

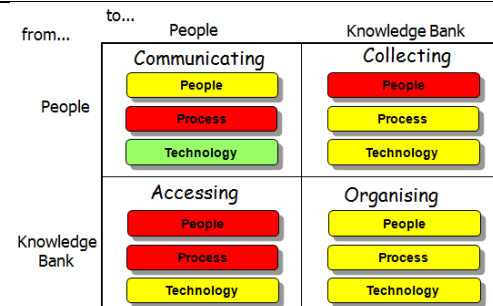
Artificial Intelligence Assessment

The first step in any Artificial Intelligence implementation journey, the Assessment takes a snapshot of your current AI status and identifies what needs to be done. Knowledge resides in different places in an organization – with people, in systems and represented in AI solutions. This assessment solely relates to AI solutions but uses the methodology successfully employed over many years with the other areas.

Fully embedding Artificial Intelligence (AI) is a change process, the first step in the change is to determine the current status – to see what is already being done, what works well, where the barriers and gaps are, and where the strengths are.

It measures the flow of knowledge through AI from creation to re-use and looks for enablers and barriers to that flow. The enabling factors of Roles, Processes, Technologies and Governance are assessed for each component of flow.

The Assessment described here is a systematic approach towards reviewing and mapping out the current status. The output report provides a route map guiding the organization in the next steps of implementing or improving organizational operation and learning through the use of AI. The assessment is scalable from a total AI project down to a specific solution.



Assessment Process

The Assessment is based on structured in-depth diagnostic interviews of a range of staff throughout the relevant part of the organization. The interview process takes each interviewee through open and closed questions around culture, people, process and technology facets of AI, using a standard protocol. The interview may be performed face to face, or by telephone if face to face is impossible.

In this model, we still consider the people-people relationship in an AI environment, and expand the technology-technology assessment to cater for AI.

In addition to the major elements of knowledge flow, the assessment looks at the key components of governance which need to be in place if AI is to deliver sustained benefit. The current status of each of the 15 points is given a mark out of 5, depending on the level of need for change.

Analysis of the Feedback

The Assessment uses a 15-point model against which the current status is measured. The model is derived from a study of successful KM implementations in a wide range of industries, and on robust models of knowledge flow (such as the SECI model of Nonaka and Takeuchi). The direct relevance of this model to AI is that it takes into account all aspects of its use.

Assessment model

The responses to the interviews are noted in detail and brought together to look for common themes, issues, and concerns. Key quotes are also identified to support and illustrate the main conclusions reached. The responses, and the numerical rating, provide a picture of the AI strengths and weaknesses of the organization and the gaps that need to be filled.

Presentation of the Feedback	Action Planning
A report is produced to present the findings. The main components of a typical report include: • Executive Summary • Description of Assessment Process • A summary of the results • A detailed analysis of each element, including strengths, gaps, key quotes and recommended actions. • A summary of the actions, presented on a single Boston Square, so that the first steps may be identified and prioritized	The AI Assessment will identify a range of potential actions which can be taken to improve the flow of learning from experience through to response. The actions are listed and presented, based on their impact and difficulty of implementation (or impact and urgency). This suite of actions, combined with a business-based AI strategy, allow the client to put together their AI implementation plan. The actions can be prioritised and put into a timeline, which forms the basis for an implementation plan, and for estimating the time and resources needed to implement Artificial Intelligence.
Applications	
Knoco clients use the Assessment for several reasons – as input to an AI strategy, as input to an AI improvement plan, as a way of creating a baseline against which to measure progress, as a way of identifying missing elements or bottlenecks. However, the primary use of the assessment is to identify gaps that need to be filled in order to create a complete operational Artificial Intelligence Framework.	