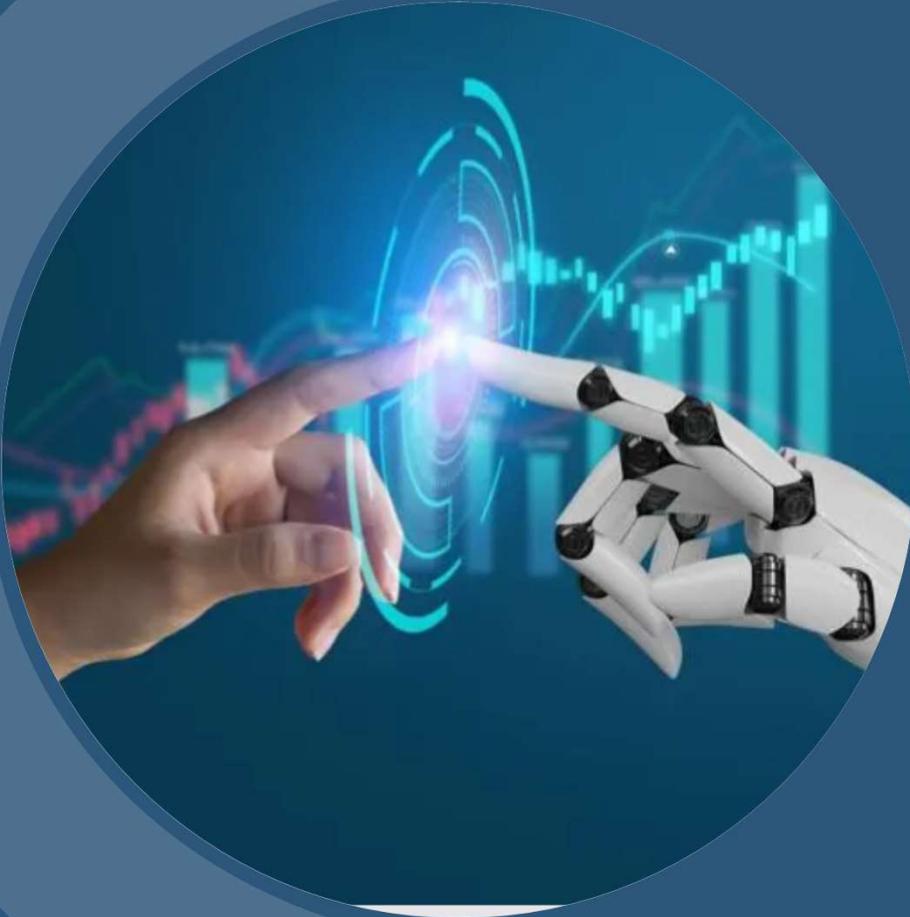


# THE ART & SCIENCE OF IMPLEMENTING ARTIFICIAL INTELLIGENCE

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MICHAEL MCCULLOUGH



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## AGENDA

- Welcome & Introduction
- This Thing Called AI
- Why do I need a Deployment Strategy?
- Deployment Strategy
- Questions



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## LEARNING OBJECTIVES

- Explain the basic concept of AI
- Describe some basic use cases for project professionals
- Discuss the need for an AI implementation strategy
- Explain the basic strategy for implementing AI in your organization



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## ABOUT YOUR SPEAKER

- Globally Recognized Thought Leader in Low Code & AI Digital Transformation
- Citizen Development Business Architect – Amtrak
- AI Transformation Committee
- Recognized as a Top Citizen Development Influencer – Quixy
- Microsoft Keynote Speaker
- PMI Global Summit Speaker
- Contributor for PMI Low Code, AI Certifications, & Publications
- Krav Maga – Black Belt/Instructor
- Retired USN – Chief Petty Officer
  - Purple Heart Recipient
  - Bronze Star Awardee

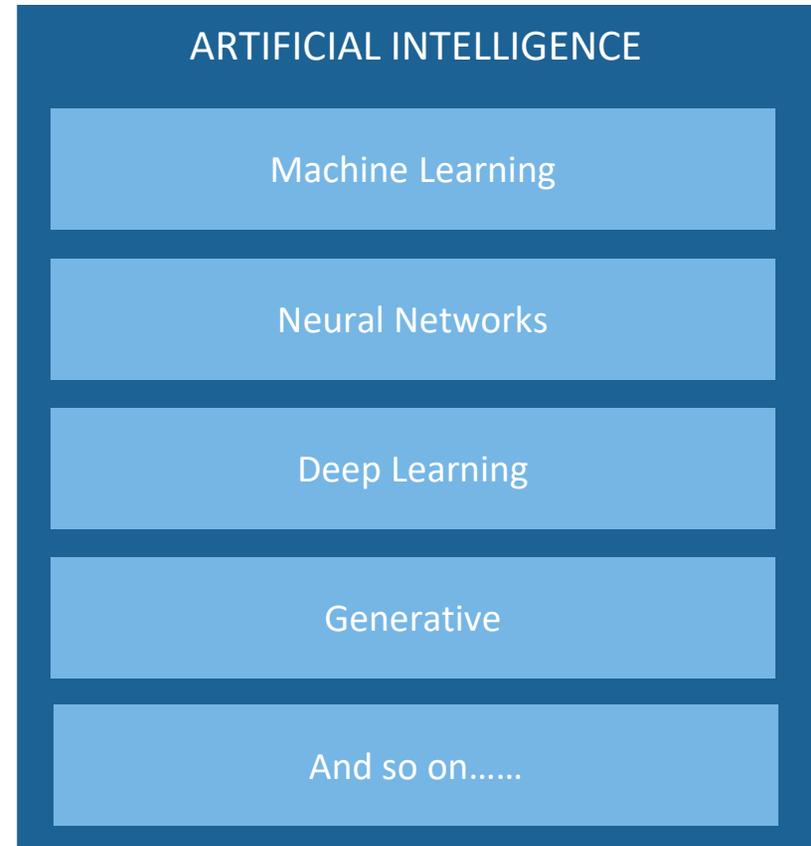
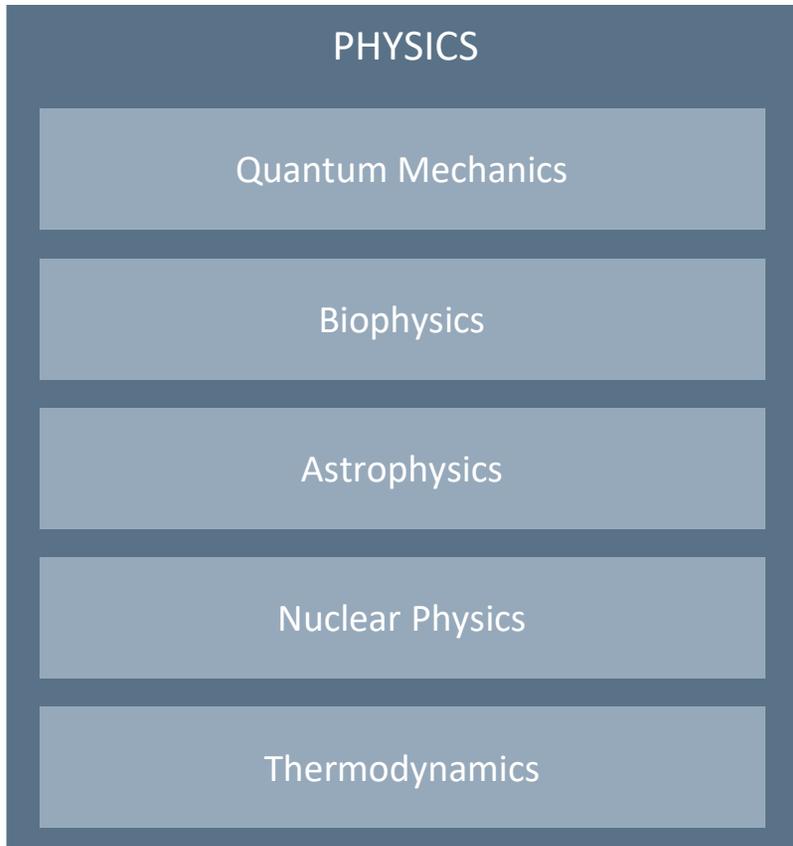


**THIS THING CALLED AI**



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# THE STUDY OF ARTIFICIAL INTELLIGENCE



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## YOU LIVE IN A WORLD OF AI TECHNOLOGY



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# BENEFITS OF AI IN PROJECT MANAGEMENT



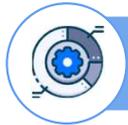
## Project Planning

- Locate potential risks for future planning.



## Risk Management

- Provide recommendations on whether a project should be selected, how valuable the proposal is, & even include likelihood of success.
- Analyze data to identify potential risks
- Predict their likelihood of occurrence



## Automation

- Automate repetitive tasks, such as time tracking, task management, & risk identification.
- Propose mitigation strategies



## Efficiency

- This allows project managers to focus on high-level tasks.
- Help businesses stay ahead of the curve & complete projects on time and within budget.



## Scalability

- Handle large amounts of data and projects, making it easier to manage complex or multiple projects simultaneously.

# TRACK PROJECT REQUIREMENTS

This is a developer environment and not meant for production use. [Learn more](#)

Try the new Power Apps

## Let's build an app. What should it do?

Collect RSVPs Track sales leads List inventory Manage inspections

Use everyday words to describe what your app should collect, track, list, or manage ...

This AI-powered feature is in preview. [See terms](#)

### Other ways to create an app

- Start with data**  
Create a table, pick an existing one, or even import from Excel to create an app.
- Start with a page design**  
Select from a list of different designs and layouts to get your app going.
- Start with an app template**  
Select from a list of fully-functional business app templates. Use as-is or customize to suit your needs.

### Your apps

Name	Modified ↓	Owner	Type
Nurture apps - Admin	1 month ago	Michael McCullough	Model-driven
Nurture apps - Maker	1 month ago	Michael McCullough	Model-driven
Power Platform Admin View	1 month ago	Michael McCullough	Model-driven
CoE Setup and Upgrade Wizard	1 month ago	Michael McCullough	Model-driven
CoE Maker Command Center	1 month ago	Michael McCullough	Model-driven

Ask a virtual agent

# SUMMARIZE MEETING NOTES & TASKS

The screenshot displays a Microsoft Teams meeting interface for a "Product roadmap discussion" on January 21, 2023, from 10:00 to 11:00. The meeting is currently paused at 11:23 / 1:48:42. The interface includes a sidebar with navigation options like Activity, Chat, Teams, Calendar, Files, and Store. The main meeting area shows a grid of video thumbnails for participants: Serena Davis, Aadi Kapoor, Beth Davies, and Amanda Brady. Below the video grid, there are tabs for "Speakers", "# Topics", and "Chapters", and a list of active participants: Mona Kane, Babak Shammass, and Danielle Booker.

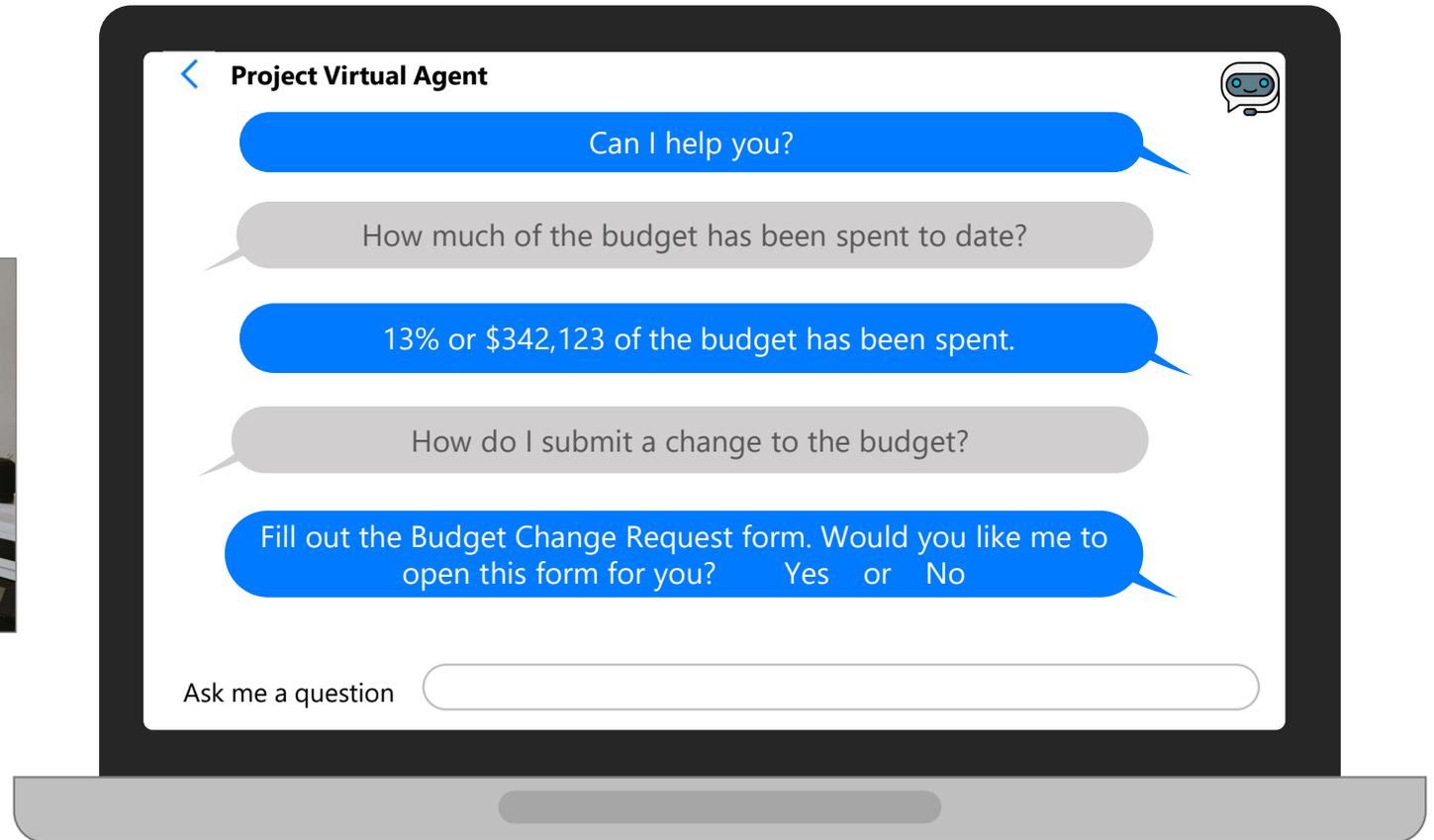
On the right side, a panel shows AI-generated notes and tasks. At the top, there are buttons for "Notes", "AI notes" (which is selected), "@ Mentions (3)", and "Transcript". Below these buttons, a header reads "AI-powered notes and tasks, created for you. [Learn more](#)" with a "Copy all" button. The "Suggested notes" section contains three bullet points:

- > **Serena** wants to look at the product roadmap before she and **Danielle** commit to more feature enhancements.
- > **Danielle** explains that they are on track for new product release in December. But they will need to keep an eye on beta testing results. She will follow up on that.
- > **Danielle** explains that they are managing the capacity well. There could be a problem if they get a surge of users. **Babak** will make sure that they have the necessary provisions to handle an influx of users if the need arises.

Below the notes, there is a feedback prompt: "Are these notes useful?" with thumbs up and thumbs down icons. The "Suggested tasks" section contains two bullet points:

- **Danielle** will follow up on feature enhancement prioritization
- **Jon Shammass** will double check with **Amanda** regarding the ETA for the new product

# ANSWER PROJECT RELATED QUESTIONS!

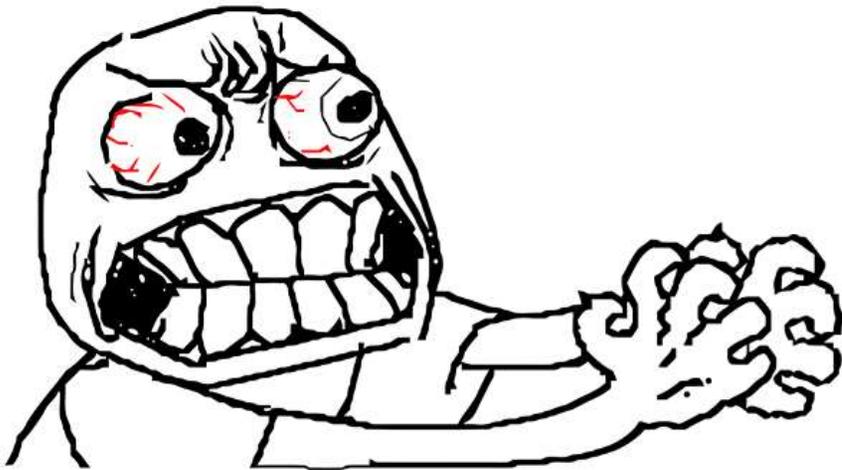


# CREATE A ROUGH DRAFT FOR PRESENTATIONS

The screenshot displays the Tome AI web application interface. The browser's address bar shows the URL `tome.app/michael-2e0`. The user profile is identified as Michael McCullough. The interface is divided into several sections:

- Navigation:** A sidebar on the left contains links for Notifications, Recent, Personal, Shared with me, Michael, Templates, Deleted, and Invite teammates.
- Templates:** A central grid of five template cards is visible:
  - Fundraising Pitch:** Features a blue smartphone with a hand holding it.
  - Sales Pitch:** Shows a modern interior space with large windows.
  - Resume:** A structured form with fields for Name, Title, Address, and Skills.
  - Mood Board:** A collage of images including a person's face and abstract patterns.
  - Work Portfolio:** A collage of images with a red flower and a person's face.
- Recently viewed:** Two cards are shown below the templates:
  - Crunching the Numbers: Mastering Project Reporting** - Edited moments ago.
  - Project Management in the Age of AI and Low Code Development** - Edited 8 days ago.
- Actions:** Buttons for 'Upgrade' and 'Create' are located in the top right corner.
- Footer:** A status bar at the bottom left indicates '418 AI CREDITS LEFT' and provides a link to 'Get unlimited credits'.

# GET RID OF STATIC PROJECT STATUS REPORTS



**Project Status Report**

Project Name:		Week Ending:	Mm/dd/yy
Project Code:		Project Phase:	
<b>Summary Status:</b>			
=>			
Project Manager:		Program Manager:	
Start Date:	mm/dd/yy	Initial Value (\$USD):	\$ (T&M)
Finish Date:	mm/dd/yy	Revised Project Plan:	\$ (T&M)
Revised Finish Date:	mm/dd/yy	Cost Center:	
<b>CATEGORY:</b>	<b>-2 weeks</b>	<b>-1 week</b>	<b>Current</b>
Schedule Performance	Amber	Red	Red
Risks & Issues	Amber	Amber	Amber
Budget	Amber	Amber	Amber
Resourcing	Green	Green	Amber
<b>SUMMARY OF PROGRESS:</b>			
<b>Achievements this week:</b>			
=>			
<b>Planned for next week:</b>			
=>			
<b>Planned but not Accomplished:</b>			
=>			
<b>MILESTONES:</b>			
Milestone	Baseline Date	Latest Forecast	Actual Date
<b>KEY RISKS, ISSUES &amp; DEPENDENCIES:</b>			
Risks	Impact (1=Low 5=High)	Prob (1=Low 5=High)	Action
Issues	Priority (Critical, High, Medium or Low)	Action	Due Date

# BRING YOUR PROJECT STATUS REPORTS TO LIFE

**Customer Profile**

File View Reading view Mobile layout

Search (Alt + Q)

Copilot

Property Visited: All Customer Source: All

**Total Customers**: 45,195 **Return Rate**: 11.7%

**New Customers**: 39,906 **Repeat Customers**: 5,289

**Average Days Booked**: 3.9 **Average Customer**: 56.0

**Customer Return Rate by Month**

**New vs Repeat Customers**

**Average Days Booked by Month**

**Customers by Country**

Country	Customers
Australia	9.7K
Germany	9.2K
United States	7.6K
India	5.2K
Canada	4.2K
Japan	2.3K
Netherlands	1.6K
China	1.5K
Russia	1.3K
France	1.2K
UK	0.9K
Unknown	0.3K

**New vs Repeat Customers by Month**

**Age Breakdown**

Age Group	Customers
<21	7K
21-30	18K
31-40	11K
41-50	8K
51-60	2K

**New vs Repeat Customers by Group Type**

Group Type	New Customers	Repeat Customers
Couple	24K	3K
Single	11K	2K
Family	5K	0K

**Customers by Primary Interest**

Primary Interest	Customers
Sport activities	23K
Relaxation	13K
Honeymoon	7K
Sightseeing	2K

**Copilot Preview**

Create a report with Copilot

Describe the report you want, in your own words, and Copilot will create it quickly.

Help me build a report summarizing the profile of customers who visited our resort properties in the last 12 months. I want it to include the following:

- Summary of new vs returning customers and their demographics
- Where customers visit from and how long they stayed
- Types of customers and why they visited

'Customer Profile' page added

Summarize data and insights from the report

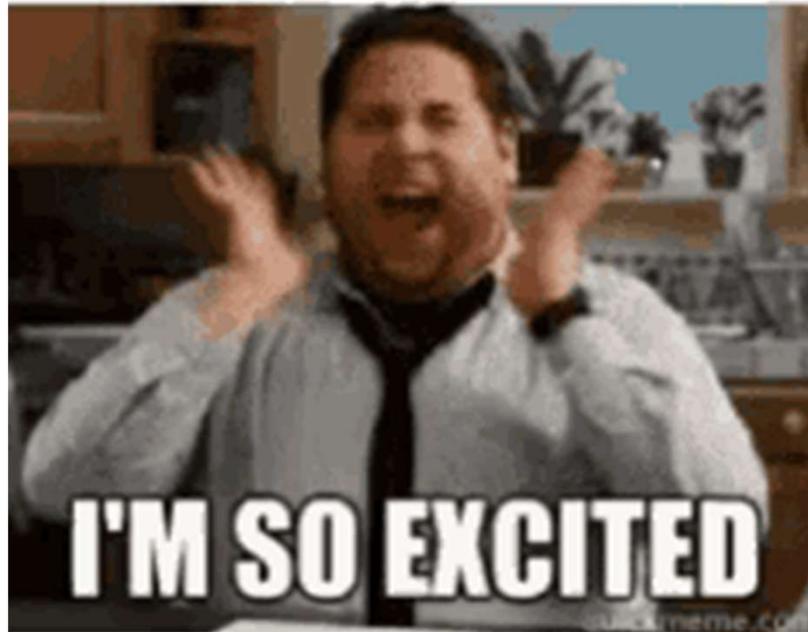
Add another page to the report

Ask a question or request, or type '/' for suggestions

AI-generated content can have mistakes. Make sure it's accurate and appropriate before using it. [Read preview terms](#)

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**SO EXCITING!**



**WHY DO I NEED A DEPLOYMENT STRATEGY?**



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# REASONS FOR A DEPLOYMENT STRATEGY

- **Regulation of AI use**  
Provides guidelines on AI usage consistent with the company's values.
- **Legal Compliance**  
Helps prevent breaching laws related to data, privacy, discrimination, etc.
- **Bias Reduction**  
Addresses potential AI biases, which could lead to discriminatory outcomes.
- **Data Protection**  
Reduces risks of exposing or mishandling confidential information.
- **Employee Trust**  
Communicates the purpose of AI, mitigating potential fears of replacement.
- **Human-AI Balance**  
Promotes the importance of human judgment complemented with AI.
- **Ethical Considerations**  
Offers a framework for ethical & responsible AI deployment.
- **Quality Assurance**  
Encourages employee evaluations of AI outputs to maintain quality.
- **Accountability issues**  
Defines responsibilities for AI-related mistakes & disputes.

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## LET'S GET REAL

### Fiction

- This is a quick & simple process
- AI is “plug & play”
- Results are immediate
- AI is a “cure-all” solution
- AI will take away jobs
- AI is a tech fad

### Fact

- This is a significant investment that will take time
- You will need to organize your data
- Data models take time to learn
- AI is a tool
- AI has/will/is redefining job roles
- AI has been around for 70+ years & is here to stay

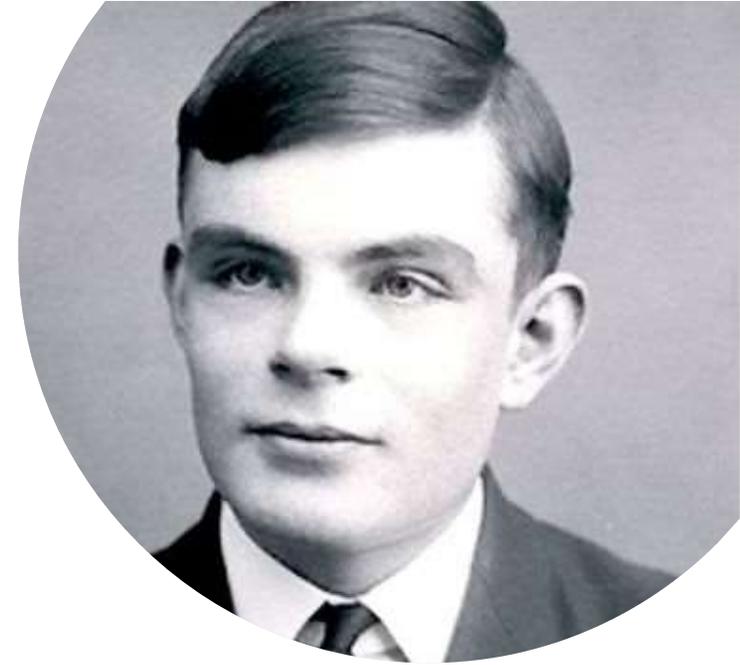
# DEPLOYMENT STRATEGY



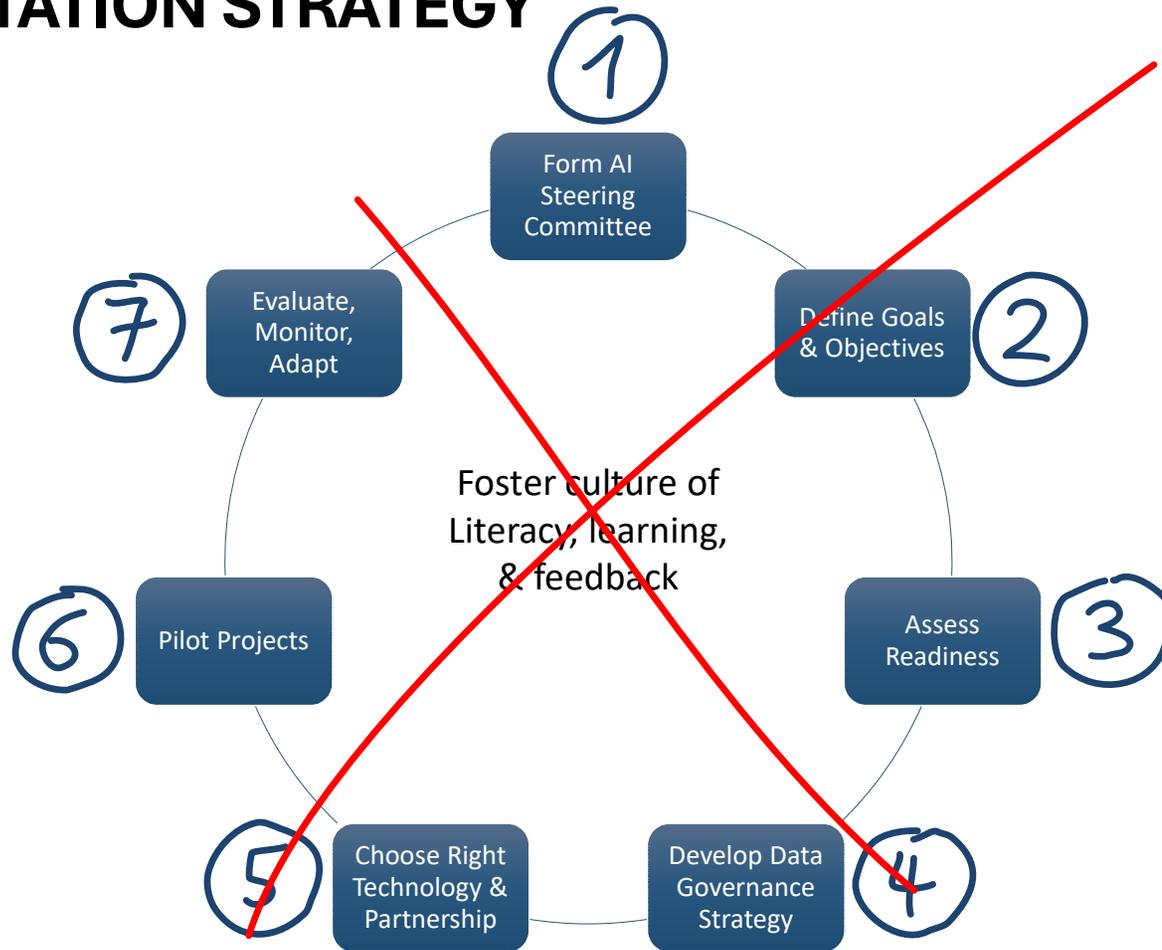
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“Sometimes it is the people **NO ONE  
CAN IMAGINE ANYTHING OF**  
who **DO THE THINGS NO ONE  
CAN IMAGINE.**”

Alan Turing



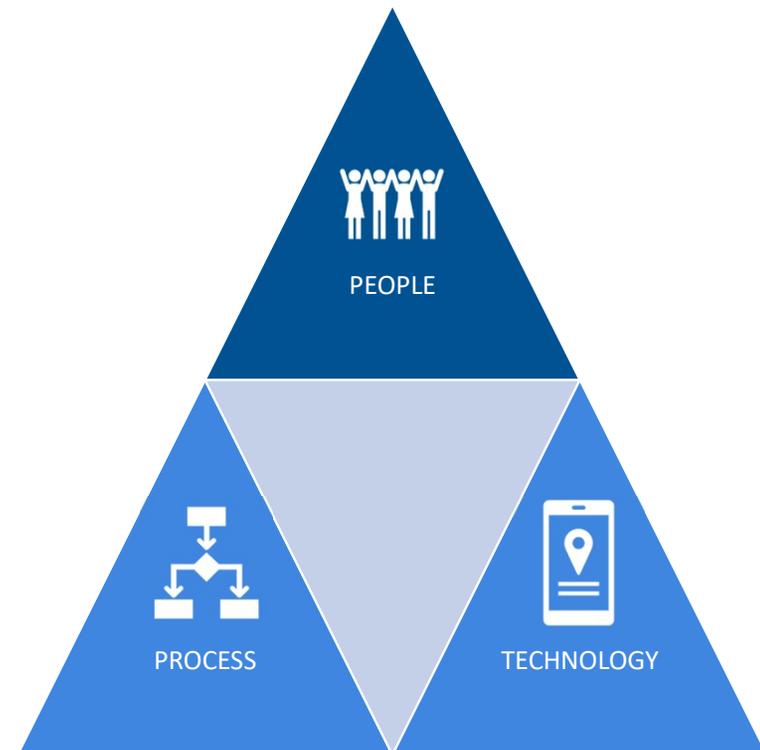
# IMPLEMENTATION STRATEGY



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# PROGRAM FOUNDATION

- People
  - **EMPOWERING** employees
  - Fostering new **RELATIONSHIPS**
  - **CHANGING** culture
- Process
  - **UNDERSTANDING** business process
  - Removing **WASTE** & adding **VALUE**
  - **IMPROVING** efficiency
- Technology
  - Increased **TRANSPARENCY**
  - Having access to the **RIGHT TOOLS**
  - Creating a **BETTER EXPERIENCE**



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## FORM AN AI STEERING COMMITTEE

- Are you **READY TO CHANGE** how you do business?
- You **WILL NOT** succeed working in silos!
- This is **NOT** an **IT EXCLUSIVE** endeavor!
- **EVERYONE** in the business is a **STAKEHOLDER!**



# FOSTER A CULTURE OF AI LITERACY, LEARNING, & FEEDBACK

- Promote **AI LITERACY**
- Create a sense of **URGENCY & EXCITEMENT**
- **LISTEN** to the people
- **TRAINING** tailored to your audience
- Encourage **IDEATION**
- **RECOGNIZE** ideas & success



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## DEFINE OBJECTIVES & GOALS

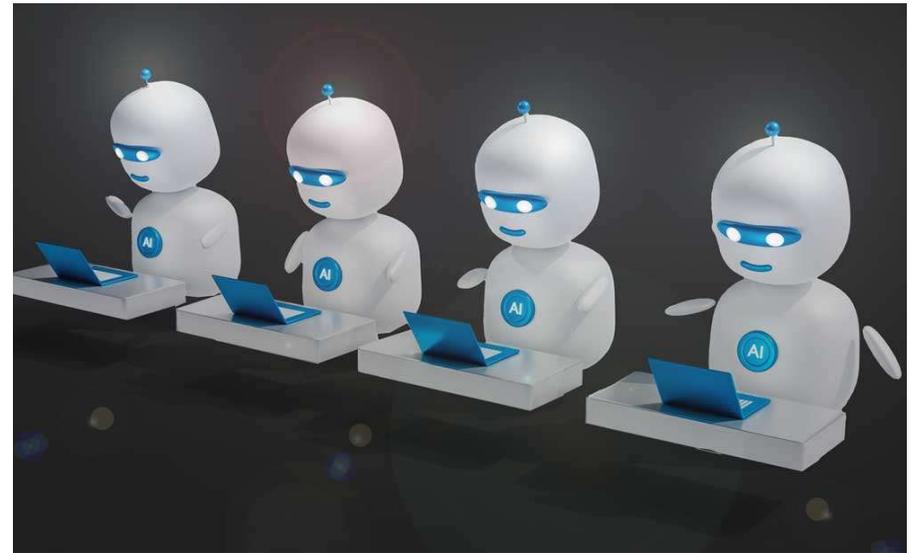
- Identify & document where AI can **ADD VALUE** in your organization
  - Improve efficiencies
  - Save time
  - Automate manual tasks
  - Analyze data
  - Improve employee safety
  - Better decision making
- Use these findings to **WRITE A MISSION** statement



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## ASSESS ENTERPRISE DATA READINESS

- Evaluate your IT infrastructure
- Your organization **IS NOT READY** for full scale AI implementation!
- You need access to **HIGH-QUALITY & RELEVANT DATA**
  - Significant data preparation may be needed
- Does your organization have the **NECESSARY SKILL SET?**



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# DEVELOP A STRATEGY FOR DATA GOVERNANCE

- Establish a framework for data:
  - Management
  - Quality
  - Security
  - Compliance
- Build ethical guidelines that:
  - Consider fairness
  - Transparency
  - Accountability



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## CHOOSE THE RIGHT TECHNOLOGY & PARTNERS

- Technology selection
  - What are you **TRYING TO ACCOMPLISH**?
  - Think about **INTEGRATION**
  - Scalability
- Partner selection
  - Can you do this on your own or do you want to bring in a partner?



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## SELECT PILOT PROJECTS

- Find your “**CLOSEST ALLIGATOR TO THE BOAT**”
  - What **KEEPS YOU UP AT NIGHT**
- How can **AI** help **SOLVE** the issue
- Determine what **SUCCESS** looks like
- **ONE SMALL SUCCESS** will **LEAD TO ANOTHER** & another & another....
- Share your **SUCCESSSES** & **OPPORTUNITIES** for learning



# MONITOR & EVALUATE & ADAPT

- Analyze **KEY RESULTS** from our previously established **OBJECTIVES**
- Are we **MEETING** our **OBJECTIVES**?
  - Why or Why not
- **ADJUST** your strategy
- **COMMUNICATE & IMPLEMENT** new plan



**TIME FOR QUESTIONS**



# THANK YOU!

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