Developing an Effective AI Roadmap:
A Strategic Enterprise Architecture Approach

Dr. Raj Vayyavur
Chair of Computer Society & Consultants Network, IEEE New Hampshire
Agenda

- Introduction
- Approach
- Capability Model
- Roadmap Development
- Summary
- Group Activity
- Summary
- F&Q
All you need is the plan, the road map, and the courage to press on to your destination

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INTRODUCTION
Introduction

- Business landscape undergoing profound transformation due to AI.
- AI transitioned from luxury to necessity, integral to professional lives.
- AI presents both immense growth opportunities and daunting risks.

Burning Questions:
  - How do we leverage AI opportunities while managing risks?
  - How do we effectively identify and prioritize initiatives aligned with our business goals?

Solution: Strategic Planning and Roadmap Development
Importance of AI Roadmap

- Roadmap serve as strategic tool for AI integration alignment, from discovery to guidance.

- Industry-proven Enterprise Architecture (EA) approach for comprehensive roadmap development.

- Coordination of activities across multiple initiatives and teams through workgroups and steering committees.

- Enables ‘enterprise perspective’ and ‘enterprise teams’ through effective collaboration, communication, and iterative improvements to achieve strategic business goals.
APPROACH
Enterprise Architecture (EA) Approach

This approach applies universally, not exclusive to AI, ensuring efficient resource allocation, effective risk mitigation, and alignment with PCG’s strategic objectives and vision.

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Collaboration & Alignment at its Core

- **Diverse Perspectives**: Enriches roadmap with diverse insights.
- **Alignment**: Fosters shared goals among teams.
- **Resource Optimization**: Efficient use of time, budget, and talent.
- **Risk Mitigation**: Early identification and resolution of risks.
- **Buy-In and Ownership**: Increases implementation success.
- **Flexibility and Adaptability**: Enables agile adjustments.
- **Innovation**: Sparks creative solutions for roadmap goals.
**EA Journey**

**Current State**
- Engage stakeholders to discuss capability needs
- Define capability to describe “what” a business does, rather than “how” it does it
- Define current capabilities and processes
- Document overlapping and redundant processes

**Future State**
- Define desired goals and objectives
- Develop vision for future state
- Outline improvements and innovations
- Develop capability map

**Assessment**
- Evaluate current & desired capabilities
- Identify gaps and improvement opportunities for current and future state
- Determine resources & dependencies

**Roadmap**
- Prioritize areas for improvement based on the strategic importance
- Create action plan from current to future state
- Define milestones and timelines
- Allocate resources

**Monitor Progress**
- Track implementation of roadmap
- Measure progress against milestones
- Identify and address challenges or deviations
- Allocate resources

**Strategic Outcome**
- Achieve alignment with business objectives
- Deliver tangible benefits and value
- Drive continuous improvement and innovation
CAPABILITY DEVELOPMENT
Your problem is to bridge the gap which exists between where you are now and the goal you intend to reach.

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Capability Map Development

- Identify key business objectives and strategic goals.
- Define target areas and domains for capability mapping.
- Collaborate with stakeholders across departments.
- Assess current capabilities and gaps.
- Prioritize capabilities based on business impact and urgency.
- Develop a visual representation of the capability map.
- Align capabilities with technology and resource requirements.
- Establish metrics to measure capability effectiveness.
- Create a roadmap for capability development and implementation.
- Continuously review and update the capability map to align with evolving business needs.
AI Capability Map (Draft)
Group Activity (5 – 10 minutes)

Group Activity - 5 minutes
• Divide into two groups
• Discuss, review and assess the capability list
• Identify which capabilities are strategically important to PCG
• Share your feedback

Top-level capability

Sub capabilities
ALIGNMENT
Align Objectives, Capabilities, Processes & Applications

- Define SMART short and long-term objectives
- Objectives are clearly communicated and understood across all levels
- Fosters alignment and unity of purpose.

- Prioritize initiatives to deliver tangible value & transformation
- Tailor solutions for maximum impact
- Effective resource allocation
- Investments align with PCG’s goals and priorities

- Enhance business agility for adaptability
- Improve application performance
- Support scalability for growth
- Include tech solutions and process enhancements

- Aligns with strategic goals
- Prioritizes critical capabilities for each objective based on impact

- Streamlines processes, removes redundancies
- Standardize processes by leveraging common capabilities
- Spot innovation opportunities
- Identify dependencies for proactive risk mitigation

Alignment

Business Objectives

Capabilities

Initiatives

Business Processes

Applications

Priorities
AI Objectives and Capability Mapping (Example)

<table>
<thead>
<tr>
<th>Business Objective</th>
<th>Capability</th>
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</thead>
<tbody>
<tr>
<td>Increase Customer Engagement &amp; Personalization</td>
<td>Provide personalized customer support (Chatbot powered by NLP)</td>
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<tr>
<td>Mitigate Risks &amp; Ensure Compliance</td>
<td>Identify suspicious patterns (Anomaly Detection)</td>
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<tr>
<td>Enhance Decision-Making</td>
<td>Predictive Analytics on Pricing, Promotions, &amp; Supply Chain Logistics</td>
</tr>
<tr>
<td>Increase Customer Satisfaction &amp; Retention</td>
<td>Personalize solutions/services based previous history (Recommendation System)</td>
</tr>
<tr>
<td>Improve Operational Efficiency &amp; Cost Reduction</td>
<td>Process Automation to automate repetitive &amp; manual tasks (report generation, invoicing,..)</td>
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</tbody>
</table>
Roadmap Development

- Roadmap
  - Prioritization
    - Feasibility
      - Strategic Value, Impact & ROI
    - Resource Availability
      - Business Needs
  - Business-Driven Decision
    - Technical Readiness
  - Constraints & Risks
    - Mitigation strategies
    - Innovation and continuous improvement culture
  - Collaboration
    - Gather diverse insights
  - Scalability
    - Future growth & expansion
  - Communication
    - Goals & Contributions
  - Iterative Review
    - Changing business priorities
    - Market dynamics

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## Roadmap Components

<table>
<thead>
<tr>
<th>Timelines &amp; Milestones</th>
<th>Key Deliverables</th>
<th>Infrastructure</th>
<th>Data Readiness</th>
<th>Expertise</th>
<th>Governance, Risk Management, &amp; Compliance</th>
<th>Continuous Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define how each phase contributes to objectives.</td>
<td>Align business goals &amp; priorities.</td>
<td>Plan and keep the tools and infrastructure ready.</td>
<td>Define sourcing &amp; management.</td>
<td>Identify gaps &amp; training needs.</td>
<td>Mitigate risks associated with changes.</td>
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<tr>
<td>Align with strategic objectives.</td>
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<td>Incorporate necessary controls and safeguards.</td>
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Roadmap Sample

Sales & Marketing Roadmap (Sample)

<table>
<thead>
<tr>
<th>FY 25</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
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<tr>
<td>Data Gathering and Preparation</td>
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<td>Model Development</td>
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<td>Template Creation</td>
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<td>Implementation and Integration</td>
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<td>Automation Workflow Design</td>
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<td>Continuous Improvement</td>
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<tr>
<th>FY 26</th>
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<th>Q1</th>
<th>Q2</th>
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<td>Historical Data Analysis</td>
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<td>Ongoing Monitoring and Refinement</td>
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<td>Pricing Model Development</td>
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<td>Continuous Improvement and Adaptation</td>
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<td>Audience Segmentation and Targeting</td>
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<td>Continuous Refinement</td>
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<td>Campaign Execution and Monitoring</td>
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<td>Continuous Optimization and Innovation</td>
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<td>Performance Analysis and Iteration</td>
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<td>Continuous Monitoring</td>
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<td>Insight Generation</td>
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<td>Regular Updates and Strategy Alignment</td>
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<td>Market Analysis</td>
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SUMMARY
Let's not start by focusing solely on technology to identify needs!

Instead, let's collaborate and gain a deeper understanding of our business needs (capabilities) and objectives.

Assess those needs using criteria such as strategic importance, business risk, financial impact, and performance.

Identify gaps and opportunities.

Assess feasibility, resource availability, and technical readiness.

Align and prioritize needs based on business objectives.

Develop a plan of action to fulfill those needs.

Collaboration and alignment are key drivers that propel us towards achieving our business objectives.
FAQ
New book available on Amazon Worldwide !!

First book ever written on children of legal immigrants in America, capturing their struggles, aspirations, and resilience vividly.