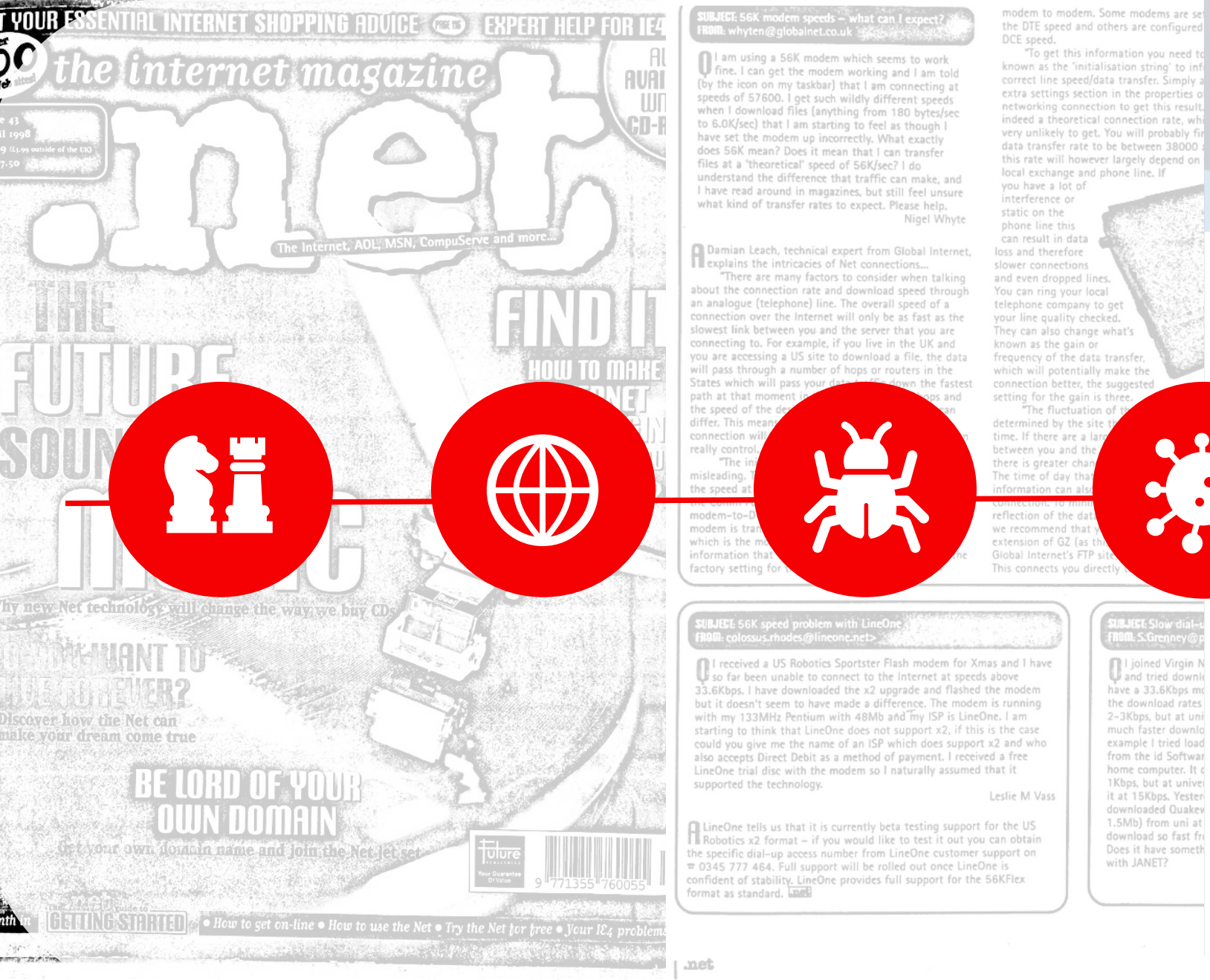
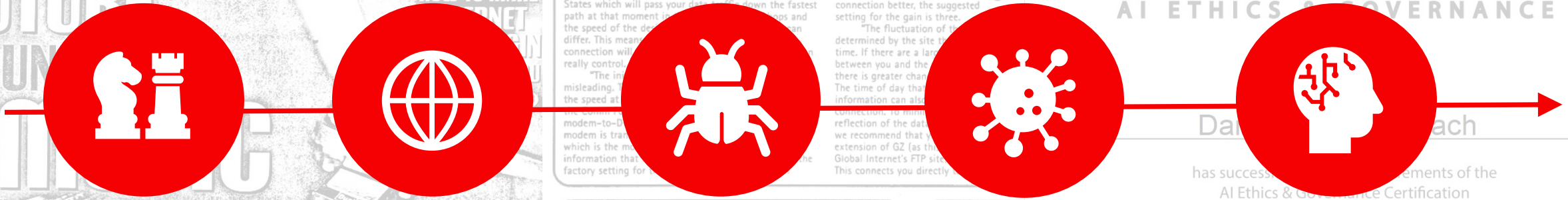
GLOBAL REPRESENTATION – ACTING LOCALLY

7 **189** Port locations across **51** Countries | **225+** employees | **24** Sales & Support offices | **378** third-party depots

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME





AI ETHICS & GOVERNANCE CERTIFICATION

CERTIFICATION IN AI ETHICS & GOVERNANCE

Dam Leach

has success ements of the AI Ethics & Gov ance Certification (Professional)

President
Singapore Computer Society

Associate Provost
Nanyang Technological University

CERTIFICATION BODY: Singapore Computer Society
EXAMINATION BODY: Nanyang Technological University Singapore
SUPPORTED BY: Infocomm Media Development Authority

Date certified: 23/09/2023

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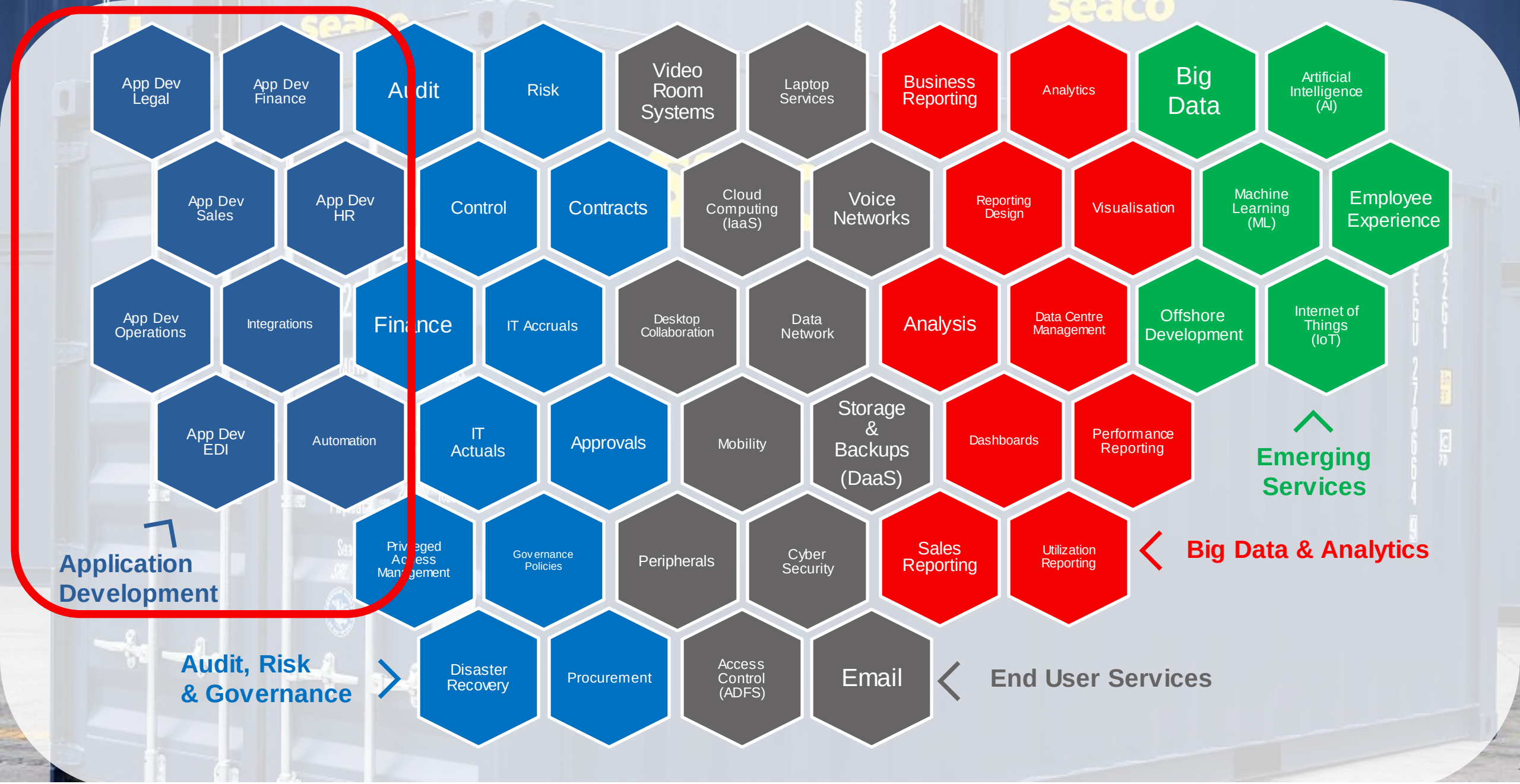

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME

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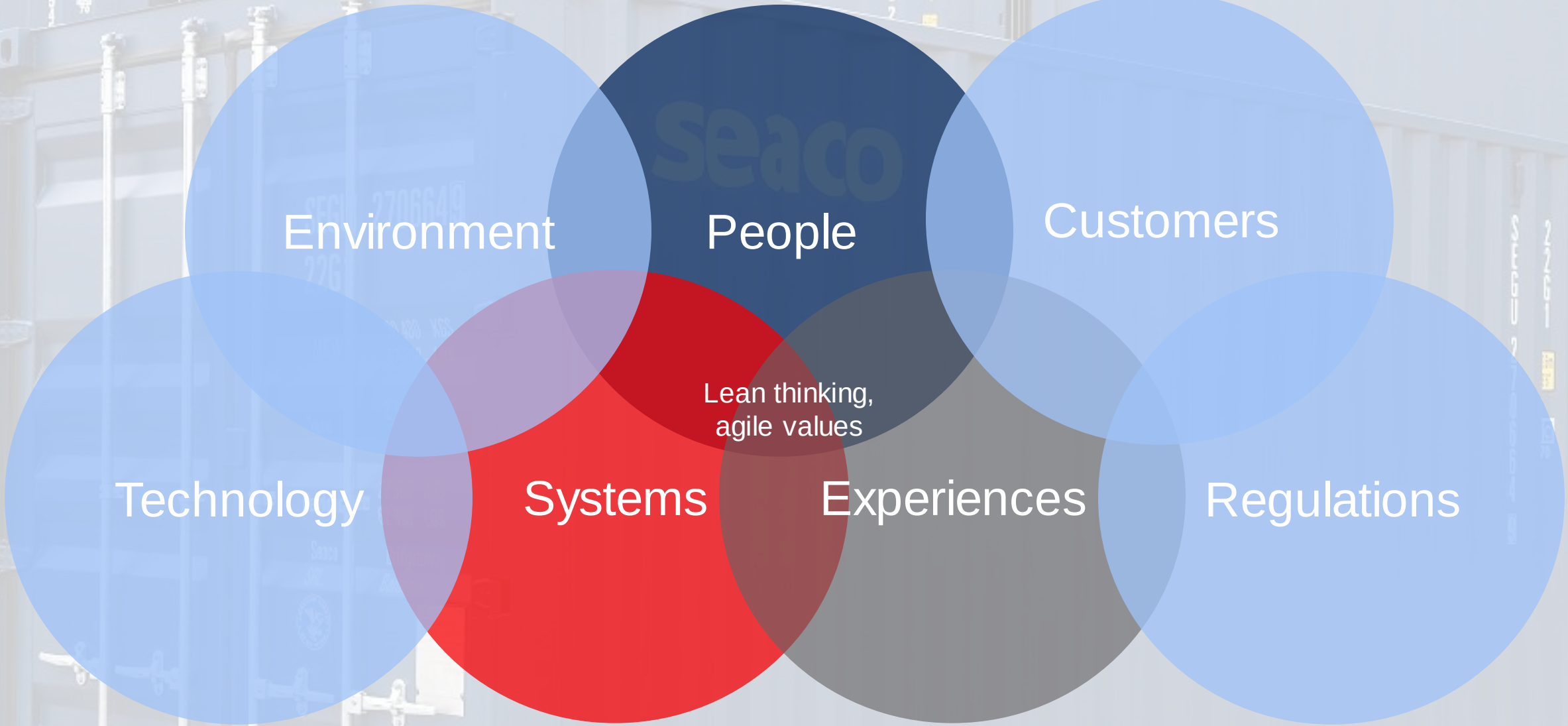

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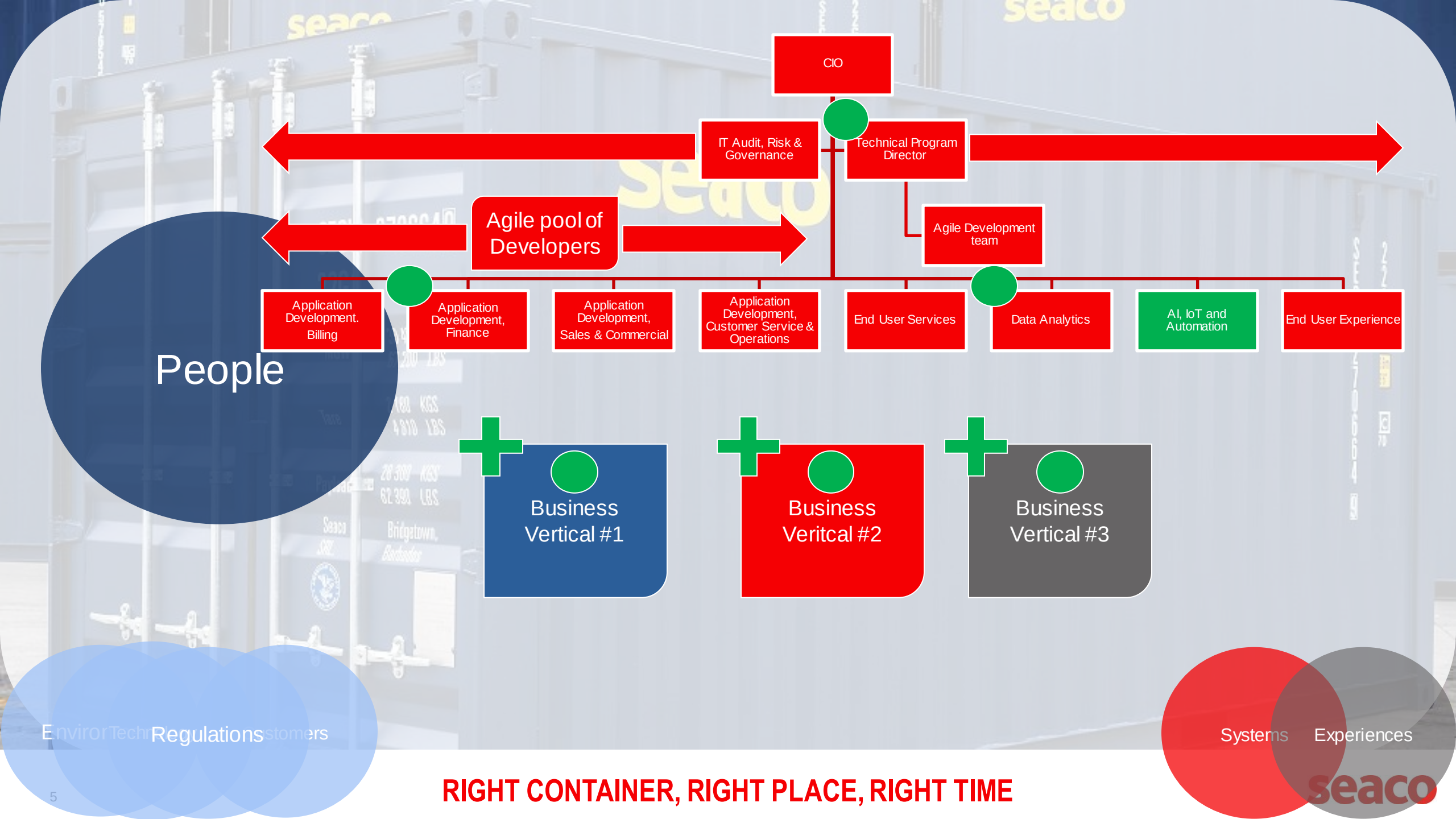
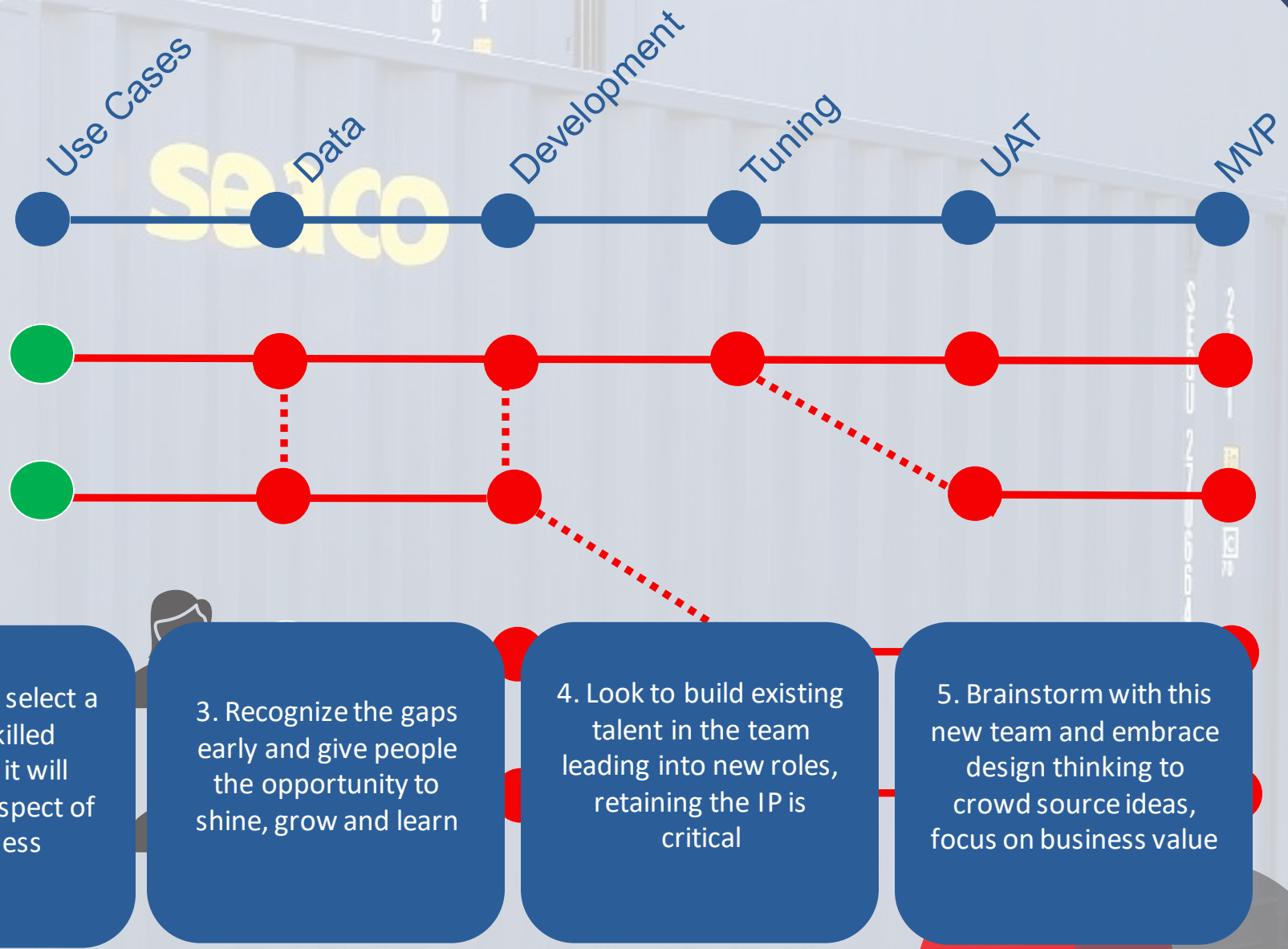

CIO
IT Audit, Risk & Governance
Technical Program Director
Agile pool of Developers
Agile Development team
Application Development. Billing
Application Development, Finance
Application Development, Sales & Commercial
Application Development, Customer Service & Operations
End User Services
Data Analytics
AI, IoT and Automation
End User Experience
People
Business Vertical #1
Business Veritcal #2
Business Vertical #3
Regulations
Systems
Experiences
RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME

People



1. Identify people in your existing teams to lead and contribute to the innovation of AI, create an Agile Squad

2. Important to select a spread of skilled resources as it will impact every aspect of your business

3. Recognize the gaps early and give people the opportunity to shine, grow and learn

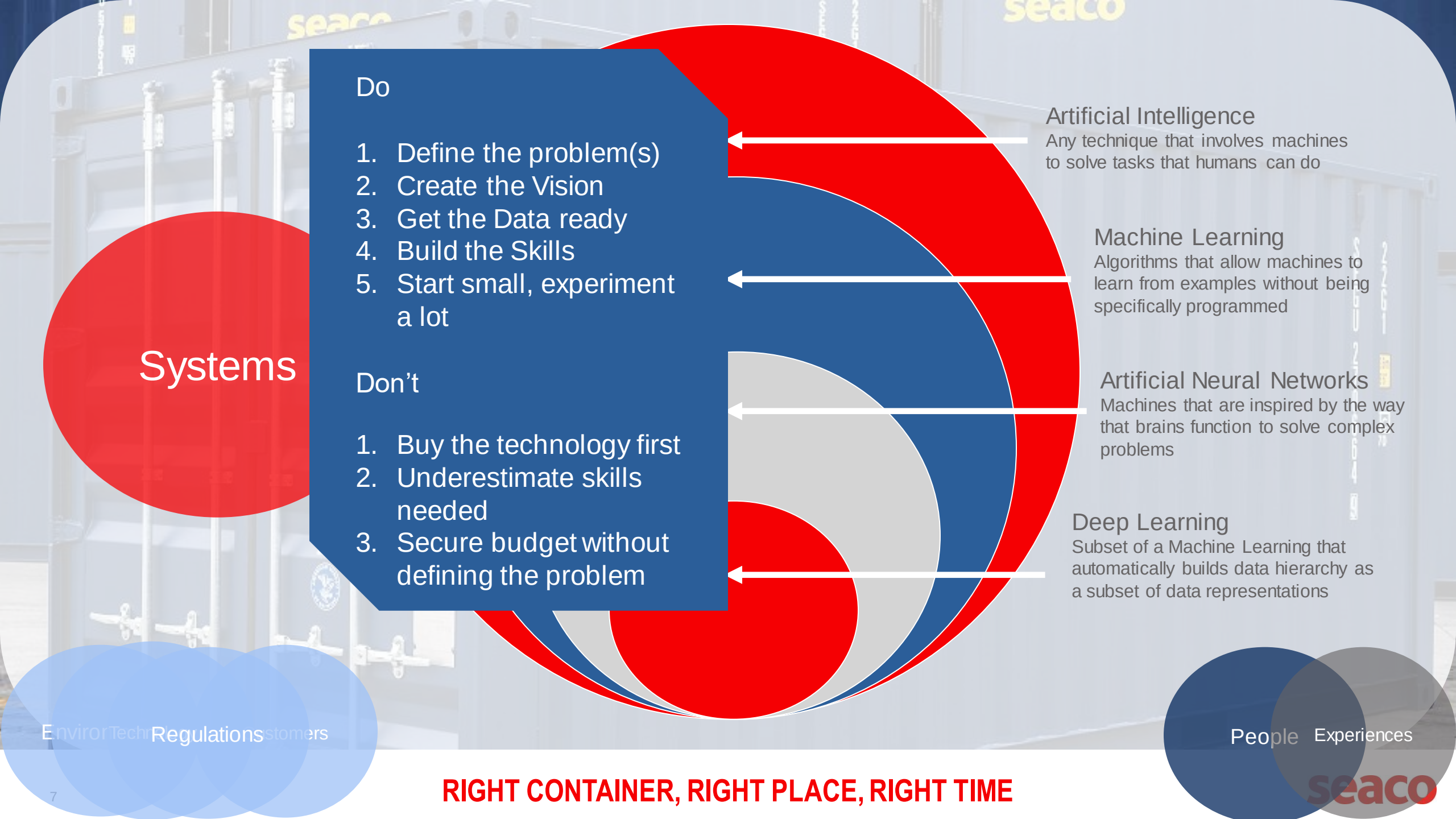
4. Look to build existing talent in the team leading into new roles, retaining the IP is critical

5. Brainstorm with this new team and embrace design thinking to crowd source ideas, focus on business value

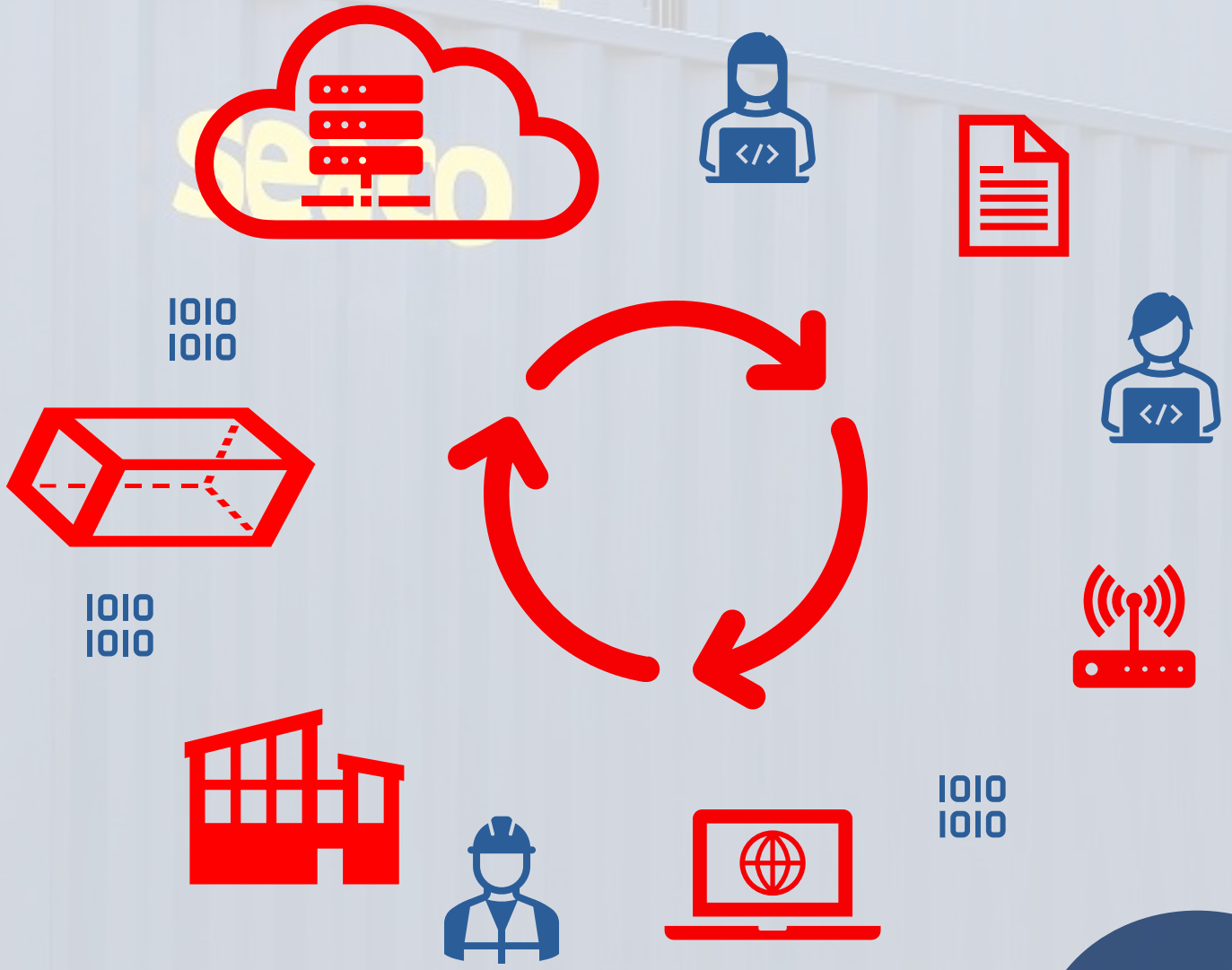
Environ Techn Regulations stomers

Systems Experiences

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME


Systems
Do
1. Define the problem(s)
2. Create the Vision
3. Get the Data ready
4. Build the Skills
5. Start small, experiment a lot
Don't
1. Buy the technology first
2. Underestimate skills needed
3. Secure budget without defining the problem
Artificial Intelligence
Any technique that involves machines to solve tasks that humans can do
Machine Learning
Algorithms that allow machines to learn from examples without being specifically programmed
Artificial Neural Networks
Machines that are inspired by the way that brains function to solve complex problems
Deep Learning
Subset of a Machine Learning that automatically builds data hierarchy as a subset of data representations
Regulations
People
Experiences
RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME

Systems

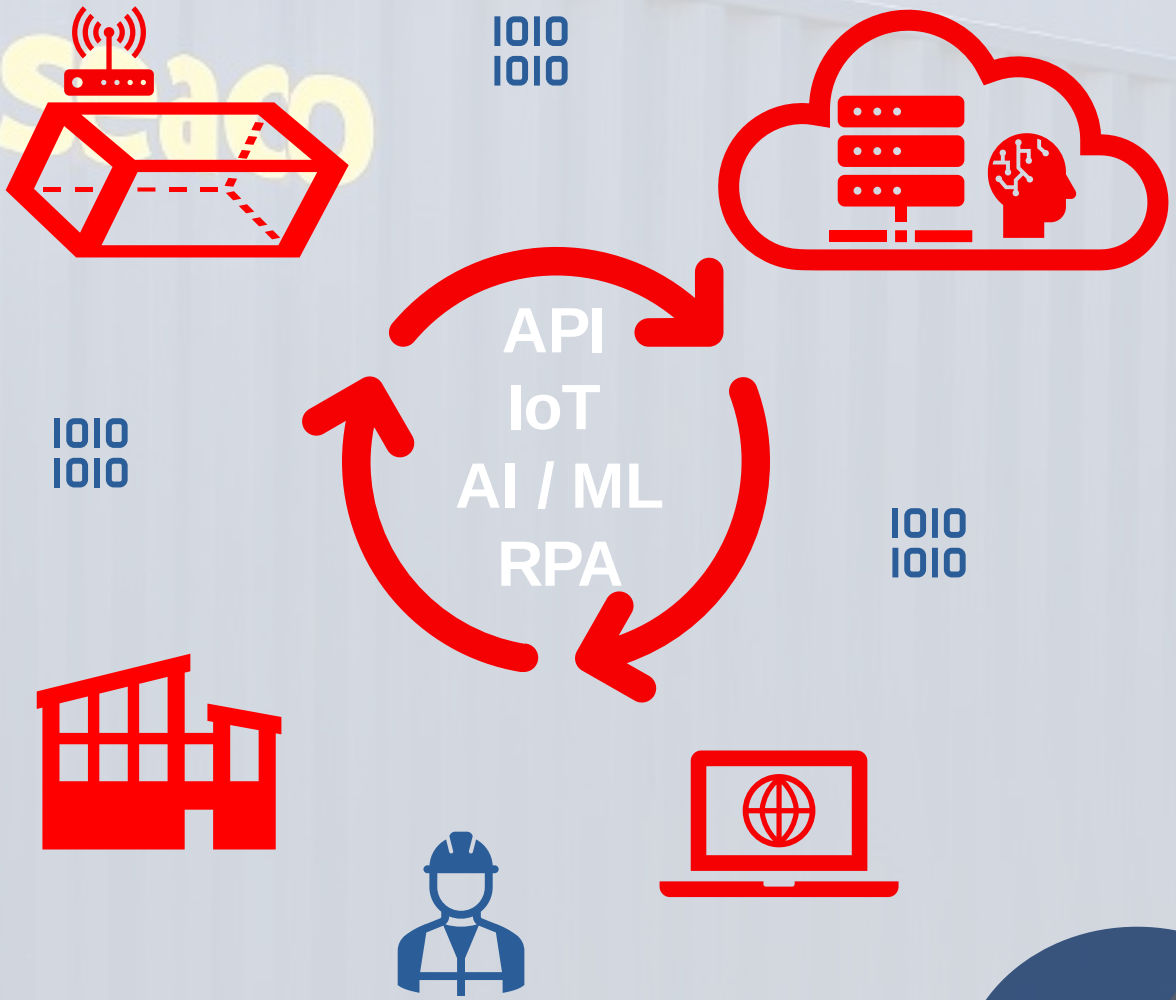


Environ Techn Regulations stomers

People Experiences

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME

Systems



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People Experiences

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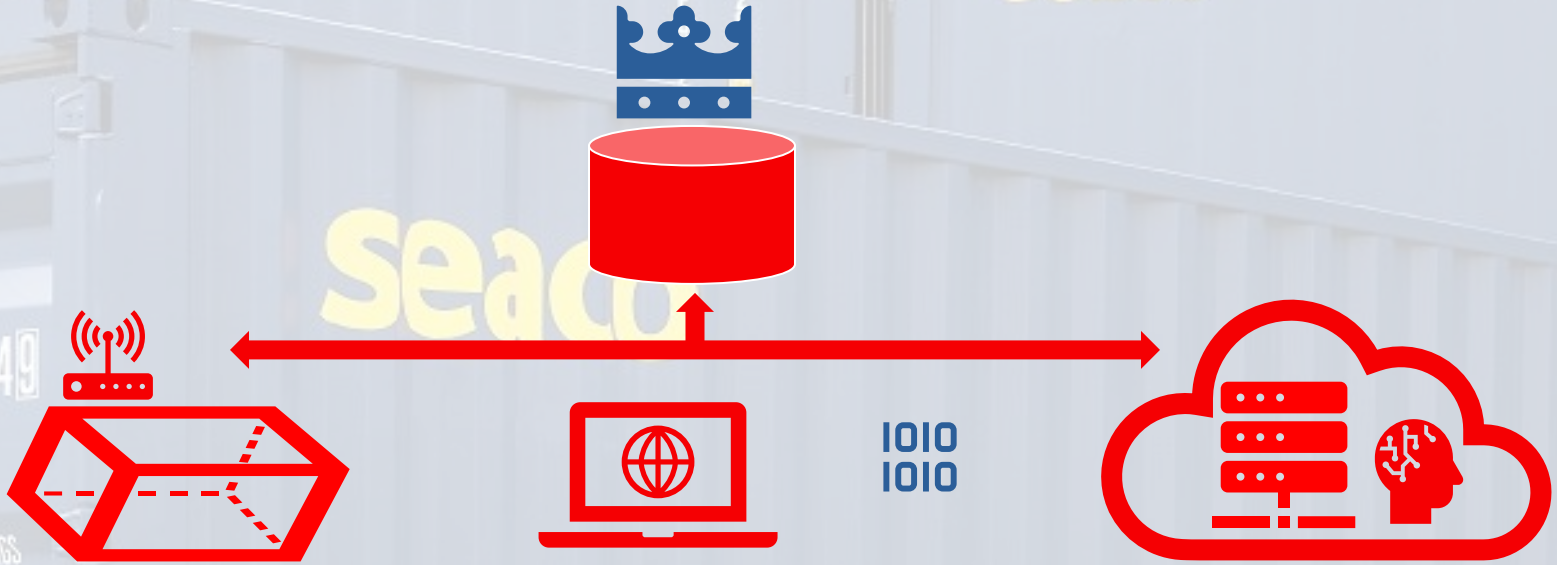

Systems

1. Critical that you understand the business, spend time walking through processes, procedures, how IT interacts with the human experience

2. Understand the Financial cost of the critical activities that drive the key processes in the business

3. Work through some ‘what if’ scenarios with the business and if needed customers

4. Experiment, experiment, experiment

5. Be curious, discover and try something new, if you sense that it wont work, fail fast. Do this early but remember to document the decisions

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People Experiences

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Systems

Week 1 + 2	Week 3 + 4	Week 5 + 6	Week 7 + 8	Week 9 + 10
Choose the Team	Chose the Themes	Refinement of use cases	Develop MVP's	Final Demos
Kick off	Sales	S1	S1	
		S2	S2	S2
		S3		
	Product	P1	P1	P1
		P2		
	Finance	F1	F1	F1

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People Experiences

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME

Healthcare
Banking
Insurance
Retail

Systems

NLS
Translation
Pictures
Video
TTS

LLAMA
Falcon
Claude
Mistral

Large Language Foundation Models

Hyper Scaler Specialist Platforms

Task Specific Models

Domain Specific Models

Open-Source Models

Small Language Models

Gemini
Bedrock
Sage Maker
Snowflake

Healthcare
Banking
Insurance
Retail

Regulations

People

Experiences

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME

ACE AI Framework

Analytics

Conversational

Experiences

Systems

- Document search & summarisation
- Catalogue creation & content discovery
- Multimodal inputs & Conversational queries
- Knowledge base for internal Data purposes
- Regulatory & compliance Automation
- Business Process automation
- Customer Service Automation
- Creative assistance using diverse content
- Product & Content recommendations
- Accelerated learning, analysis & analytics
- Mobile application augmentation
- Developer Augmentation

Regulations

People

Experiences

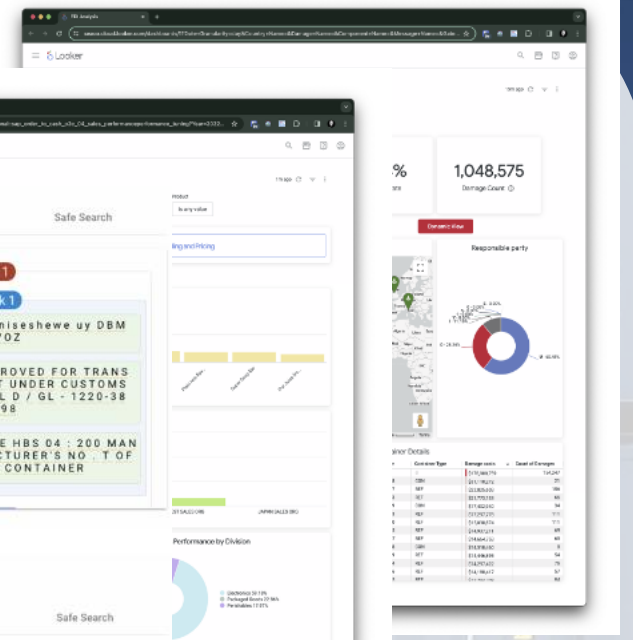
RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME

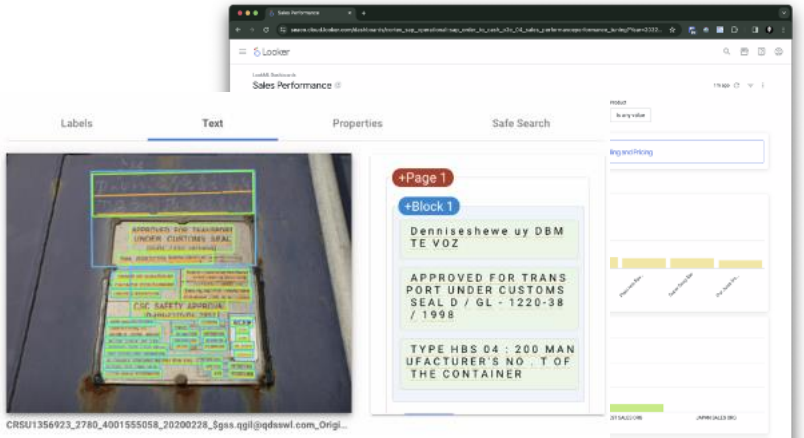
Dashboard here

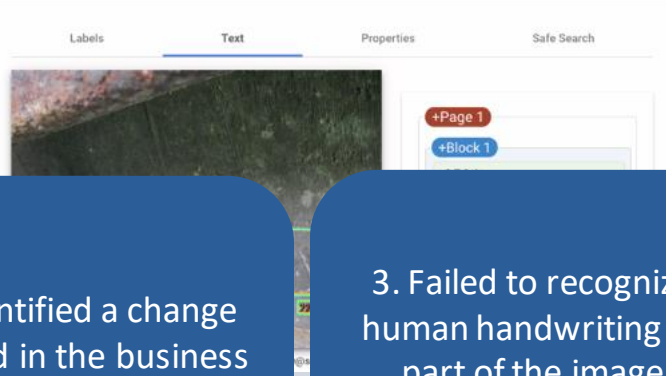
✅Assessed Size of SAP data
- 17 years

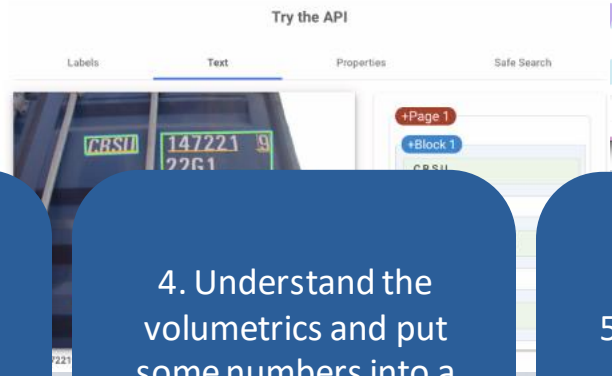
✅Assessed Size of Image data
- Approx 1.5TB for 5 years data

✅Evaluate for appropriate tool:
- OCR → 20/293 detectable texts
- VisionAPI → 32/293 detectable texts
- Human handwriting (location code) is not detected well









Systems

1.Understood HOW much data we would need for modelling

2. Identified a change needed in the business process

3. Failed to recognize human handwriting as part of the image summary

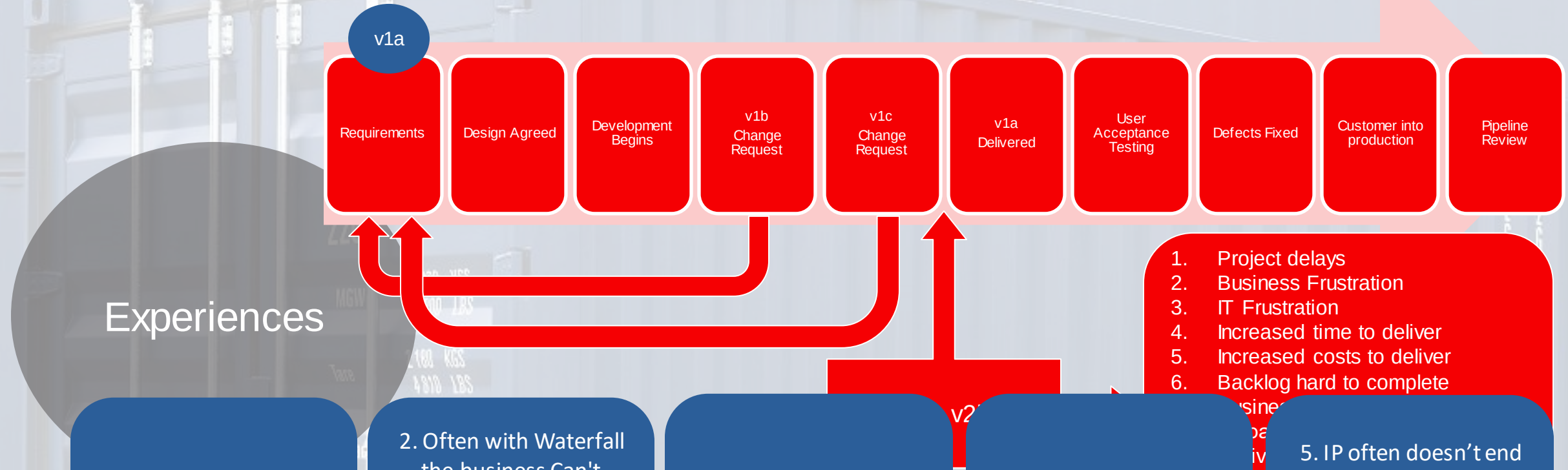
4. Understand the volumetrics and put some numbers into a model

5. Visualized the data outside of the core transaction platform

Environ Technologies Regulations Customers

People Experiences

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME



Experiences

1. Waterfall is costly over time

2. Often with Waterfall the business Can't adapt fast to change as new requirements come in from UAT to Defects

3. Finger pointing and politics creeps into conversations

4. Vendors are happy to let it ride

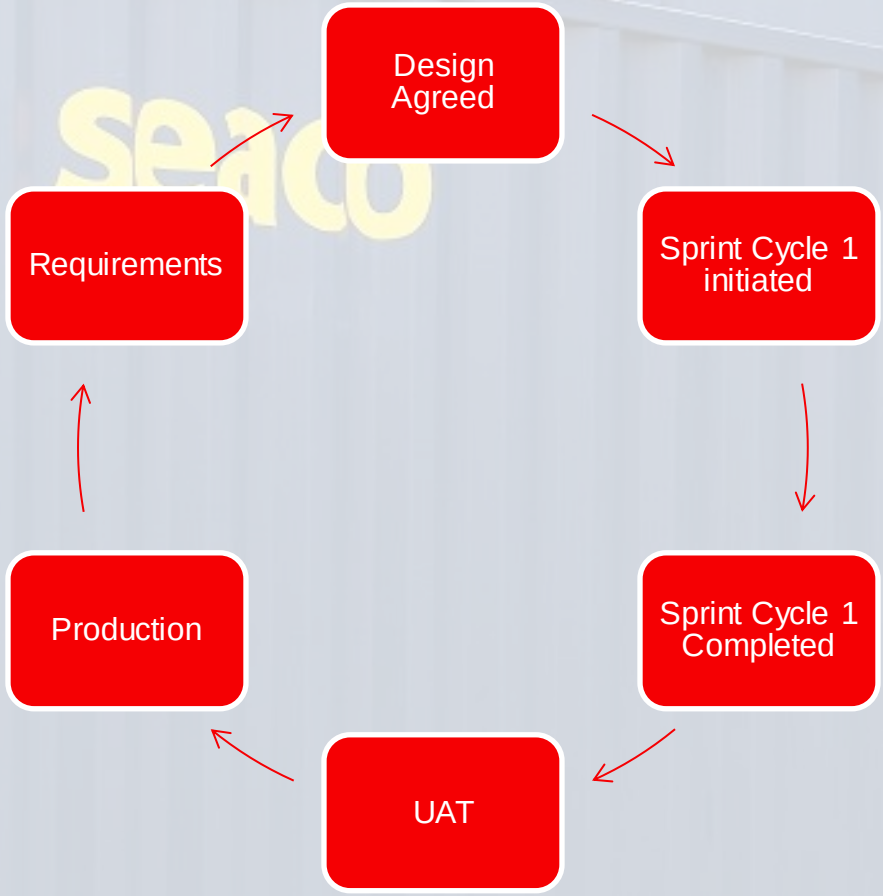
5. IP often doesn't end up with the company, the vendors will want to keep the relationship 'sticky'

Environ Techn Regulations stomers

People Systems

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME

Experiences



Regulations

People

Systems

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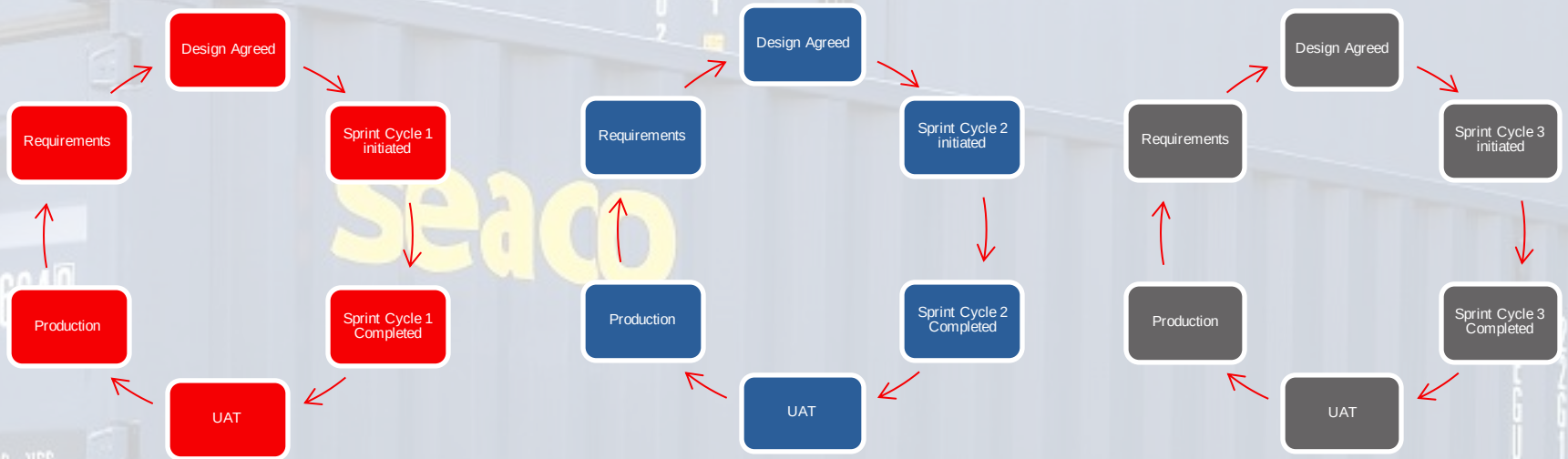

Experiences

1.Happier Business stakeholders

2. More cost-effective Development cycles

3. Happier Employees

4. Innovation output increases, focus on what you need not what you think you want

5. Faster to adapt

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People Systems

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME

Regulations

Technology

Customers

Environment

1. Be sure to keep an eye on regulations as they develop – its different per industry, per country

2. Put a framework of standards in place covering governance, ethics and transparency – this will help dictate Technology

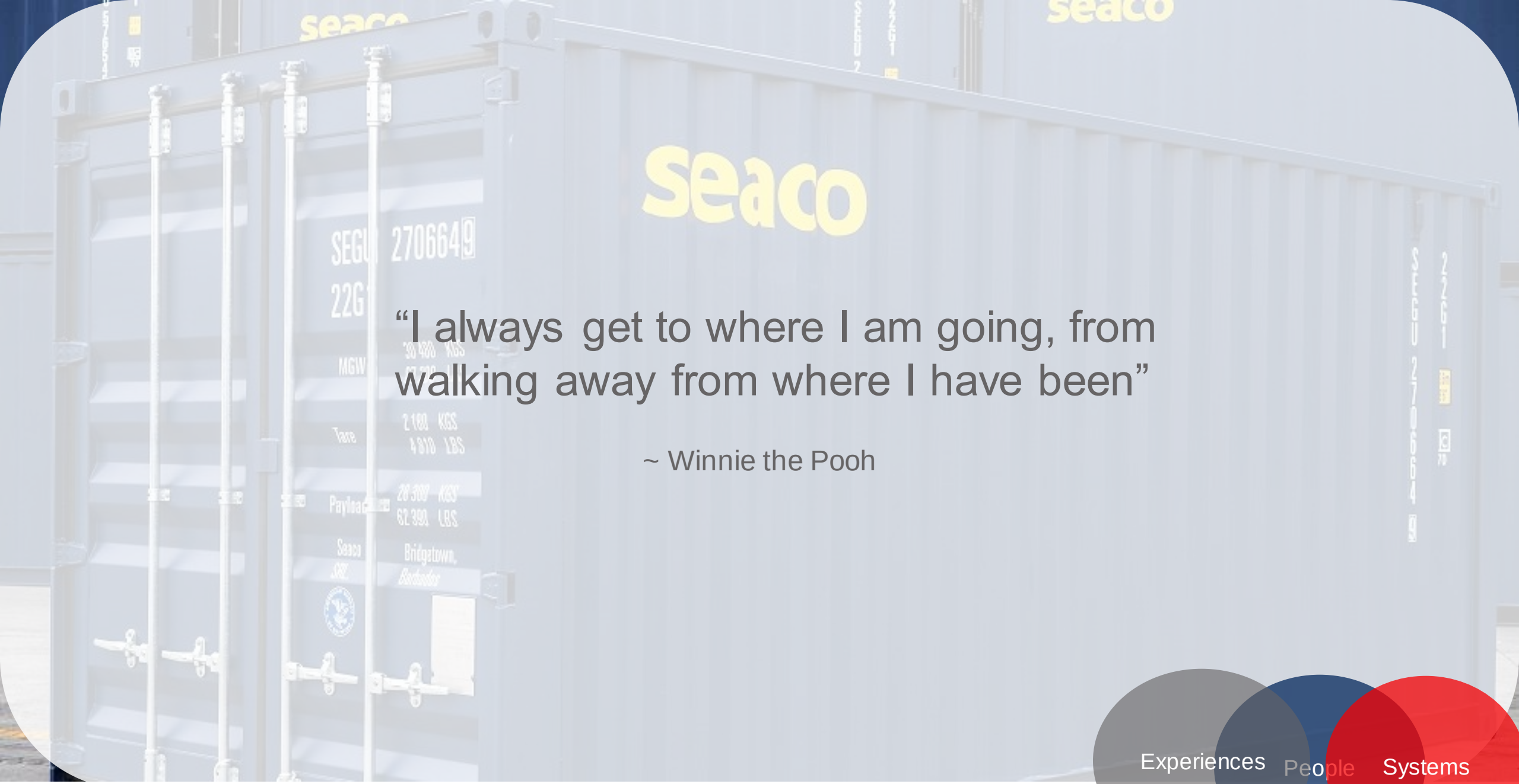
3. Ensure that you always put the customer first in the solutions you develop – they will benefit, and it will help drive growth

4. Don't forget the environment around you and the impact that you will have – equally the impact of the Environment on the teams AI programs

5. Remember experimentation is a lot of fun, embrace the change – there are opportunities you have never even thought of

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME



"I always get to where I am going, from walking away from where I have been"

~ Winnie the Pooh

Experiences People Systems

RIGHT CONTAINER, RIGHT PLACE, RIGHT TIME

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