



Session 6

AI – WHAT’S THE FUSS ABOUT?

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Artificial Intelligence

What's the fuss about?



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Andrew Economopoulos | Staxd Pty Ltd.

Agenda



Introduction



Key Themes



Industry Relevance



Summary



Introduction

A bit about me

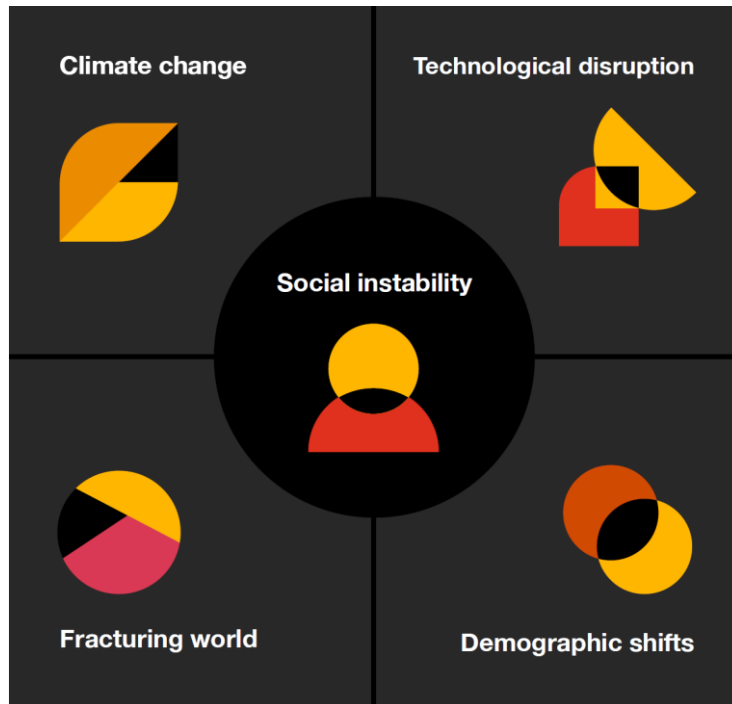
- Background
- Technology Management
- What Digital Transformation means for me
- Experience in Finance/Collections as well as other industries (FMCG, Retail, Insurance...)
- Helping organisations realise value & solve challenging problems



Introduction

Artificial Intelligence – What's the fuss?

Current Mega Trends.



PWC | Current Mega Trends 2022

The Enterprise

- Digital Identity
- Cyber Security
- Inflationary Pressure
- Talent Shortage & Remote Work
- Maintain/Find Relevance
- Leverage assets for new opportunities

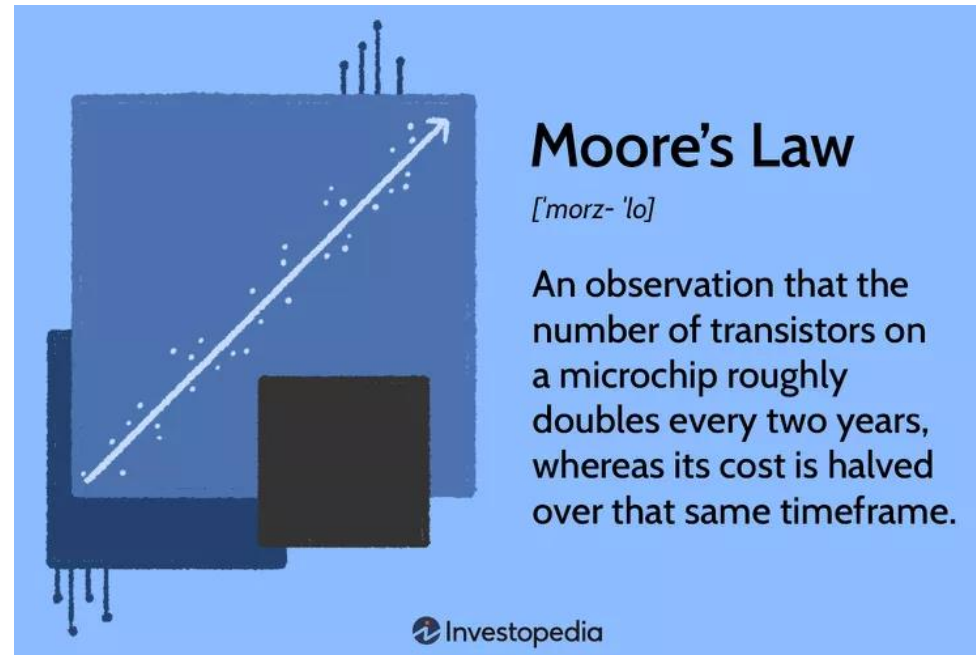


Key Themes

Common technological observations with immerging trends

Trends that ride the wave

- Exponential advancement of compute
- Fundamentals of the language we use:
 - Personal computing
 - Cloud computing
 - Digital Disruption
 - Artificial Intelligence
- Change management/adoption

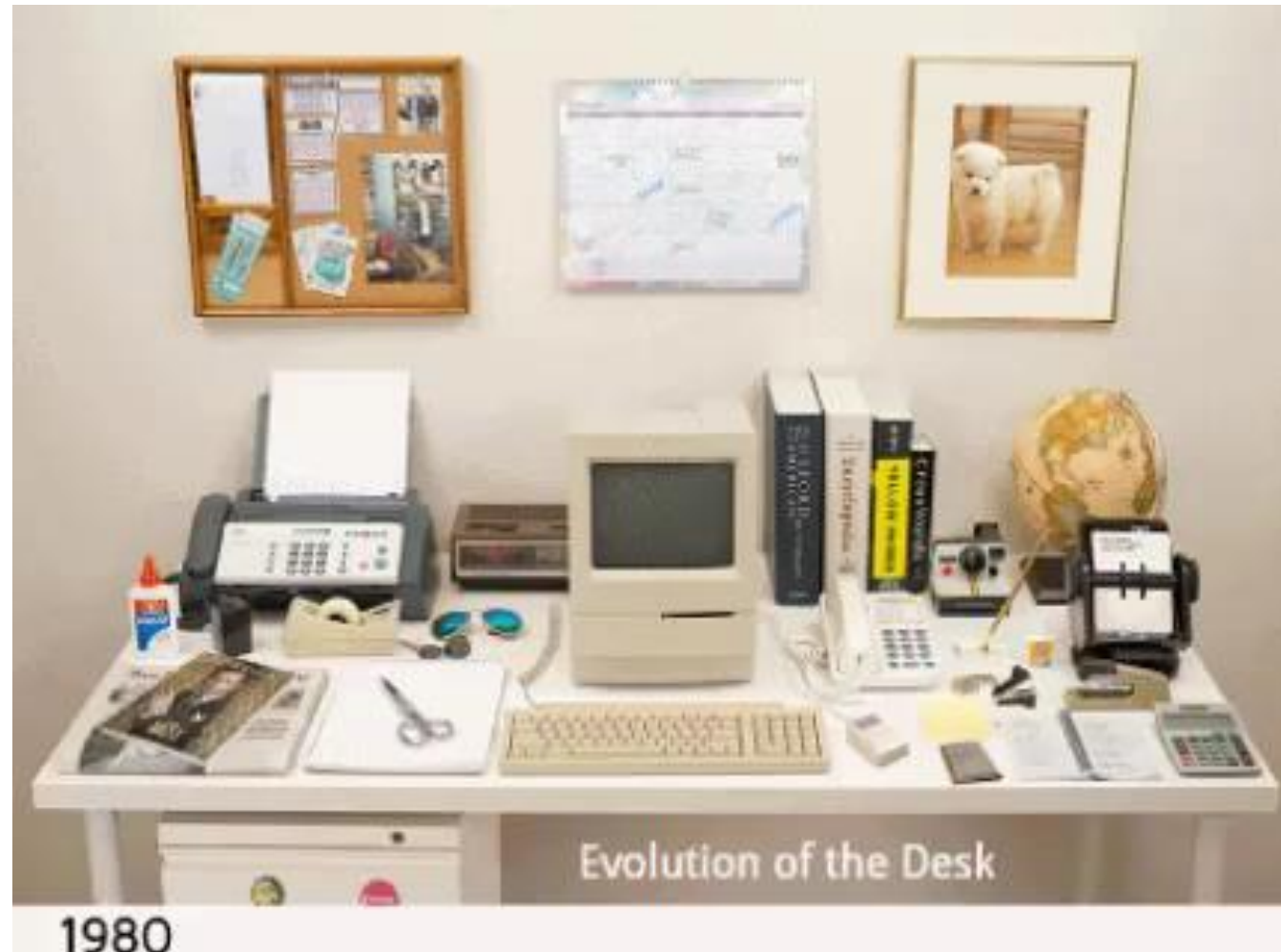


Investopedia / Joules Garcia



Key Themes

Digital Transformation has had an impact



Evolution of the Desk

1980



Key Themes

Digital Maturity

The Need for Strong Foundations (The basics)

- People
- Process
- Systems

What is new

- Organisations are finding this is sometimes out of their 'control'
 - ChatGPT – Consumer/customer centric and cheap
 - Employees taking it upon themselves to make their jobs easier
 - Integration & playing catch-up
 - Far superior technologies emerging when the basics aren't yet established.
- Arms race
 - Micro-chips
 - Small number of large organisations leading the AI capabilities and market share
 - AI Regulation – sentient AI



Industry Relevance

Some thoughts on the industry - Current

Current (Now)

- Data analysis, predictive analytics & identity management
- Cyber Security & Privacy
- AI phone services (screening & autonomy)



Industry Relevance

Example

⚡ GPT-3.5 ⚡ GPT-4

ChatGPT **PLUS**

Send a message ➤

ChatGPT may produce inaccurate information about people, places, or facts. ChatGPT: August 3, 2023 version



Industry Relevance

Some thoughts on the industry - Future

Emerging (Soon)

- Regulatory reporting of AI generated/matched information
- Vehicle & Asset subscription services (Remote disable)
- AI mis-representation (Deepfake)
- Automatic assessment / valuation

Futuristic (Later)

- Self-Drive – Remote return to base
- Low ownership or subscription marketplace
- Fraud detection



Summary

- The fundamentals of Technology Management and Digital Maturity are a core requirement to ensure relevance during AI adoption.
- While there is a lot of concern around the risk of job loss and relevance, there is evidence and example of equal if not more opportunity.
- Artificial Intelligence has emerged in the mainstream with the combination of multiple mega trend factors expedited post Covid.



Reference Material

References from presentation

Moore's Law – [Investopedia](#)

PWC | Current Mega Trends 2022 - [Mega Trends PDF](#)

ChatGPT – [ChatGPT OpenAI](#)

Thank You

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