PROBLEM SOLUTIONS

Enabling the Augmented Enterprise

Mike Hruska

www.bit.ly/mikeharticles

Bottom Line Up Front

The Augmented Enterprise is a model that leverages Artificial Intelligence (AI) to empower teams with Augmented Intelligence capabilities.

- The world will be radically different faster than we think
- There is no more “business as usual”
- Organizations are stuck in trying to apply AI in meaningful and responsible ways
- In order to do differently, we need to think differently
- We to get unstuck towards our potential future

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Silent Writing Exercise

During this event, reflect and make some observations about the questions.

CORE

- Why AI?
- Hopeful Outcomes?
- Metrics?

BONUS

- Use Cases?
- POC (proof-of-concept) ideas?

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Humans need and want more time to interact with each other. I think AI coming about and replacing routine jobs is pushing us to do what we should be doing anyway: the creation of more humanistic service jobs.

Kai-Fu Lee
Chairman and CEO
Sinovation Ventures

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Exponential Technology

Electricity:

Revolutionized Communications:
telegraph, telephone and eventually the internet

Advancements:
transportation, home appliances, industrial, & healthcare

Entertainment & Media:
radio, television, film and eventually social media.

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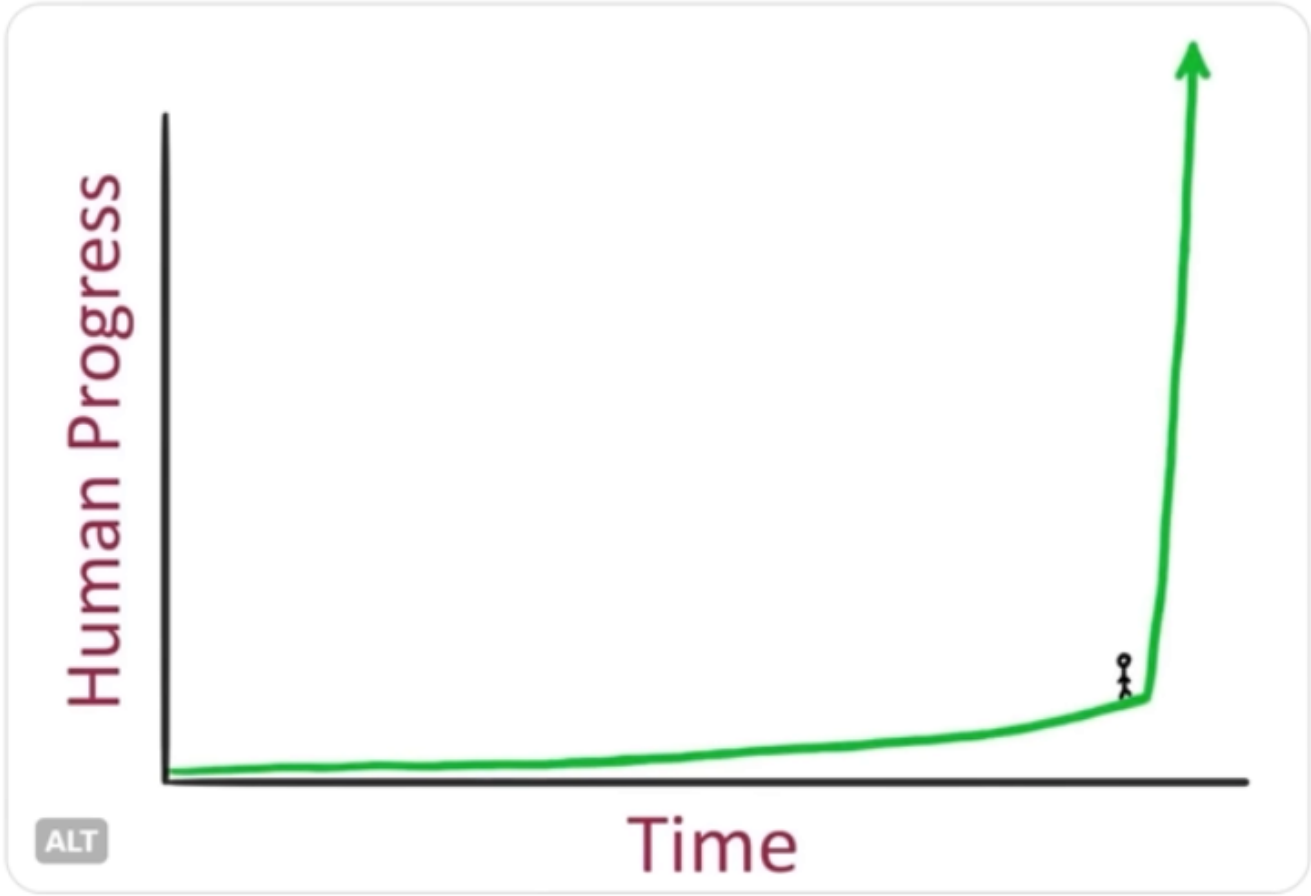
Jim Fan
@DrJimFan

Happy New Year everyone! 2024 will be EPIC. We are riding the vertical part of the exponential curve. Every year from now on will be state of the art, by far! 👏



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I think the real story here is **an amplification of what humans can do**. It's kind of like hiring six assistants. They're not perfect. They need to be trained up a little bit. They don't quite know exactly what you want to do always. But they're so eager; they never sleep; they're there to help you. They're willing to do the drudge work, and you get to be the director.

Greg Brockman

Co-Founder, OpenAI

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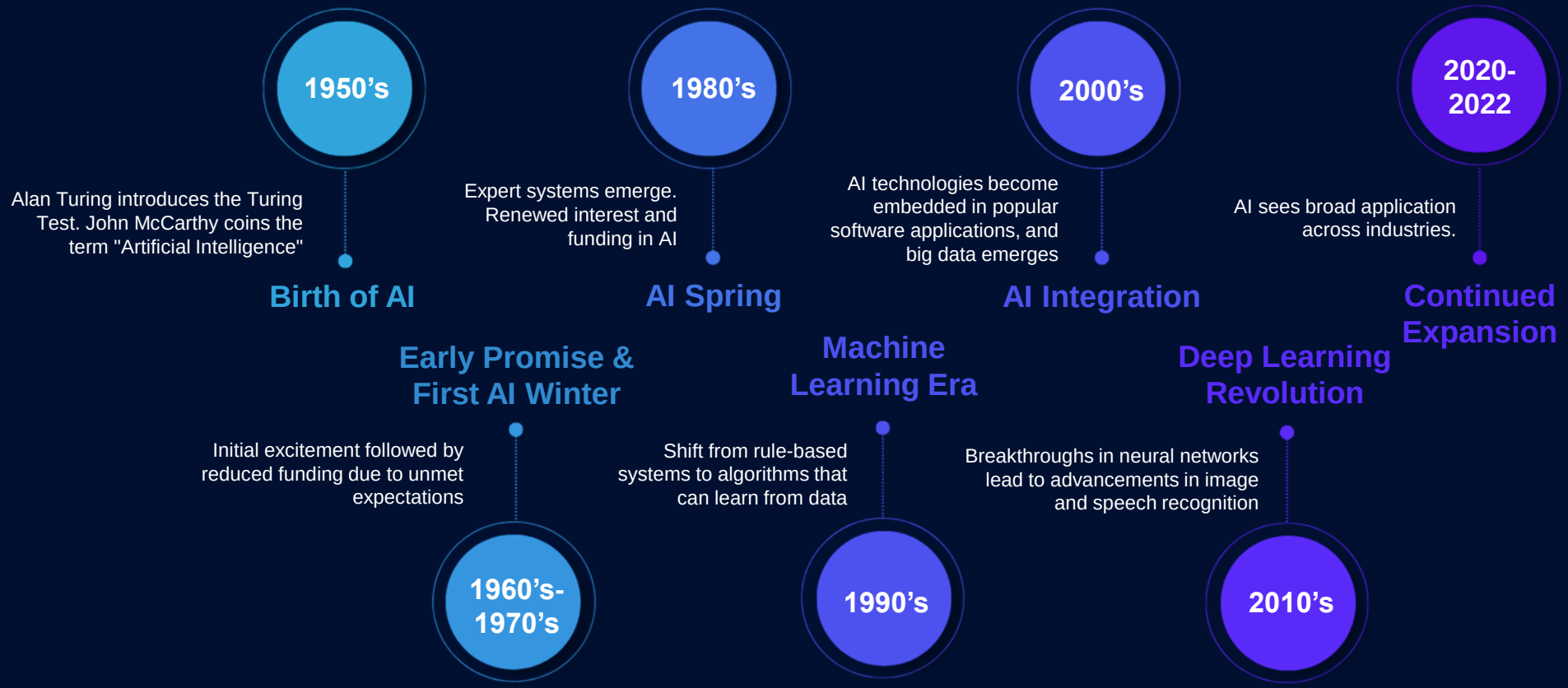
A quick history of AI



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Decades happen in weeks

- Meta Llama2 13B – **Open-source AI Model**
- Midjourney / SDXL – **AI text to image generation**
- Google MedPaLM 2 – **Medical LLM**
- OpenAI GPT-4 – **New benchmark for NLP and generation**
- Microsoft AI Copilot for 365 Suite – **AI-driven insights and assistance**
- Google Bard – **Generative AI platform (Gemini in Beta Release)**
- Adobe Firefly – **AI-powered design tool**
- GitHub Copilot X – **AI-driven coding assistance**
- WIX AI Website Generation – **AI prompt-based website designer**
- HeyGen / Runway – **AI text to avatar video, AI text to video**
- Falcon 180B – **Opensource LLM with 180B parameters rivaling GPT-4**
- **And so much more…**

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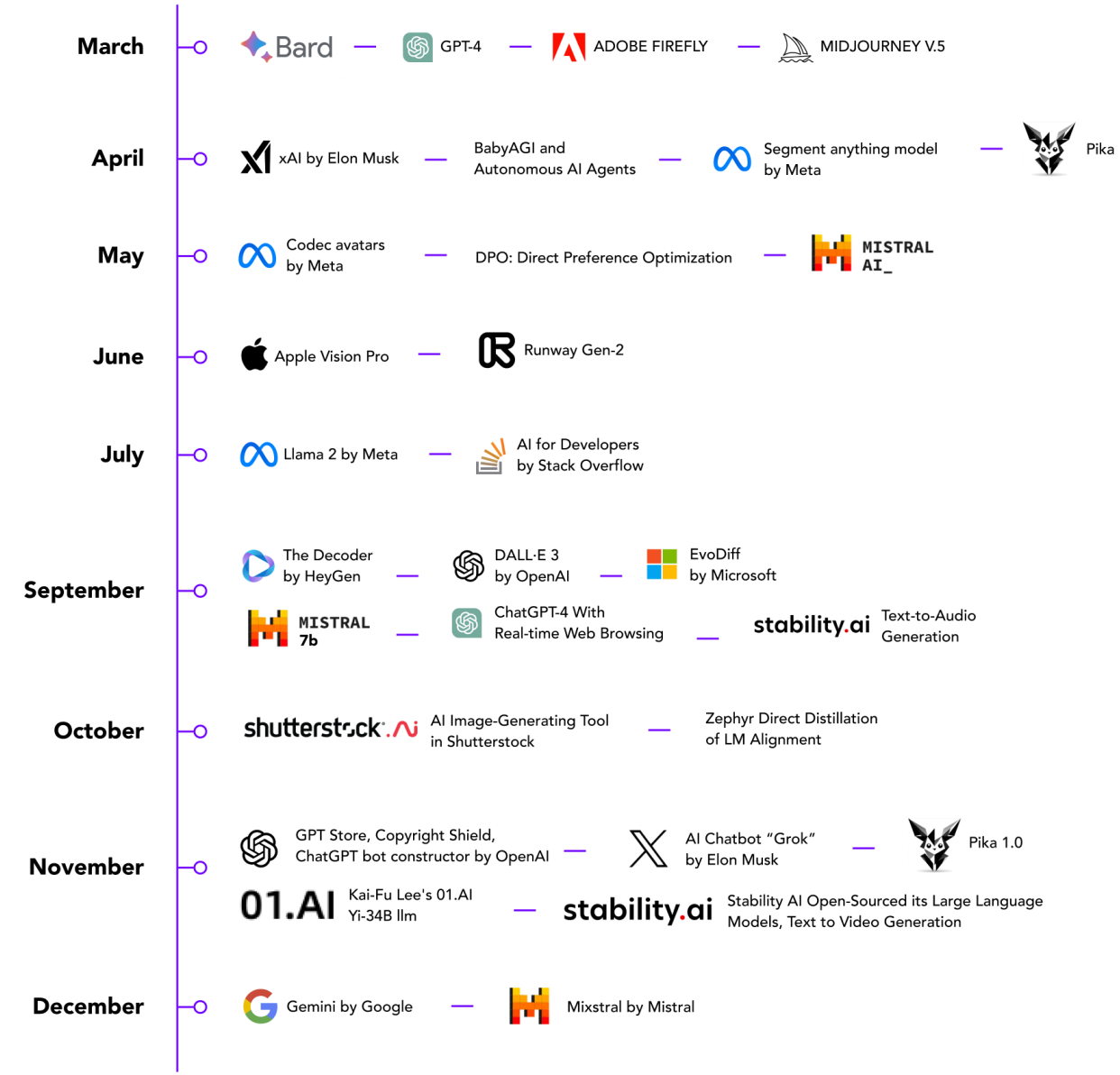
The Most Remarkable AI Releases of 2023



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Impacts

77% of business are already using or exploring AI (IBM)

There's a **37%** rate of adoption of Generative AI in Marketing and Advertising (Statista)

81% of office workers think AI improves their job performance (SnapLogic)

80% of the US workforce will have at least 10% of their tasks affected by AI (OpenAI)

AI could create **97 million** new jobs by 2025 (World Economic Forum)

64% of managers and executives plan to hire more professionals to fill AI roles (UpWork)

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Why AI?

Revolutionizing learning experiences
- Personalization
- Accessibility

Elevating Customer Experiences
- 24/7 Support
- Predictive insights
- Seamless Integration
- Dynamic adaptation
- Metahumans

Boosting Engagement & Productivity
- Automated Tasks
- Metahumans in Training & CX
- Content Creation

Democratizing Knowledge & Expertise
- Accessible Expertise
- Collaborative Learning

Driving Business Growth & Innovation
- Data-Driven Decision Making
- Improved Customer Loyalty

Staying Competitive
- Adapt or Lag
- Global Reach

Sustainability & Scalability
- Optimized Resources
- Scalable Solutions
- Supply Chain Management

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Guiding HMWs = How Might We?

Upskill people & build their digital skills to leverage AI?

Select use cases and pilots?

Pilot to scale?

Improve processes and tools to leverage AI?

Prepare people and culture to leverage AI?

Align with data goveranance, security and privacy regulations?

Build Augmented Intelligence Teams?

Amplify performance?

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Augmented Enterprise

A continually evolving Adaptive Learning Organization (ALO) using AI to unlock the potential of Collective Intelligence and to build Augmented Intelligence teams (AITs)

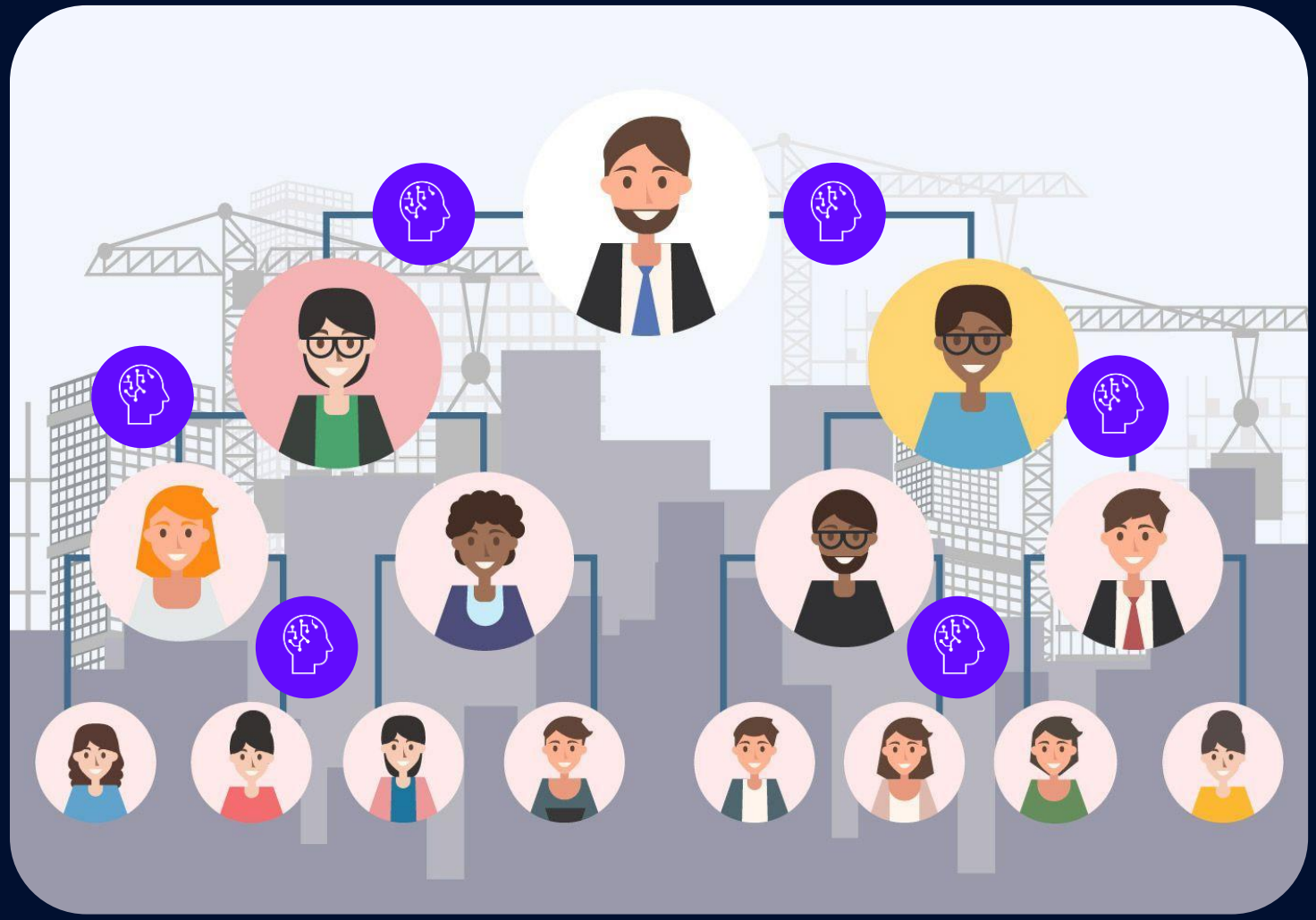
Learning Ecosystems

Adaptive Learning Organization

Augmented Intelligence Teams

Collective Intelligence

Virtual Org Chart



What is an Agent Architecture?

Customized Application

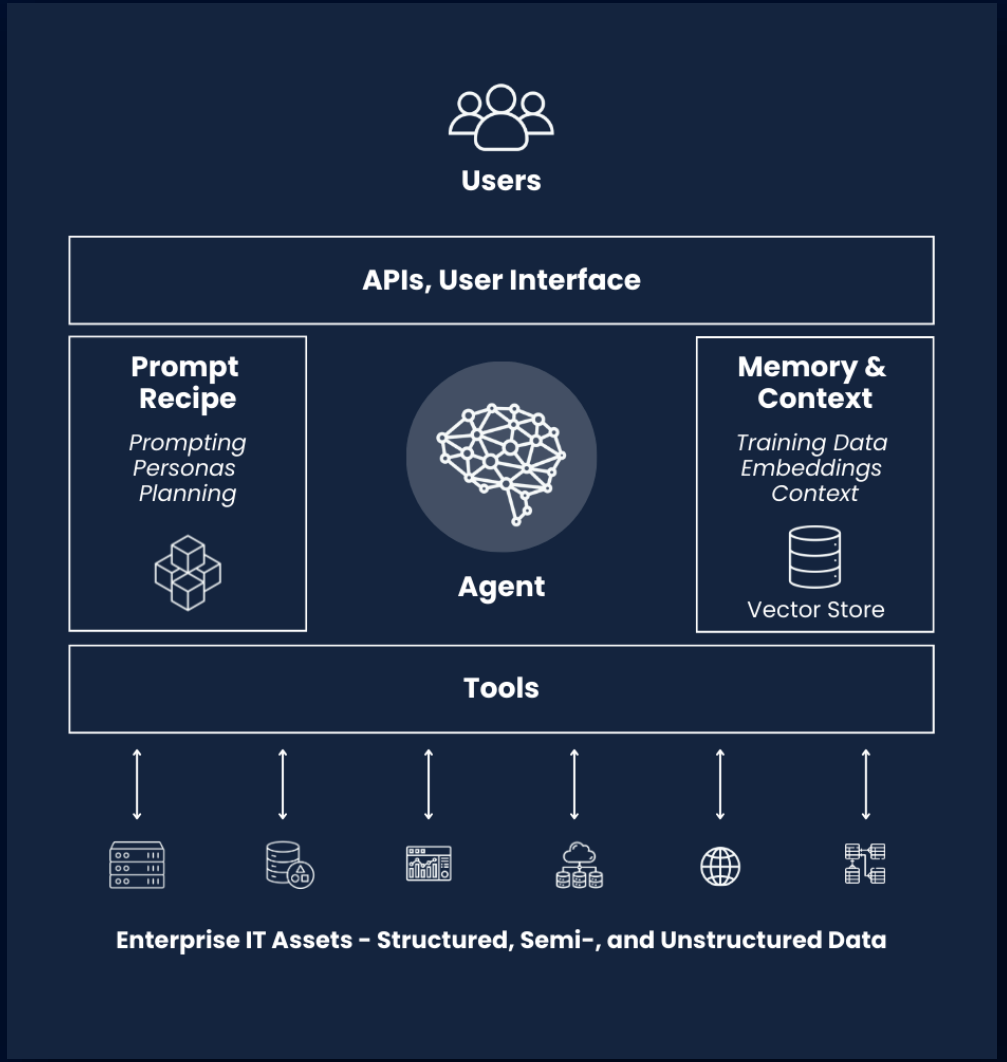
- Agents tightly coupled with corporate knowledge corpus

High-Value Output

- Implied context and fidelity drive multi-modal processing, dynamic digital signal processing, and high-quality outputs

Future-Proof

- Plug and play LLMs supporting Agents



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Augmented Intelligence Teams

- Start with the work, not the job(s)
  - **Atomize and automate**
- Think humans + automation for the work
- Deconstruct jobs
- Redeploy tasks
- Reconstruct work

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Keys to Augmented Intelligence Teams

AI Literacy

- Core AI metrics
- AI concept comprehension
- AI tool functionality
- Adaptation to automation in employment
- AI regulatory knowledge
- AI performance assessment skills
- AI issue resolution knowledge

Technical Skills

- Basic computer skills
- AI tools knowledge and proficiency
- Programming and data analysis skills
- Problem-solving and troubleshooting
- Change adaptability
- Cybersecurity and data privacy awareness

Critical Thinking Skills

- Data analysis proficiency
- Creative problem-solving
- Ambiguity tolerance
- Judgement and decision-making
- Team collaboration and communication
- Learning agility
- Ethical judgement

Collaboration Skills

- Communication
- Teamwork
- Flexibility
- Problem-solving
- Conflict resolution
- Creativity
- Feedback
- Continuous learning

Adaptability

- Comfort with technology
- Learning agility
- Openness to feedback
- Growth mindset
- Initiative and self-motivation
- Creative curiosity
- Adaptive flexibility
- Effective communication
- Analytical thinking
- Problem-solving skills

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“Working code trumps all theory…”

~Phillip Dodds

PROBLEM SOLUTIONS 2.0

PIRATE SHIP

- Corporate Agents >
- Our AI Tools >
- PS Toolset >
- Other Demos >

FUTURE TOOLS

- > Bartholomew
- > Morgan
- > Calico
- > Drake

Stop Voice Control

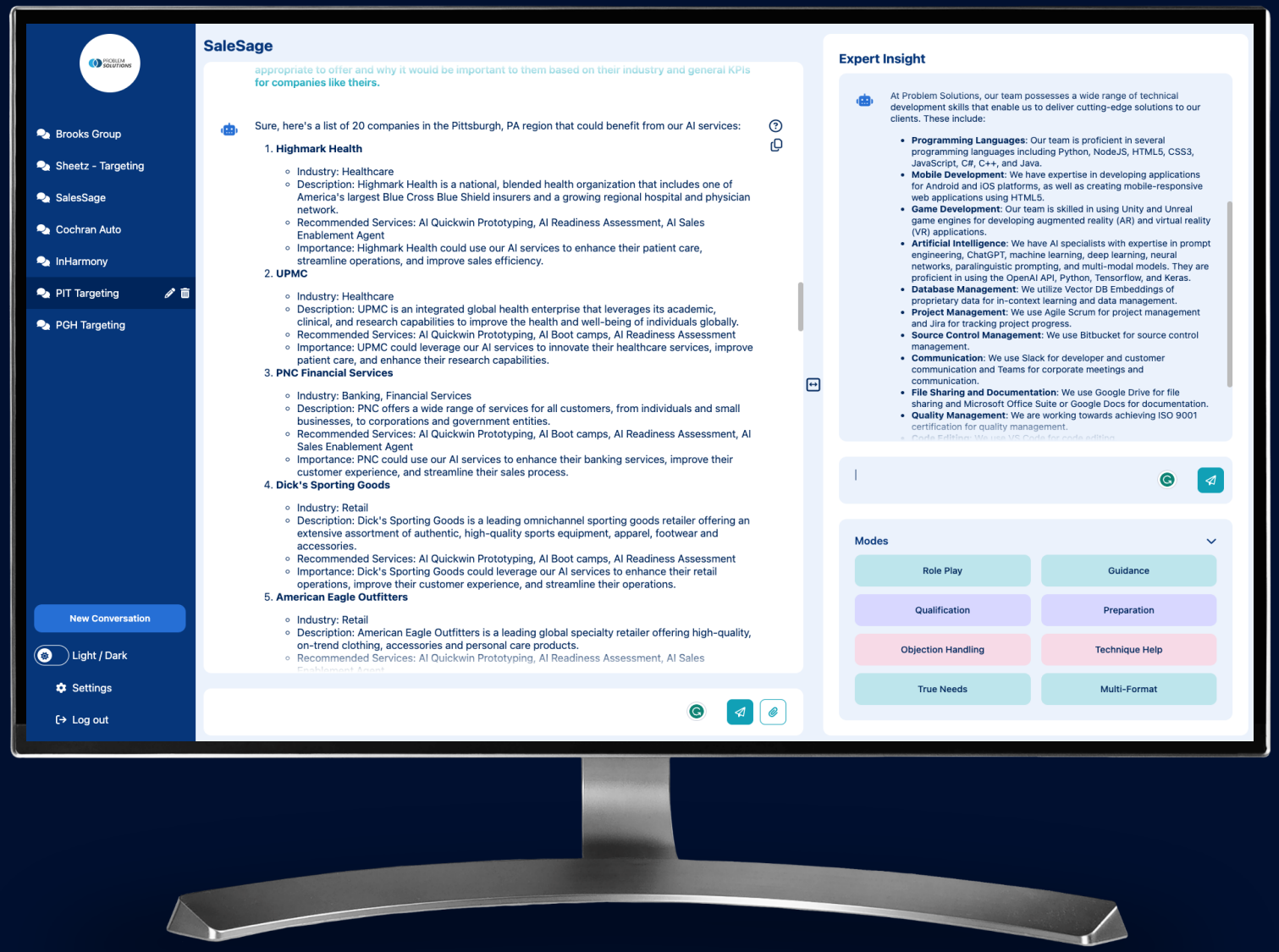
Social

- Virtual Corporation (Pete) X
- Product Development
- Decision Support
- Consultant
- SaleSage
- Sales Agent
- LXD (Learning Experience Designer)
- Proposal Support
- Research and Development
- Adaptive Learning
- Estimates / SOW Agent
- Intelligence Analysts
- Website Concierge

←Highly tuned AI Agents and Multi Agents

$aleSage

- In-depth corporate profiling
- Role-play as you
- Adaptive guidance
- Qualification and recommendation
- Meeting preparation
- Objection handling
- Technique selection
- True needs identification
- Multi-format support



PS SaleSage

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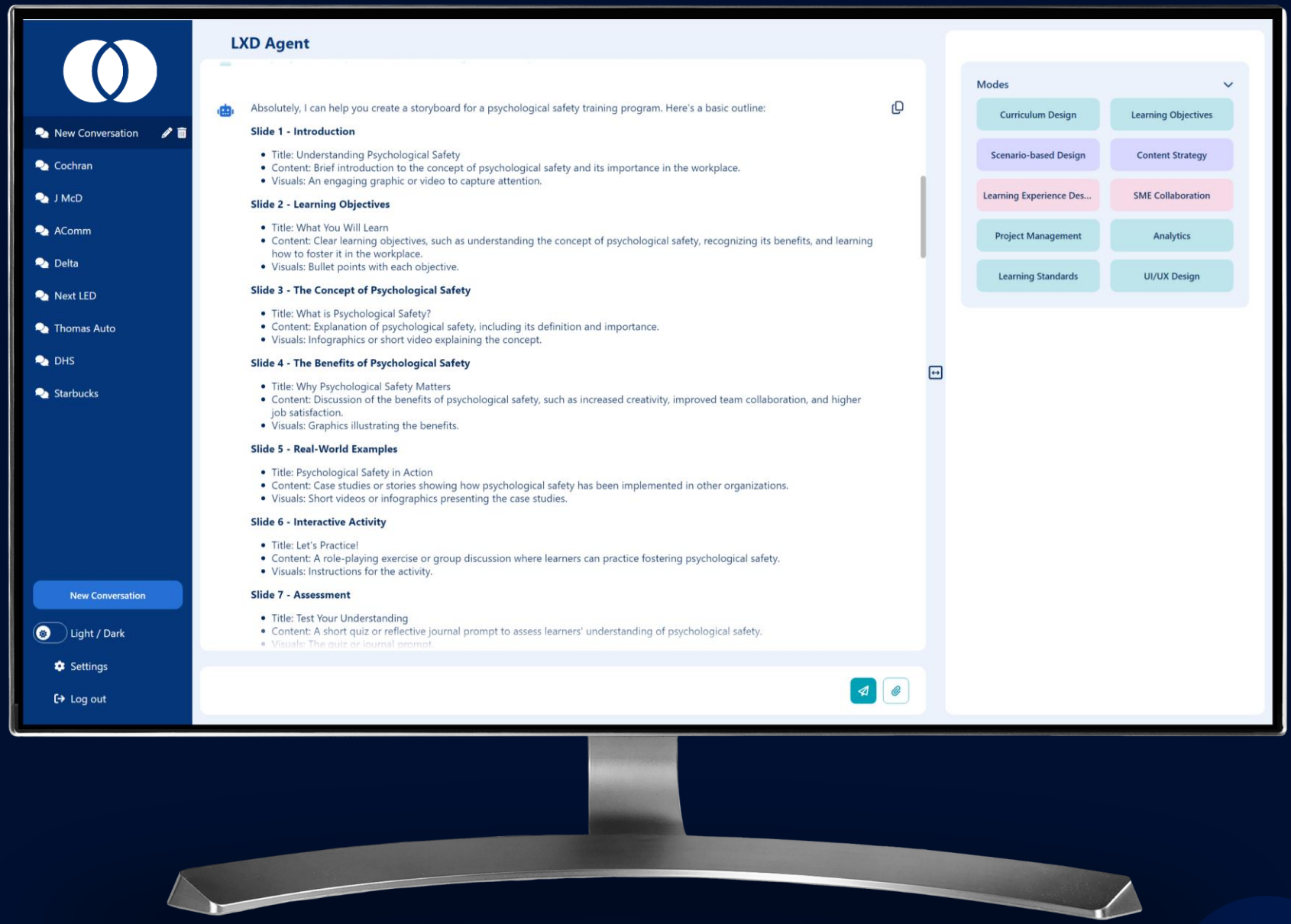
LXD Agent

- Curriculum Design
- Learning Objectives
- Scenario-Based Design
- Content Strategy
- Learning Experience Design
- SME Collaboration
- Project Management
- Analytics
- Learning Standards
- UI/UX Design



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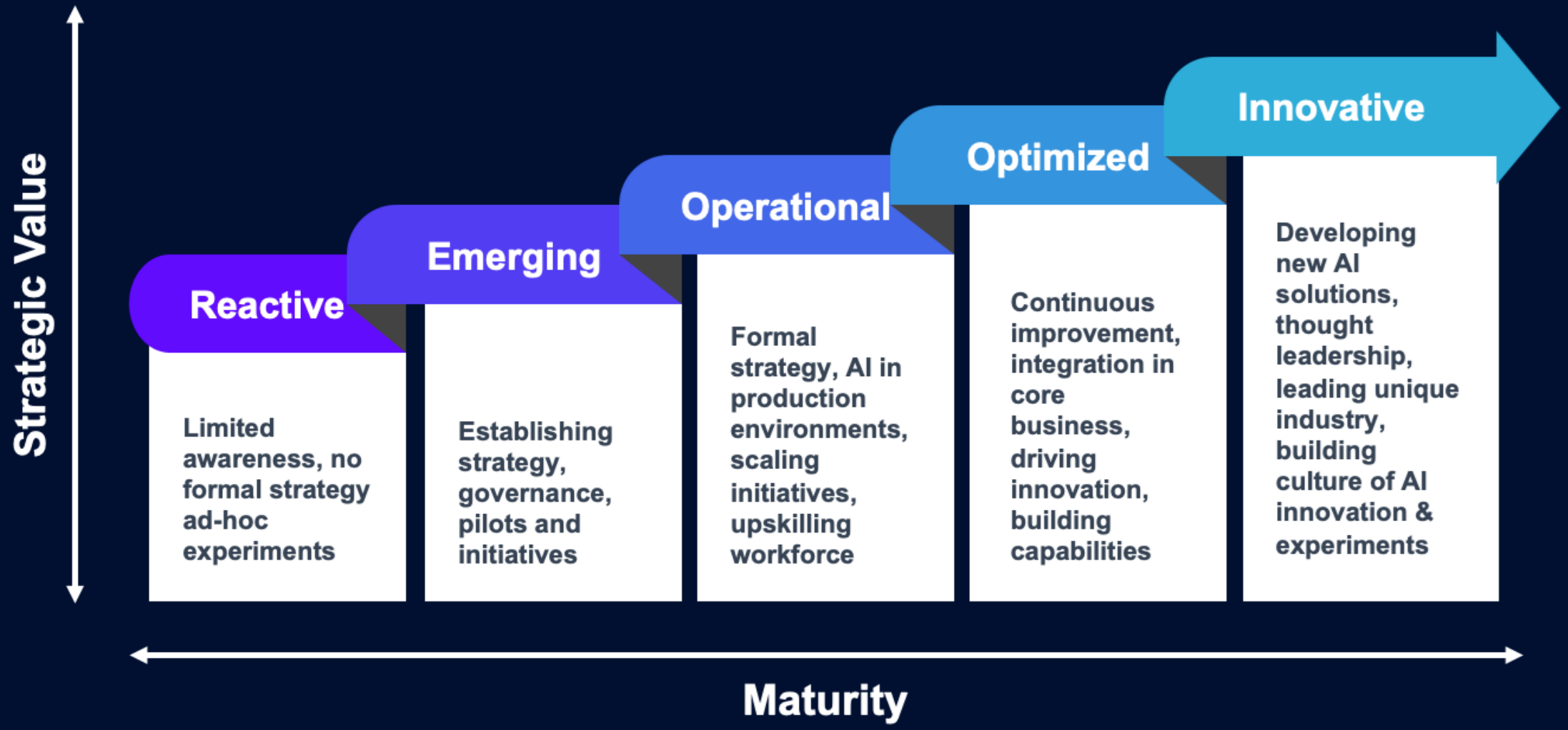
AI Maturity Model



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Change Management ›
Change Leadership

Consider your landscape

- Leadership
- Culture
- Talent
- Technology
- Data Processes
- Customer Focus

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5 Steps to the Future

1

Increase Technology Understanding

- Data strategy, governance and policy
- Content intelligence
- User Experience

2

Align Learning Strategy with Business Strategy

- What are the KPIs of focus?
- Where is the impact needed?
- What barriers exist?
- How can you align data capabilities and technology with impact drivers?

3

Motivate and Shift Mindsets

- Motivate exploration to apply AI to corporate use cases, needs and established metrics
- Consider how to apply AI skills to performance readiness

4

Pilot and Grow

- Lean thinking
- Stack the deck – choose a winner
- Define the desired outcome upfront
- Define measure of performance and effectiveness
- Launch and measure

5

Scale and Sustain

- Demonstrate business outcomes
- Frame potential in terms of value proposition for scaling
- Clearly define ROI

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Key elements facing future

INSPIRATION

- Why AI?
- Hopeful outcomes?
- Metrics

PERSPIRATION

- Considerations
- Known unknowns
- Next steps

ASPIRATION

- Use cases
- Pilots
- Data Readiness
- Capabilities
- Strategy
- Governance
- Investments

Bottom Line At Bottom (BLAB)

- Start with building a team that believes in the dream
- Work across the key elements
- Define prototypes and pilots
- The race has begun, and we are all in it

Our future is a race between the growing power of our technology and the wisdom with which we use it.

- Stephen Hawking

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