



Leveraging AI to Drive System Adoption and Improve Project Outcomes

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Introductions



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What Drives System Adoption?



A process and technology solution that works and meets business goals.



An effective project executed on time and on budget.



Strong leadership support.



Effective training and performance support.



A positive user experience with the new solution.



Why Do Projects Fail?



Lack of clarity on vision and execution strategy.



Lack of effective leadership.



Poor stakeholder involvement and communication.



Inadequate or wrong resources.



Lack of alignment / working in a silo.



Chat Question

If you could fix one implementation project challenge, what would it be?

How Could AI Help with These Challenges?



One-stop shop for information about the project to maintain alignment:

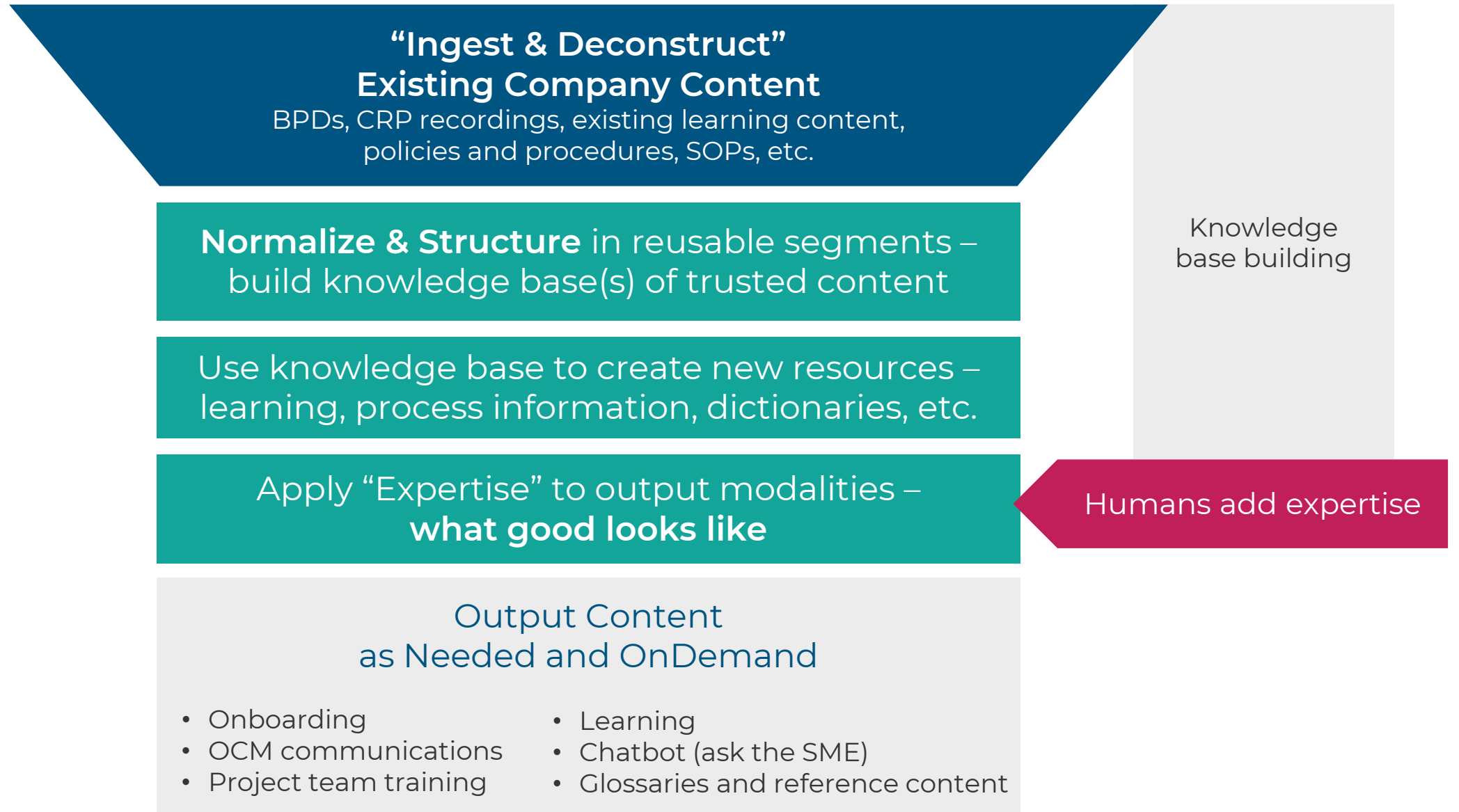
- For onboarding
- To help ensure alignment
- To find information about other parts of the project



Quick start for OCM efforts used to:

- Source information for role and process impact
- Jump-start communications for stakeholders and impacted audiences
- Design learning and performance support materials

How Does This Work?



Sample Tool: Learning Content AIQ

- Provides a secure, dedicated solution to jump-start learning and development projects
- Runs on ChatGPT, but is optimized to leverage existing knowledge to help build learning content and drive adoption of solutions
- Features a portal to upload existing assets so they can be analyzed and leveraged
- Increases efficiency and collaboration during analysis, design, development, and delivery of content
- Decreases the need for the project team to spend time sharing subject matter expertise





Alpha

Content AIQ is an alpha release concept powered by AI. - ETA - 20241119.3.



File Library



Knowledge Bases



Workspaces



Chat



Start New Chat

11/20/2024 - 3:52:01

PM

What are the key steps in the requisitioning process?



8/16/2024 - 11:56:23

AM

What is the difference between IM and WM?



8/15/2024 - 9:14:57

AM

What are the job roles in this business process?



8/13/2024 - 10:24:30

AM

create a list of five



Welcome.

Before we start, let's go ahead and select the files you want to work with. You can do this by clicking the "File Library" button on the sidebar to the left.

Ask your question...



This content is AI-generated; please double-check for accuracy

Use Cases

Just a few of the ways this solution could be used



Content Exploration – Post-Go Live or Pre-Go Live

- Generate new metadata for content at scale
- Tag content to existing taxonomies (skills)
- Normalize and standardize learning objectives
- Score content against a rubric – detecting level
- Tag content for Project Team vs. End Users



Virtual SMEs – Project Team

- Provide a chat interface to access information & knowledge securely, at scale, and without distracting your SMEs
- Get summary information optimized for use in onboarding, communications, and alignment efforts



Content Acceleration Repository

- Leverage existing knowledge to accelerate learning design and development efforts
- For content developers
- Could be Chat AI-driven

Example Use Case

Content Exploration

Challenge



I just finished working with a vendor to design/develop a ton of learning content for end users of our S/4HANA implementation.

Now that we are up on the new system, I have people asking how they can reference the training content for employee development.

Titles, descriptions, and learning objectives are not consistent, and my content isn't tagged to our skills taxonomy, and I'm not sure how to go about getting all the content ready so we can introduce AI tools.



- An AI tool can connect to your current learning platforms and repositories.
- The tool can parse, deconstruct, and normalize that content and store it in a secure environment.
- New metadata and tags can be defined to align the content with the organization's skills taxonomy.
- The AI tool can generate the new metadata and tagging in bulk.
- AI can accomplish this at scale.

Example Use Case

Virtual SME

Challenge

“ Our project team is stretched to the limit. We struggle to communicate and remain aligned.

We've spent a lot of time creating business process documentation and other project documentation, but a lot of that information is buried on SharePoint sites.

We need a way to better find and share information without having to send individual requests to SMEs.

- All the unstructured data can be loaded into an AI tool.
- The tool can parse, deconstruct, and normalize that content and store it in a secure environment.
- This content can be queried to find answers and craft communications.
- Demands on busy SMEs' time can be dramatically reduced.



Example Use Case

Content Acceleration Repository

Challenge



I've been tasked by my leadership to cut costs on Training for our Infor rollout.

I need to find a way to use AI tools to assist us in the creation of new high-quality learning.

I want to leverage existing content to create the courses; for example, documents from Design workshops, conference room pilots, and business process requirements that live across multiple Microsoft Teams folders.

- AI tools can help accelerate the design and development phases of training to yield up to 25%–50% savings in level of effort for training development costs.
- AI can also be used for post-go live hypercare support and to accelerate access to learning and performance support materials.



Q&A



Contact me

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Thank you

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