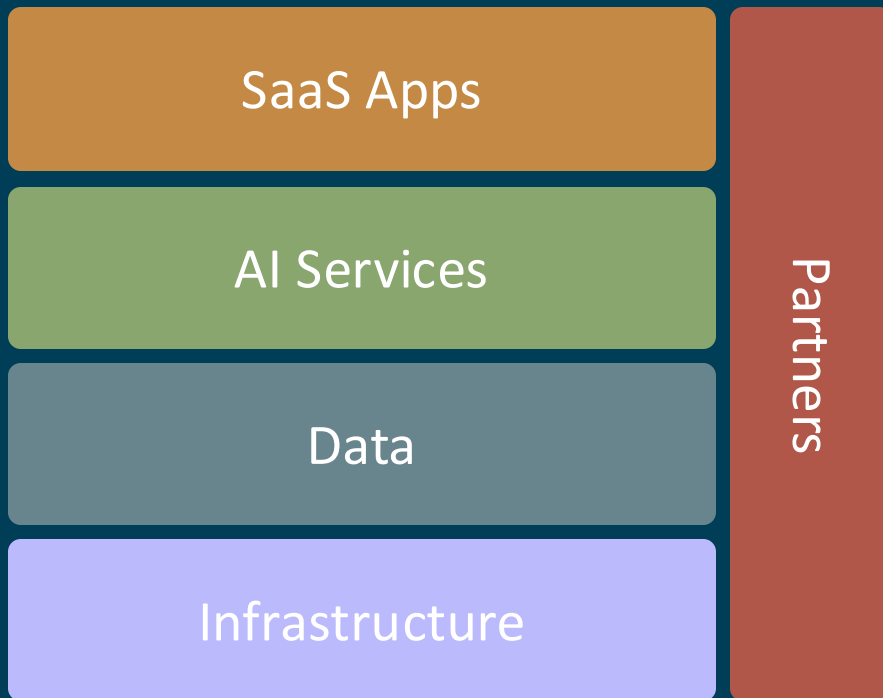
SaaS Apps

AI Services

Data

Infrastructure

Partners

Enterprise AI at every level of the stack to help you create value and drive results

SaaS Apps

AI Services

Data

Infrastructure

Partners
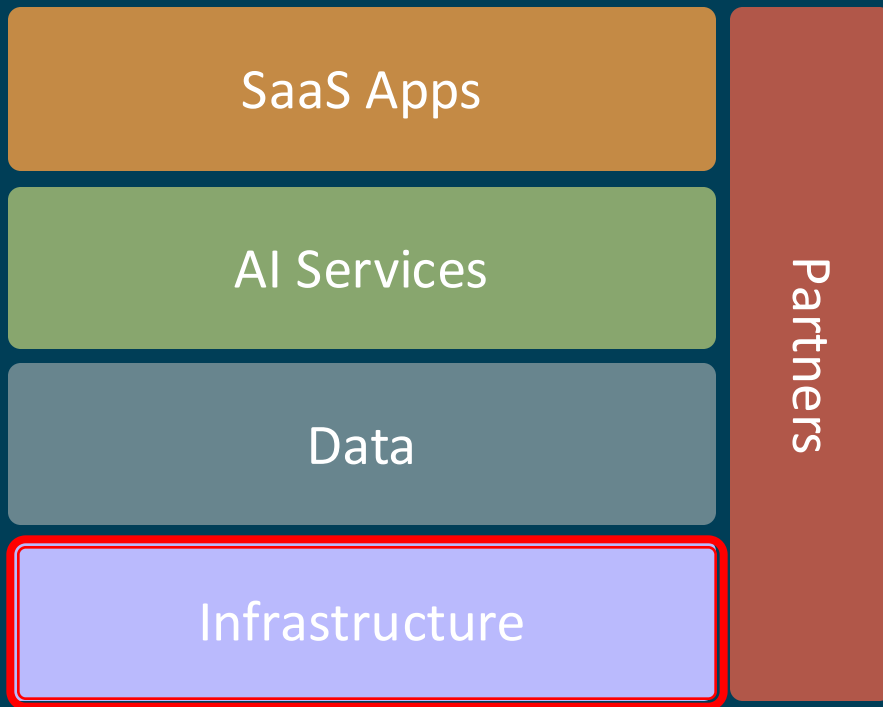
Enterprise AI at every level of the stack to help you create value and drive results

AI designed with safety and ease of use in mind

Data privacy and security

None of your data is shared with LLM providers, other customers, or other third parties

Custom models trained on your data can only be used by you

Human Oversight

You remain in control of AI and can augment or override its output at any time

Embedded in end-to-end workflows

Embedded AI is designed to improve productivity and the customer and employee experience

Quarterly Updates

AI features are ready to use out-of-the box at no additional cost

SaaS Apps

AI Services

Data

Infrastructure

Partners
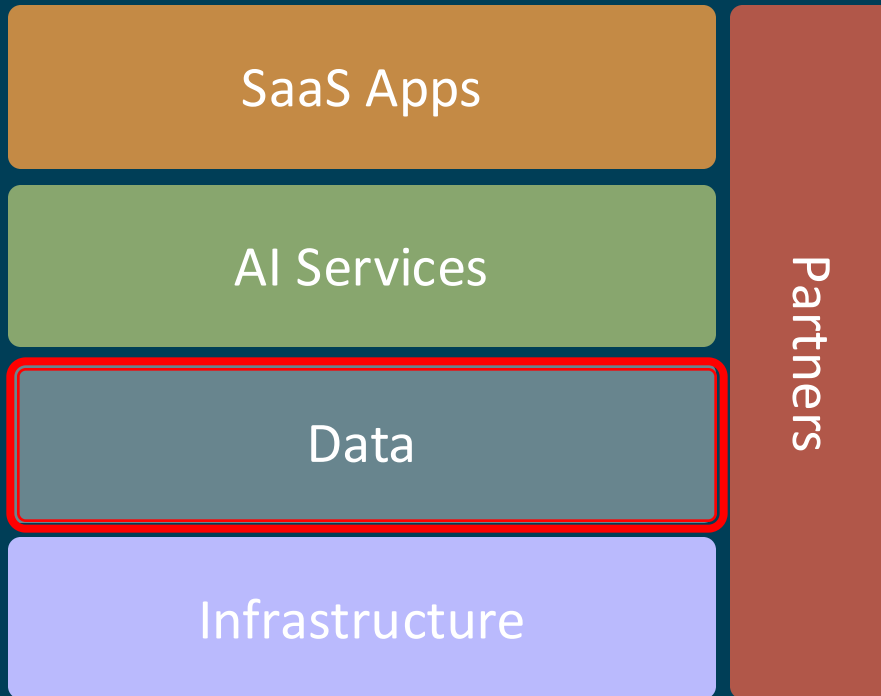
Enterprise AI at every level of the stack to help you create value and drive results

We have been working on AI for a long time
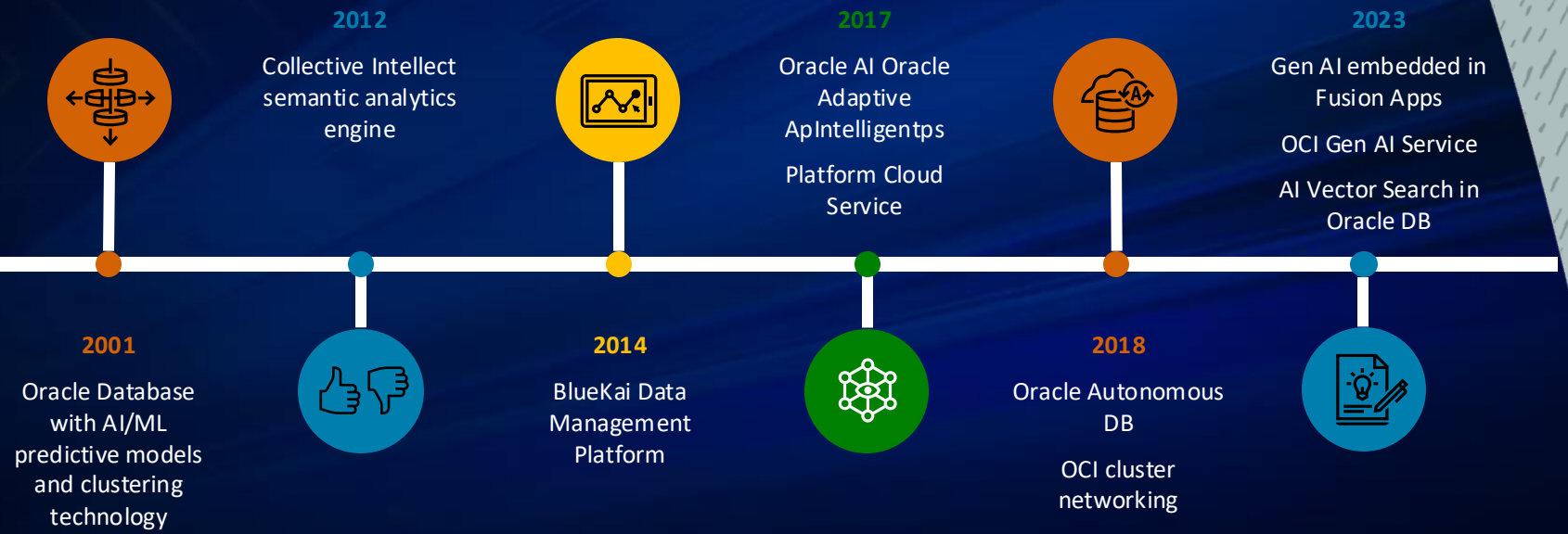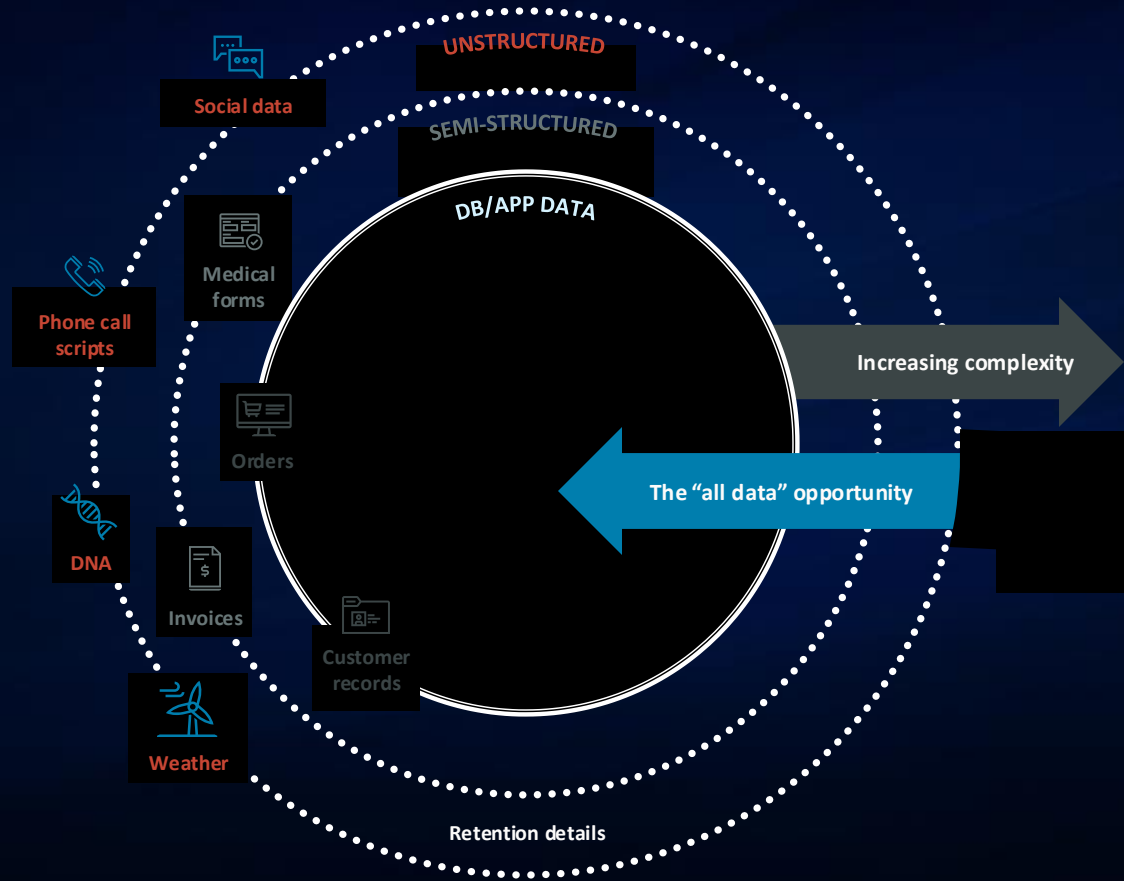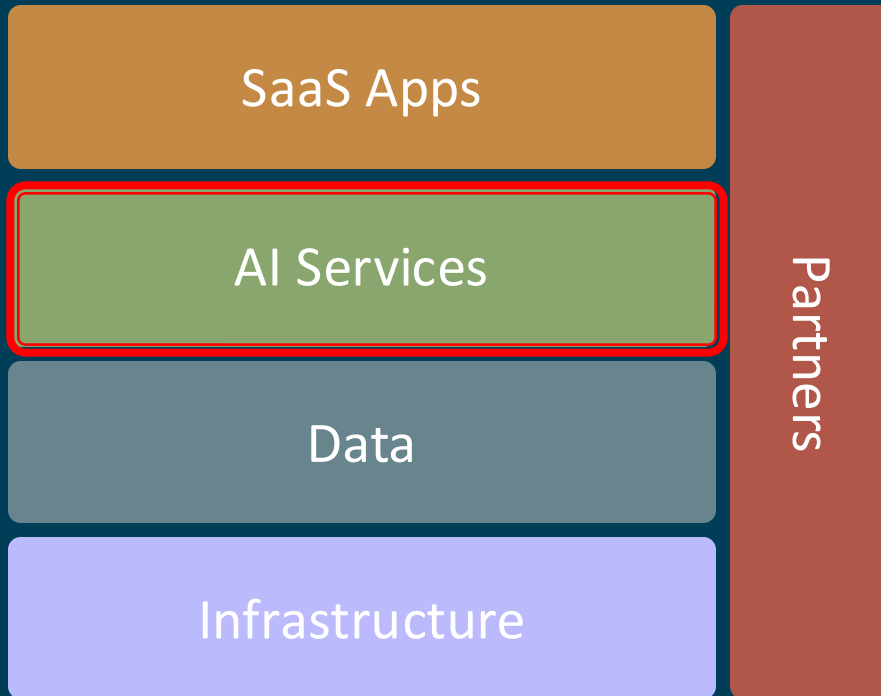
2012

Collective Intellect semantic analytics engine

2017

Oracle AI Oracle Adaptive ApIntelligentps

Platform Cloud Service

2023

Gen AI embedded in Fusion Apps

OCI Gen AI Service

AI Vector Search in Oracle DB

2001

Oracle Database with AI/ML predictive models and clustering technology

2014

BlueKai Data Management Platform

2018

Oracle Autonomous DB

OCI cluster networking

It all starts with **data**

UNSTRUCTURED

SEMI-STRUCTURED

DB/APP DATA

Social data

Medical forms

Phone call scripts

Orders

DNA

Invoices

Customer records

Weather

Increasing complexity

The "all data" opportunity

Retention details

SaaS Apps

AI Services

Data

Infrastructure

Partners

Enterprise AI at every level of the stack to help you create value and drive results

But AI, especially GenAI, is computationally demanding

Time to train an LLM:

14.8 years

on single node

For 175B GPT-3 model with a single NVIDIA DGX A100 node powered by 8 x A100 Tensor Core GPUs (Source)

Comprehensive AI services, data platform, and AI infrastructure

Applications	Fusion Applications	Fusion Analytics	NetSuite	Industry Applications	3rd Party Applications
	Embedded AI				

AI Services

GenAI	GenAI Agents	Code Assist	Digital Assistant	Speech	Language	Vision	Document Understanding

GenAI capabilities

Generative AI and ML for Data Platforms

Oracle Database Vector Search	Autonomous Database Select AI	HeatWave GenAI	Data Science	ML in Oracle Database	HeatWave AutoML	Data Labeling

Data

AI Infrastructure

Supercluster with RDMA networking	Compute GPU: Bare metal, VMs, Kubernetes	Block, Object, File Storage, HPC filesystems

AI Partners and ISVs

Distributed Cloud

Public	Government	Dedicated	Sovereign	Alloy

Gen AI capabilities available now in Fusion Apps

Assisted authoring & summarization

Workforce Attraction & Satisfaction

- Employee Recognition
- Goal Creation
- SMART Team Goals
- Job Posting
- Job Category Landing Pages
- Job Match Snippet
- Career Summary For Growth
- Generate Survey Questions
- Performance Feedback
- Performance Review Summary
- Candidate Experience Summary
- Career Mentoring Tips
- Generate Content From Corporate Site
- About Me For Connections
- Candidate Assistant Q&A
- Career Site Content Assistant
- AI Guided Journey Using Preferred LLM
- Generate interview Summary
- Goal Evaluation Comments
- Text responses for Candidates
- Email responses for Candidates
- Comments for mid-Year goal review
- Goals based on Year-on-Year performance review
- Text responses for Candidates
- Email responses for Candidates

Productivity & Efficiency

- Anytime Feedback Assistance
- Generate Item Descriptions
- Supplier Recommendations For Negotiations
- Generate Negotiation Summary
- Knowledge Article From Source Document
- Knowledge Article From SR
- SR Response From Knowledge Article
- Generate Win Stories From Won Opportunities
- Generate Account Summary
- Generate Work Order Notes
- Generate Repair Summary
- Generate Inspection Characteristics
- Insight Generation

Revenue Growth & Market Share

- Insight on Market Composite Data
- Chat Agent Assistance
- Interview Content Creation
- Chat Summarization
- Issue/SR Summarization
- Email Subject Line Creation
- Long Form Content Authoring
- Short Form Content Authoring
- Generate Outreach Email

Financial & Budgetary Alignment

- Extract Information from Expense Receipt
- Variance Narrative Generation
- Period Comparison Insights
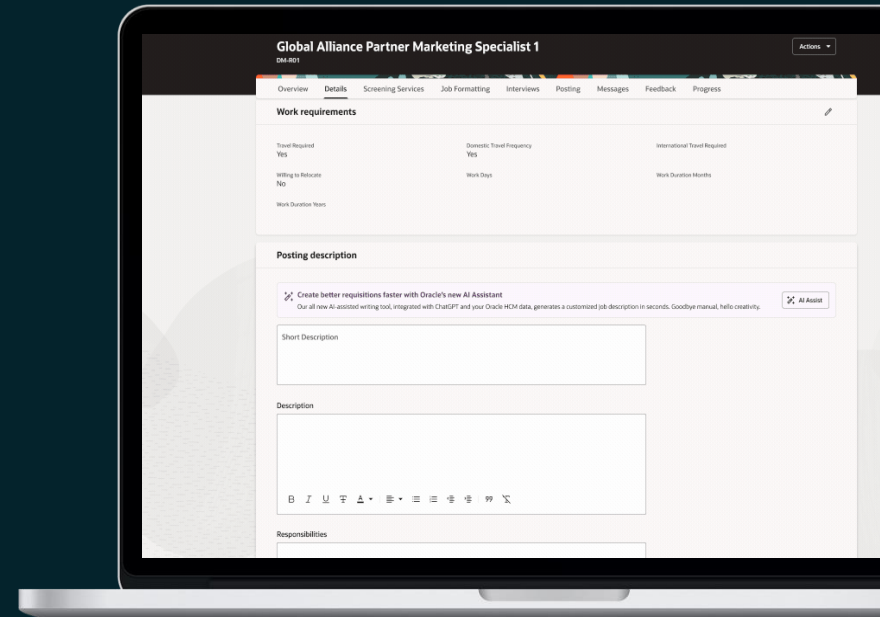
Oracle Fusion Cloud
Generative AI

CX CLOUD SERVICE REQUEST

Oracle Fusion Cloud Generative AI

ORACLE CLOUD EPM NARRATIVE REPORTING

Oracle Fusion Cloud Generative AI

HCM CLOUD PERFORMANCE REVIEW

SaaS Apps

AI Services

Data

Infrastructure

Partners

Enterprise AI at every level of the stack to help you create value and drive results

Common use of Generative AI

Application

Model

Data

APP   APP

APP   APP   LLM

Data
Warehouse

SLM   RAG

Process

Before

- Professional in the Frontline
- Inconsistent quality
- Repetitive action

After

- AI in the Frontline
- Predictability/ Automation
- Consistency

Integrated AI

?

?

OCI Distributed Cloud

Full stack of cybersecurity capabilities, everywhere

Prevent	Monitor	Mitigate	Protect	Encrypt	Access
Block attacks and malicious traffic	Log, analyze, and audit activity	Isolate communications with secure and reliable networks	Hardware-enabled security built into the architecture	Encrypt and protect all data	Ensure authentication, authorization, and accounting

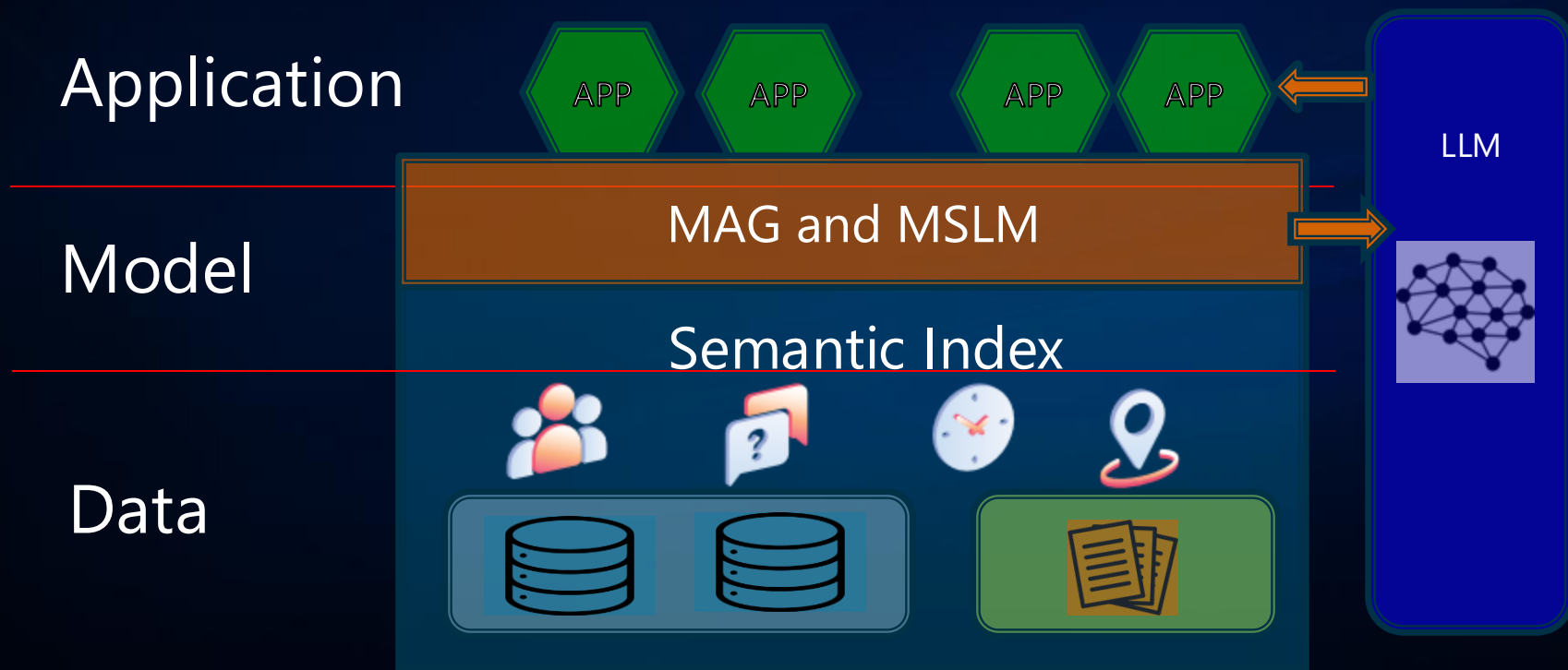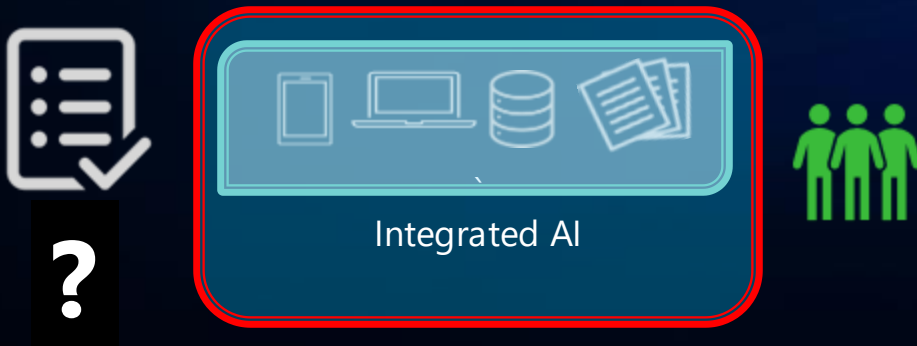|	Monitor	Mitigate	Protect	Encrypt	Access
	Cloud Guard — Security posture management	Virtual Cloud Network — Secure, isolated network	Bare Metal Servers — Servers with full customer control		
	Threat Intelligence — Multi-source, actionable guidance	Security Lists — Virtual network firewall rules	Hardware Root of Trust — Protect from firmware attacks	Data Safe — Monitor data usage in database	Access Governance — Proactive guidance for user actions
Security Zones — Security policy compliance	Threat Detector — Monitor for known threats	Network Firewall — Advanced firewall service	Signed Firmware — Prevent rootkit installation	Vault — Hardware security module protection	OCI Identity and Access Management — Control access to cloud resources
Distributed Denial of Service protection — Automatic DDoS protection	Logging — Single pane for service logs	Bastion — Time-limited SSH access	Hardened Disk Images — OS with expert security settings	Key Management — Encryption key administration	Policies — User access rules
Web Application Firewall — Internet-facing endpoint protection	Vulnerability Scanning — Patch and port monitoring	Dynamic Routing Gateway — Virtual router	SmartNIC — Isolated admin of compute hardware	Secrets Management — Credential and vendor administration	Federation — Identity provider inter-operation
	Auditing — OCI API logging	Fast Connect — Dedicated, high-speed connection	Off-box Network Virtualization — Encapsulated, repeated traffic	Certificates — Validation certificate administration	
	Workload Protection — Runtime security monitoring and real-time threat hunting	Virtual Private Network — Secure connectivity over any network	Oracle Linux & Oracle Enterprise Linux — Performant, secure, enterprise Linux		
		NAT Gateway — Protected access to the internet			
INTERNET & EDGE	MONITORING & PREVENTION	NETWORK	COMPUTE	STORAGE & DATABASE	IDENTITY & OPERATOR ACCESS

Public Cloud Gov Cloud Isolated Regions Cloud@Customer Dedicated Regions Multicloud Alloy EU Sovereign
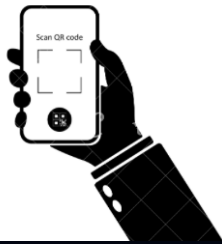
ORACLE

Thank You

Demo Consono

Research on Improving Customer Experience in the AI Solutions Market

The goal of this research is to better understand the perspectives of clients regarding the possibilities and risks of AI. This will allow clients to be better served by AI providers.

Please **scan the QR-code** and fill out this **survey** to help us gather better insights and improve our research outcomes. The results will also be **shared with you** once the study is complete.

- Survey **duration: 5-10 minutes.**
- Your responses will be **processed completely anonymously.**

THANK YOU