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AI Vision 2022

Scaled Adoption of AI

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Introduction

We are seeing organisations, big and small, starting the process of exploration of artificial intelligence. Our AI Vision is our annual insights we believe are becoming hot topics and trends for consideration within your organisation.

We hope that our AI Vision 2022 provides some relevant insights towards your digital transformation journey.

Technology trends are difficult to predict, especially with such a fast-paced ecosystem with new algorithms, capabilities and tools being introduced almost every week.

In the following chapters we will look at a number of industry trends that we see as increasing in adoption over the next 12 months. However, the degree of how relevant these topics are to your organisation will depend on your own AI adoption journey and the stage you are with the widespread use of AI throughout your firm.

Often opportunities for innovation and advancement occurs with the intersection of different technologies and we will also cover some of the emergent technologies that have and will help with the further adoption of intelligent solutions.

With the introduction of more complex technologies, the process of embedding them into your organisation can become difficult, especially with limited internal skills and knowledge about the techniques. At Wisdom Consulting we have a core team of AI experts that have a range of industry sector experience who can help with your AI journey, from vision & strategy to delivery & operations.

We hope that our AI Vision 2022 provides some relevant insights towards your digital transformation journey. There are many challenges and opportunities as we move towards the vision of tomorrow's possible technology landscape but with good design and architecture the vision can be realised, and the benefits gained.

The changes to our world post-pandemic are only starting to be understood, but we feel the benefits of advanced technologies will continue to show significant value to organisations. Having the ability to use AI at scale across your organisation is no-doubt a major advantage in both times of normal operation and dynamic environments that need the organisation to reach quickly and change direction to cope with future external events.



Prof Andy Pardoe
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Executive Summary

Our Tech Vision 2022 highlights 6 key areas we see as important to technology progress in 2022 and areas that we feel our clients should be well informed about as they continue their journey of digital transformation and applying intelligent solutions.

We see the adoption of automation and intelligent solutions as significant elements of any organisations digital transformation and know the journey has many stages along the way towards an AI first enterprise. Regardless of the stage your company is at with its AI adoption, we see these eight key areas of focus important for your 2022 progress.

We believe that most organisations will have an interest in many if not all of these six key areas, and we would be very happy to help support your investigations and implementations of all of them as part of your 2022 technology strategy

The six areas across three themes of focus of our 2022 Tech Vision listed below. We will explore each one in more detail in this report.

Theme A - Oversight

1. **Practical Tools for Ethical Concerns**
2. **AI Governance** for the 21st Century

Theme B - Implementation

3. **AI Factories** to help industrialise scaled delivery for an AI first enterprise
4. Scaling **Intelligent Automation** across the organisation

Theme C – Advanced Intelligence Techniques

5. **Behavioural and Emotional** capabilities of intelligent applications
6. **Generative Algorithms** to increase creativity capabilities.

In addition to these six key areas, we will also cover some of the related technologies that are enablers for the adoption of AI, from emergent technologies to smart devices. We also mention our involvement in the AI4Good initiative.



For more information about our 2022 AI Vision Report
and to learn more about the how we can help
you with your AI adoption journey,
please contact us:

sales@wisdom.tech
or call us on 0333 40 40 373.

Theme A

Oversight



Theme A – Oversight

As technology becomes more central to everything we do, we naturally require more oversight to ensure the algorithms being used are making balanced and fair decisions. There are many methods and approaches that can be used to provide this type of oversight.

These approaches include:

- Human-in-the-loop decision making
- Explainable AI for decision transparency.
- Data bias considerations during training
- On-going monitoring of model performance
- Online training to ensure new information is considered
- Diversity in the data science teams building the models
- Model Ownership and Responsibility

Many of these aspects are covered by the terms AI Ethics and AI Governance used in the industry and we are seeing much more focus on a number of these specific areas to give the wider community the assurance that these technologies can both provide the benefits without sacrificing the controls and oversight we require.

1 – Practical Tools for Ethics

We are at a very interesting point in our history, where we are building intelligent systems that are making decisions. This has opened up the topic of decision transparency and ethics, specifically referred to as AI Ethics. However, we need to acknowledge that businesses have been making decisions before the introduction of intelligent solutions, and that the decision transparency was not that accessible previously. Businesses had an ethical responsibility beforehand; biases and decisions were potentially not that well audited when made by human operators. The advent of automation and AI has simply highlighted this issue, and in some cases compounded the problem, and now it has been labelled as AI Ethics, but fundamentally this is business ethics.

Two key areas of AI ethics are;

1. Data Bias & Fairness
2. Decision Transparency & Explainable AI

While over the last couple of years there has been lots of discussions and debates about AI Ethics. In 2022 we will start to see more activity to produce tools and frameworks that help data science teams align to company policies and procedures around its Ethics.

These will be integrated into existing data science notebooks and workflow tools, allowing data scientists to both see any potential for biases in decision making based on the available training data and add methods & approaches that allow the decision making more transparent and auditable when required. An increasing focus on training data sets as part of an AI Ethics policy will be visible, with the selection of data to provide balanced representations of subsets of the population included. Explainable algorithms will be more common-place, allowing the reasons behind decisions to be detailed.

In addition to the tools to support more ethical implementation of intelligent solutions, there are other considerations that will also help improve best-practice with AI Ethics.

- Despite some failures with setting up AI Ethics groups and boards in 2019, we will see more focus on this from individual companies over 2020. This will be led by companies operating in regulated industries such as FinTech and MedTech.
- We have also seen a big focus on diversity in data science teams, with multi-disciplined teams, and a desire to have more women both working in these teams and leading such teams.
- A focus on overall performance rather than model accuracy will be driving many of tools we will see data science teams using in 2020 and beyond.

This area of AI work is often also referred to as Responsible AI and becomes an element of the overall governance applied to Data Science Teams.



**RESPONSIBLE
& ETHICAL AI**



EXPLAINABILITY

2 – AI Governance

While a lot of focus is given to the technology and AI academic research that is shaping the data science practice in recent years, the operational change on both the IT and business side that is needed to make implementing intelligent solutions successful within an organisation are significant and require tailoring to the specific needs and organisational structure already in place within a company.

These operational changes are not only needed to support the implementation rollouts, but also to provide a robust and compliant governance and change oversight that should be in place both from a regulatory perspective but also from an audit, compliance and risk perspective.

Over the past couple of years many organisations have been accelerating their innovations programmes to investigate the benefits of machine learning for their organisation and having seen good results, attempted to move them into the production environments quickly to leverage the benefit, however, this approach often leads to missing the required oversight and control that large scale deployment factories will need to meet both internal and external requirements.

Often, these operational changes happen after one or more data science teams within an organisation are already well established, and so making these changes can be difficult to make already established processes and procedures implemented.

However, we believe that making the effort to establish a best in class governance and operational structure not only helps to meet your internal monitoring and control requirements but also helps with your external audit, compliance and risk commitments.

Theme B

Implementation

Theme B – Implementation

For many decades data science was within the domain of academic interest, with few real-life implementations of the technologies. A lot has in this last decade. We are seeing AI and Machine Learning being used at scale in many different industries, for both business and consumer applications.

While this explosion of use has happened, the enterprise software approach to machine learning development and implementation needs to catch up.

ML Ops, which helps to define the pipeline and workflows for taking ML models from prototype into production, is still a relatively new concept, with each company implementing their own version of this capability.

Moving from innovation to scaled deployment across the organisation also requires a lot of enterprise software like tools, frameworks and workflows to properly manage the process.

3 – AI Factories

Moving from pilots and innovation experimentation of AI capabilities into production delivery requires several considerations that allow for scaled deployments leveraging multiple data science teams.

Over the past couple of years many organisations have been accelerating their innovations programmes to investigate the benefits of machine learning for their organisation and having seen good results, attempted to move them into the production environments quickly to leverage the benefit, however, we see a multitude of problems with this approach, including problems that have prevented the ongoing deployments into production.

This is becoming a critical factor of success for the deployment of Artificial Intelligence solutions within organisations. We see many problem areas across the lifecycle from initial prototype (PoC or PoV) into development environments and progressing into live production systems. Building, deploying and supporting intelligent solutions is not the same as for traditional IT systems. There are a number of complex factors that need to be carefully considered for a project to be successful.

AI Factories define an approach to setup such capability that allows a company to move from AI experimentation to an AI first organisation. The AI Factories consider a wide range of factors that includes not only the technology choices but also the organisational and operational setup that allows for rapid but controlled, audited and monitored deployments.

Setting up an AI Factory is a complex and comprehensive undertaking that needs to consider a company's existing technology landscape and organisational structure to align well and work with the existing ecosystem. It also needs to factor in the data strategy, cloud adoption and analytics capabilities currently operational within the organisation.

With a significant amount of choice in platforms, frameworks and tools, setting up an AI factory is a non-trivial exercise that requires a set of best practice principles to guide the approach. We have developed a unique set of tools that support both the setup and execution of an AI factory, helping our clients move towards scaled AI deployments across the organisation quickly.

A key element to scaled AI delivery and for a successful AI Factory capability is to have a robust data science framework that underpins the AI Factory and serves as the foundation that allows you to scale quickly while following best practice workflow and process. Our data science framework covers four areas of focus from business value, technology, people & quality as well as the overall lifecycle.



Given the current economic climate, we see an increased focus of ensuring the success of AI related projects. While the benefits of successfully delivering an AI solution can be significant for an organisation, we also understand that failure is potentially damaging to the progress and desire to leverage these technologies. While data science has been seen as experiments and failure is valid.

If your organisation is too small for its own data science team / AI factory, we can offer this as a service, providing a best in class analytics capability to help inform your business and management intelligence reporting without the need for a dedicated team and technology infrastructure.

4 – Intelligent Automation

Automation can actually be achieved through a range of technologies, although the most high-profile approach at the moment is the application of Robotic Process Automation (RPA). A number of organisations have already demonstrated how automation technologies can be applied to simple use-cases and deliver business value and efficiencies.

However, RPA type of automation is only the start of what is possible. Intelligent Process Automation and Hyper-automation are terms being used for the next phase of RPA which combines RPA with AI and other technologies to enhance the levels of automation that can be achieved. RPA is typically rules based, the application of AI enables more intelligent processing of data and decision making, broadening the levels of automation that can be achieved.

There are many expected benefits from applying intelligent automation, including:

- Reducing costs
- Removing mundane work / freeing people time for higher value tasks
- Increase employee satisfaction
- Improve accuracy, quality, consistency and reliability of processes and data
- Reduce process lifecycle time and increase throughput
- Improve the customer experience and service delivery
- Expand management and business information and insight
- Reduce risk and enhance security

Realising these opportunities involves looking beyond performing automation in the siloed departments of an organisation, as many processes span multiple departments, and the total benefits are only achieved if the full end-to-end process is automated.

One of the challenges we see for all applications of intelligent solutions, is that of prioritisation, as the technology can be applied to most use-cases.

Having identified a set of candidate processes the next consideration is prioritisation. To prioritise, it helps to quantify as many of the benefits as possible. It's straightforward to calculate the likely direct cost and time savings (we have a spreadsheet to do this, for example). There are also ways to estimate the financial benefit of improvements in quality, accuracy, consistency, reliability and throughput. Other measures, such as employee and customer satisfaction, improved insight and enhanced security, are harder to financially quantify but can still be given a score (for example, out of 10).

Setting up a dedicated team, in the form of a centre of excellence, can be beneficial for the rapid adoption of automation, however, it needs to be a cross-functional team working with experts from the business lines and departments that fully understand the current processes being automated. Every process will not only have the happy path but will have exceptions and fringe cases that will need to be considered as part of this reengineering and automation.

Theme C

Advance Intelligent
Techniques

Theme C – Advanced Intelligent Techniques

We are moving from using AI and machine learning for simple classification problems to leveraging the technology for advanced tasks.

One of the most important uses, but controversial, is that of predicting human behaviour. This can be very helpful across many different use-cases, where both sides of the stakeholders (the consumer and the company) will benefit from this type of analysis. However, we acknowledge this is an area that requires significant oversight and governance to ensure this type of technologies is used within an ethical framework.

Another area of advanced intelligence is that of generative algorithms, which can be used to create assets or design products. From the Arts to Entertainment, Medical to Aerospace, the use of these methods to create new inventions is only just being exploited, but the potential is huge.

Here we look at both of these areas in more detail.

5 – Behavioural and Emotional AI

While much work is being done to help with customer engagement using machine learning to predict next best actions and customer journeys, the next level of accuracy will be accomplished by consideration of human behaviours and emotions.

However, privacy concerns will make this a particularly difficult topic, and will create a divide between countries that are more willing to sacrifice individual privacy for the purpose of commercial gain.

It is likely that the UK and Eurozone will be slow adopters here. But for specific applications where the benefits to the individual are obvious and can be well communicated, adoption may be accepted.

Over the last few years video analytics and in particular face recognition applications, have seen a degree of public scrutiny and scepticism and we expect this to continue in 2022 and beyond.

Both Behavioural and Emotional AI are closely linked with video analytics and will continue to highlight concerns already raised with facial recognition. Predicting emotion and behaviours are highly private factors that will most certainly evoke privacy concerns. But the advantages of advanced predictive capabilities of behavioural and emotional AI will add more pressure to adopt these techniques.

6 – Generative Algorithms

Generative Algorithms are specific type of machine learning that can create content. This content can take many different forms. From images, writing, music, new designs of various types.

These creative algorithms have potential benefits ranging from the production of new media, to creating new products. These can be done in the style of a historic artist, or as a new piece of work without major influence from one source.

These types of algorithms can be used to augment the human creative process, providing additional input that can be used to help produce new works.

Fake News – Unfortunately like many technologies, they can be applied in many ways. Generative Algorithms can be used to create fake materials that can be used to impersonate someone. This is obviously a concern that other technology methods are being constructed to help detect this type of malice.

Soulless - Initial creations using these techniques have been said to lack depth and emotions. Music generated has been referred to as soulless. These applications are still in the very early stage of development and likely to become more and more sophisticated to the point that humans will be unable to detect them from human creations.

Using this type of technology to help design new products has massive potential. Imagine an algorithm that can create a new drug to cure a disease or illness. Creating a product that is safer and more energy efficient than those created by humans.

Other Aspects



Emergent Tech – Quantum Computing

There are many emergent technologies that are having a combinatorial effect on the successful application of AI and Machine Learning.

Historically this includes such technologies as big data and cloud platforms, enabling the collection of large data sets (needed to power deep learning algorithms) combined with highly parallel processing capabilities delivered by the advanced graphics chips (originally for rendering high resolution and complex scenes including multiple lighting sources and textured graphics for games). Future emergent technologies include smart contracts within distributed ledgers (block chain) and significantly improved training times for ML algorithms using quantum computing.

Neuroscience is an obvious one to watch also, as discoveries in this space will no doubt improve the architecture and algorithms used within the simulated neural network domain of AI which is currently driving the learning space.

Data storage technologies are soon to change with the advent of synthetic DNA storage (reducing a whole data centre into the size of a small cupboard), opening the opportunity for even more data to be captured and analysed.

Quantum Computing

Quantum computing offers very important advantages and applications for artificial intelligence, from significant time improvements on training machine learning models, to making problems that are impossible to solve with traditional computational search algorithms, now solvable. We will see more practical uses of quantum in 2022 and many of the large tech firms will solidify their capabilities to provide quantum computing as a service.

IoT & Smart Devices

The Internet of Things (IoT) and Smart Devices are driving at the Edge Computing, which includes Machine Learning inference at the edge. We will also see much more distributed inference and distributed learning with the increasing use of IoT devices.

Smart Devices, e.g. Alexa, Siri, Hey Google enabled, are providing new ways of interacting with people. The Internet of Things is meaning devices such as fridges, heating, doorbells etc are gaining connectivity and enabling new intelligent functionality. Connected cameras, sensors and other devices are enabling the creation of Smart Cities.

The obvious application of this at the moment is that of autonomous driving applications. However, there are significantly more applications we a range of different devices, from cameras, to temperature sensors.

Combining data from different sources and device types will create more detailed analytics and predictive capabilities as well as new types of applications.

The introduction of 5G will provide further opportunities for the use of smart devices allowing the data collected to be shared between devices and sent back to a central hub for more detailed aggregated analysis.

Utilising these new devices and associated enhanced capabilities combined with intelligence solutions will be key to organisations ongoing success and market differentiation.

AI for Good

We are collaborating with a number of organisations to support the AI for Good movement, specifically helping non-profits and government sector organisations to understand how they might benefit from the application of AI capabilities across their company.

The potential benefits are significant, but these organisations have limited resources and skills to realise them. We are helping to share this vision and potential as well as supporting activities that show the art of the possible.

With the recent COVID-19 outbreak, we see opportunities to help with the planning and forecasting around staffing and supply chain for the health and pharmaceutical industry to ensure the healthcare demand can be provided for in an efficient and timely way. We are supporting the good work our partner H2O have been doing in the healthcare space and in particular to help with capacity planning for Intensive Care Units during times of crisis.



If you would like to partner with us on AI for Good activities, please contact us and find out what we are currently working on.

Digital Transformation

Many companies will have already been working on their digital transformation before Covid-19, but now for all, the lockdown and social distancing has put more emphasis on various aspects of digital transformation.

This focus including areas such as remote working, process automation, cloud adoption, data analytics and the use of AI to help operational efficiencies.

While there has been an immediate need to ensure a remote workforce can function properly and keep the organisation operational. We see a desire to look to technology for wider benefits. Ensuring robust processes, automated where possible, to allow the skilled workforce to be less occupied with mundane tasks and able to react to rapidly changing situations that occur in times of crisis.

There will also be a drive for cloud migration and adoption, moving existing and new applications onto infrastructure that makes secure remote access possible, but also makes scaling the platforms a lot easier. Cloud adoption also opens to door to better data governance, improved data insights and predictive analytics capabilities.



With this change in priority, some firms will need additional skilled resources to help with these technology change programmes, please let us know if we can help you on your digital transformation journey.

Conclusions

Our AI Vision for 2022 has highlighted eight core elements of developing advanced intelligent solutions that we feel many clients will require over the coming year. Many organisations will find the need for many, if not all, of these five areas to develop an AI first approach.

The six areas for our 2022 vision cover not just technical advancements, but also delivery capabilities and process and control aspects too. This recognises the multi-disciplined nature of Artificial Intelligence and while it spans a number of key areas we must also recognise that there will be many other aspects that are as important in 2022 for the successful operation of intelligent solutions.

We appreciate that the business impacts of Covid-19 are substantial and currently we don't have a full picture of what the new normal will look like. However, we do believe that businesses will value the benefits of applying intelligent automation to their operations to provide a more robust capability and that the value of having AI at scale across the organisation can provide the flexibility to explore new opportunities quickly.

We hope you have found this report's insights thought-provoking and has highlighted potential areas of opportunity to apply intelligent technologies to deliver business benefits to your organisation.



At Wisdom Works we are very well placed to help clients with the challenges that developing these advanced AI capabilities create and have a number of frameworks and tools available to support the accelerated deployment of these AI areas.

About Wisdom Consulting



About Wisdom Consulting

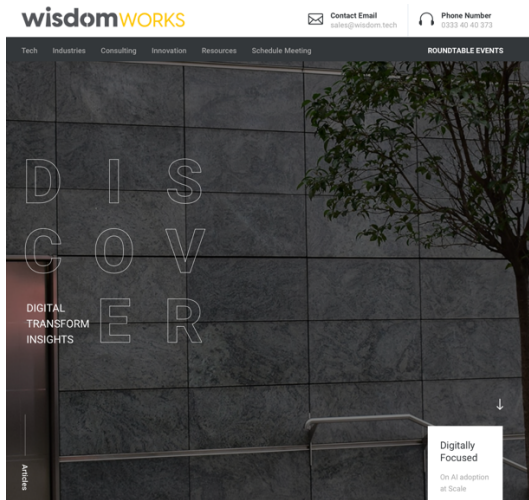
Wisdom Works is a consultancy and technology services business that helps organisations realise real benefit from the application of intelligent technologies. These new and evolving intelligent technologies include the many types and applications of artificial intelligence combined with technologies such as robotic process automation, analytics, smart devices, IoT, blockchain, augmented reality and more.

We believe these intelligent technologies can be smartly combined with people, processes and systems to truly transform customer experience, to optimise business efficiency, to provide real actionable insight and deliver sustainable competitive advantage.

We recognise that to realise the full potential of these intelligent technologies requires not only in-depth technical knowledge but also an ability to understand how an organisations works, to then be able to identify the transformational opportunities and to ultimately be able to lead the efficient delivery of innovative effective solutions. We therefore value the proven capability to understand intelligent technologies combined with practical experience in successfully delivering cross-industry solutions utilising these technologies.

Our client focussed team has therefore been constructed from people who have a strong academic background combined with many years of practical experience working within organisations delivering innovative intelligent solutions.

We also recognise that intelligent technologies covers a wide set of specialist technologies from Natural Language Understanding, through Robotic Process Automation to Predictive Analytics to name just a few. We've therefore established a network of trusted associates and partners to bring specialist skills, experience and platforms into our portfolio. This enables us to offer expertise and solutions across the breadth of the intelligent technology landscape.












We help you harness the power of advanced intelligent technologies to disrupt your industry and deliver a sustainable competitive edge.

visit website to find our more wisdom.tech

Our Services

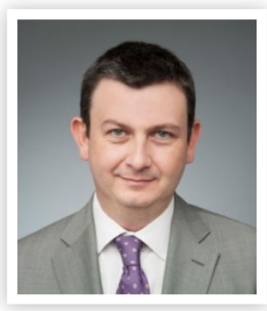
We offer a full range of services related to leveraging the benefits of intelligent technologies across your organisation. From Vision and Strategy consulting, to project delivery and operation

We offer a full range of services related to leveraging the benefits of intelligent technologies across your organisation. From Vision and Strategy consulting, to Project Delivery and Operation all the way to Innovation & Research. We have a dedicated team combined with delivery and platform partners that enable us to create the best in class solutions for your specific requirements. We can cover the breadth of intelligent technologies or focus on specific areas such as Intelligent Process Automation (IPA/RPA) or specific Artificial Intelligence (AI) applications.

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About our Author



Professor Andy Pardoe
Founder & Group CEO

An experienced CTO and CEO working across a number of industry sectors including Financial Services, Retail and Media. Over 20 years expertise of global change programmes delivering complex technical transformations including Enterprise Scaled AI delivery and commercialisation.

With experience with video and image analytics, motivational natural language understanding and time series predictive monitoring and advanced machine learning architectures. Combined with a deep knowledge of the organisational, ethical, governance and cultural challenges for the adoption of AI. Extensive knowledge of related and supportive technologies, including big data architectures and strategies, IoT and quantum.



Contact Us

If you would like more information on any of these AI Vision areas detailed in this report or to better understand how we can help you with the tools and frameworks to implement any or all of these key areas, please feel free to contact one of our senior team direct, register your interest on our website contact page, or use the details below to speak with us.

Learn more

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