

You are now entering **The Digital Neighborhood**

Copilots: Transforming the way we manage and do projects
The 17th of September, 2024

*) This presentation is, of course, partially AI generated

Aki Antman

- President of the AI Arm & SMT member @ The Digital Neighborhood
- Founder @ Sulava Oy
- Master of Science, Information Technology, Helsinki University
- Worked part time in ICT since 1988
- Worked fulltime as a Microsoft partner focusing on modern work since 1996
- Chosen 15+ times as one of the top-100 ICT influencers in Finland
- Member of Microsoft Partner Advisory Council (Modern Work)
- Focused on Copilots since March 2023
- <https://www.linkedin.com/in/antman/> & aki.antman@sulava.com

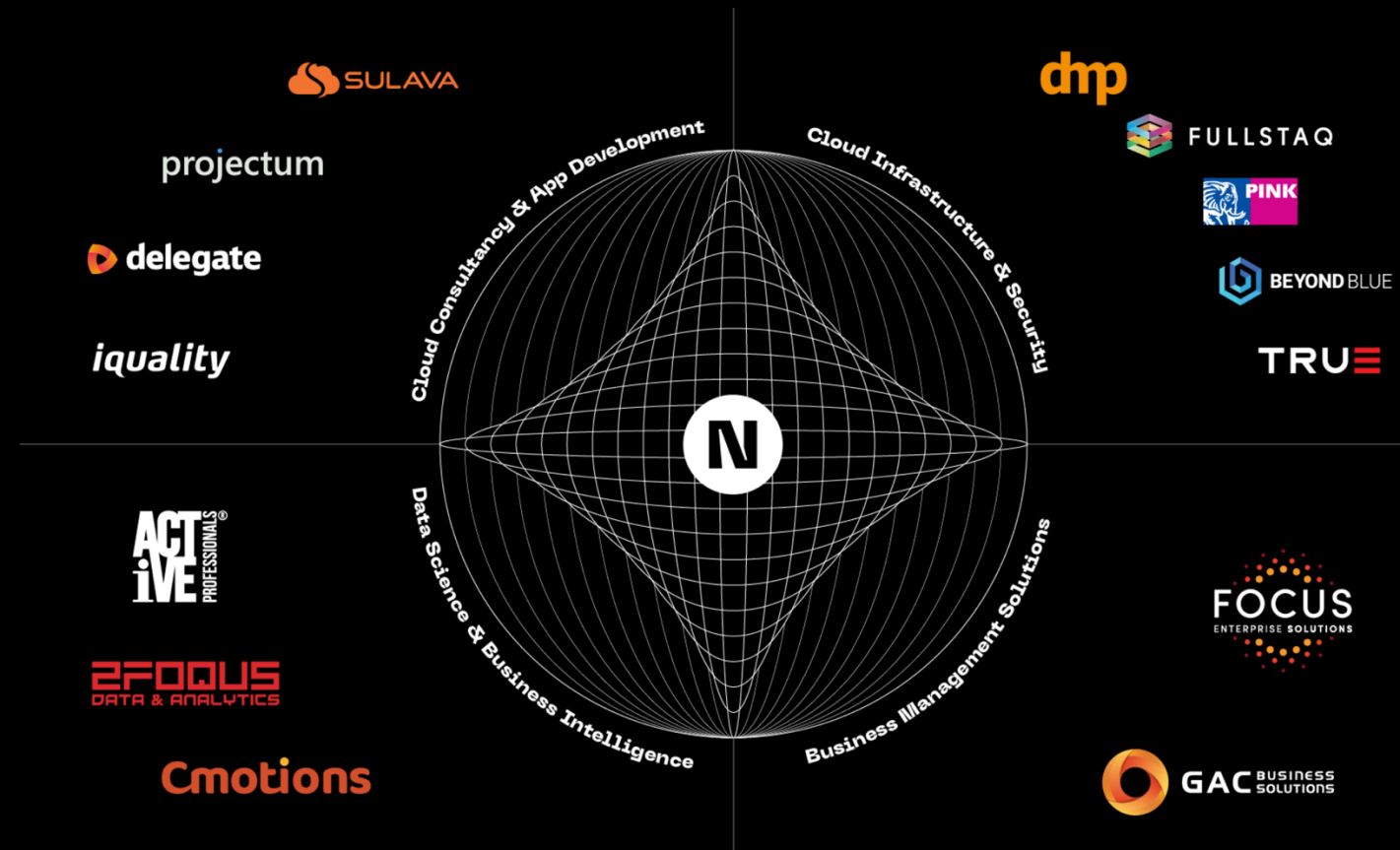


We're a community of tech companies focused on all things
Microsoft, AI, data, and the cloud.

Modern Work in the era of Copilot, low-code with cybersecurity built-in

Partner with one of us and you can call on all of us. Just pick and
choose the IT expertise you need.

- Founded 2010, joined The Digital Neighborhood (TDN) in 2022
- 130+ employees (1500+ @ TDN)
- ~19M€ turnover 2023, (300M€+ TDN)
- Strong focus on Copilot & AI, a separate TDN AI Arm established 2023 lead by Aki Antman
- Global Microsoft training partner & ESI partner
- Owned by our employees and EMK capital
- World leader in Copilot Modern Work



Will AI change how YOU work?

Short answer - Yes. A lot. It will even replace some of the things you do today.

- AI and Copilots will automate routine tasks everywhere – from information work to thinking work
- Low-code and no-code will replace pro-code in so many occasions
- We need also to unlearn quite a lot
- It's not just about automating current process, it's about reimagining them to the AI era

*A Sulava employee:
“Aki, AI nowadays writes almost all PowerShell scripts for me. What if I lose my ability to write them?”*

Me: “Great. We never hired you to do them and you never wanted to write them.”

Training is the key

- From top management to frontline workers, everyone needs to be trained
- This is not a one-time effort, it needs to be a work career long process
- We need to pay more attention to training your ICT & security people than ever before
- By systematically training your people you get unfair competitive advantage both short and long term
- In the era of AI training can and should happen also as part of daily work
- At our biggest customer we have trained 30,000 people to the era of AI



Is AI safe?

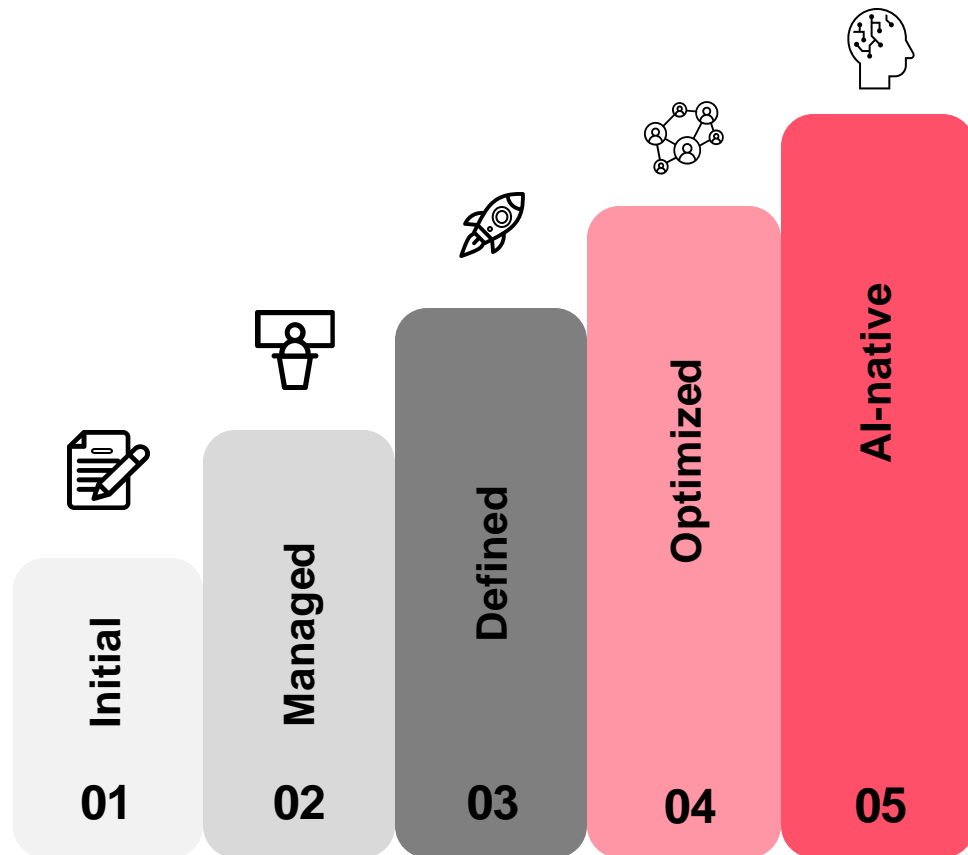
Short answer – yes it is.

- It's your responsibility to protect your people, data and systems
- Local laws and (industry specific) regulations must be honored
- Security, Governance and Compliance must be built-in with everything every organization does
- Transparent, responsible and ethical use of AI must be implemented and kept up-to-date all the time



AI Maturity Levels

Where you are and where you want to be?



- AI Skills:** Some self-acquired
Success scenarios: No AI boost
Employee experience: Copilots not set up
Adoption rate: Not measured
- AI Skills:** Initial user trainings started
Success scenarios: A coordinated method for identifying benefits in individual work
Employee experience: M365 Copilot available for the pilot teams
Adoption rate: Increasing pilot usage
- AI Skills:** An organized training program for all Copilots users
Success scenarios: Role-based use cases identified
Employee experience: Role-based Copilots & extensibility piloted
Adoption rate: Focus on increasing org adoption rate
- AI Skills:** Everyone at basic level + advanced role-based skills
Success scenarios: Team & process use cases identified
Employee experience: M365 & role-based Copilots available
Adoption rate: Steady adoption rate in forerunner teams
- AI Skills:** Continuous learning model for AI in place
Success scenarios: Org processes re-planned to benefit from AI
Employee experience: Relevant Copilots accessible for everyone
Adoption rate: Steady adoption rates for relevant copilots in each role



Measure current org level



Increase org maturity with CAS through achieving success metrics goals



Unlock productivity benefits by reaching the next level

Will AI change projects?

In short; Yes. Totally.

- Automatically create projects
- AI Agents can audit and track projects 24/7
- Real-time risk tracking and management, included incident triggered simulations and predictions
- Live reporting on-demand
- Always ongoing what-if analysis

“IBM employs AI within its project management to optimize processes and enhance risk management.

AI plays a pivotal role in automating various project-related tasks, particularly in assessing potential risks.”

Different Kinds of Copilots in Project Management



AI project manager

Can in a very near future

- Send out progress reports and have follow-up conversations
- Prepare, facilitate, moderate and follow-up team meetings
- Participate in planning and brainstorming
- Ensure quality control and unbiased (gate) reviews
- Offer insights on how to make sure project succeeds



AI projects

New ways of working

- Dynamic resource finding and allocation, skills matching
- Low-code / no-code extensions, including integrations
- AI-Driven Decision Support and Validation Systems
- Self-learning Project Systems
- AI based tools for the frontline
- All new PMO



What will happen in the next 12 months?



“Unlocking a new type of intelligence that can read and write was clearly much more impactful than for example graphical user interface was – which is saying a lot”

*- Bill Gates,
29.6.2024*

How do I start?

- AI-mindset cannot be taught – it must be experienced and learned
- Give your project teams access and training to Copilot for Microsoft 365
- Start experimenting with AI based project management
- Build and validate first real-life use cases



Generative AI & Copilots projects requires a new approach

- ✓ Work, as we know it, must be reinvented: Scope of the change is massive and will involve nearly everyone.
- ✓ Building integrations with other systems and teaching AI the correct inputs and outputs is crucial.
- ✓ Move from process automation to reimagining processes with Copilots.





“If someone took away my Copilot, I wouldn't know what to do.”

– Satya Nadella

