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& Karan nand

024 Annual Symposium


AI

About Me

Mahesh Deshpande

Senior Principal Consultant
@ Genpact

VP - Mentorship Leadership
@ PMI San Francisco

Judging Committee Member
@ PMO Global Awards 2024

About Me

Karanveer Anand

Senior Technical Program Manager @ Google

Board of Advisor @ SJSU & UCI

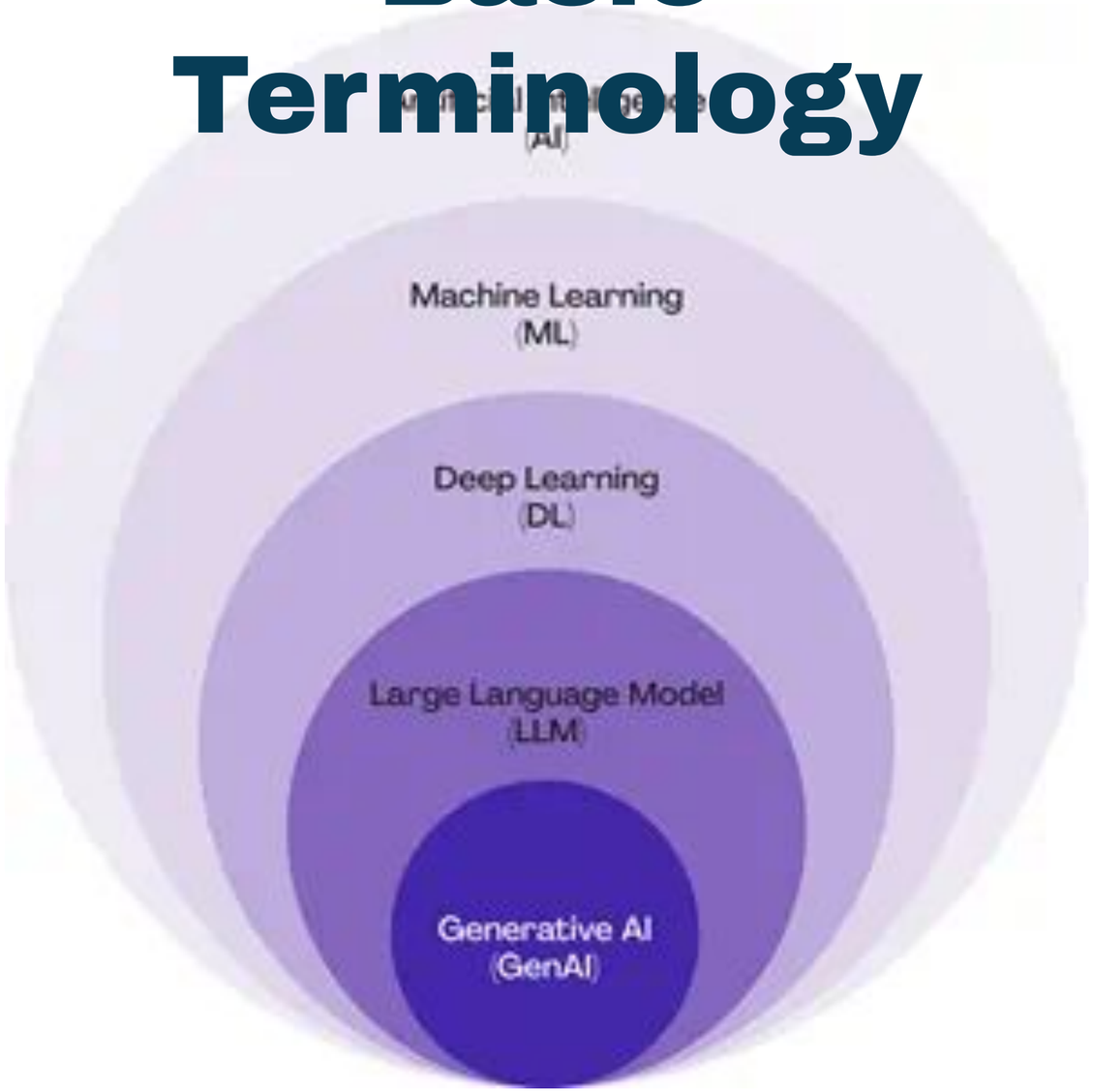
Author of Course on Program Management

Today's Agenda

Generative AI + Project Management

- PMO's are Transforming
- Master Prompt Engineering
- Use Cases of AI in PMO
  - Generic Use Case for PMs
  - AI in Cloud Reliability Use Case
  - Data Analytics Programs Use Case
- Skillsets for PMs in the Next Gen PMOs

AI Basic Terminology



Machine Learning: Machine learning (ML), a core AI component, empowers computers to **learn from and make decisions based on data without being explicitly programmed**.

Deep Learning: Deep learning, a subset of machine learning, has gained immense popularity due to its effectiveness with capabilities such as **image recognition, natural language processing, and speech recognition**. deep learning is like a child learning to recognize animals

Natural Language Processing: Natural language processing (NLP) is a field of artificial intelligence that focuses on how computers can understand, interpret, and respond to human language in a valuable way.

Transformers: Transformers are a type of neural network architecture used in NLP and AI systems like ChatGPT. **Once you train a transformer using large amounts of data, it can create completely new data by improvising.** Google discovered the transformer architecture in 2017.

Generative Pretrained Transformer: (GPT), developed by OpenAI, is an AI model designed for NLP tasks. **It operates on the transformer architecture, which**

Why Artificial Intelligence Matters?

7%

global GDP growth expected due to Generative AI in the next 10 years (Goldman Sachs Report)

91%

believe AI will have at least a moderate impact on the project management profession (PMI Research)

60%

of workforce will require upskilling and reskilling in the next 3 years (World Economic Forum - Future of Jobs Report)

References:

1. *www.goldmansachs.com/intelligence/pages/generative-ai-could-raise-global-gdp-by-7-percent.html*
2. *www.pmi.org/learning/thought-leadership/ai-impact/shaping-the-future-of-project-management-with-ai*
3. *www.weforum.org/publications/the-future-of-jobs-report-2023/digest/*

Disclaimer

- This presentation is for informational purposes only and does not constitute an endorsement of any specific large language model (LLM) or platform.

- The ideal LLM for your PMO will depend on your organization's specific needs and AI adoption strategy.

- For demonstration purposes, we will be using Gemini (Google) and Claude (Anthropic).

Generative AI: Transformational Change

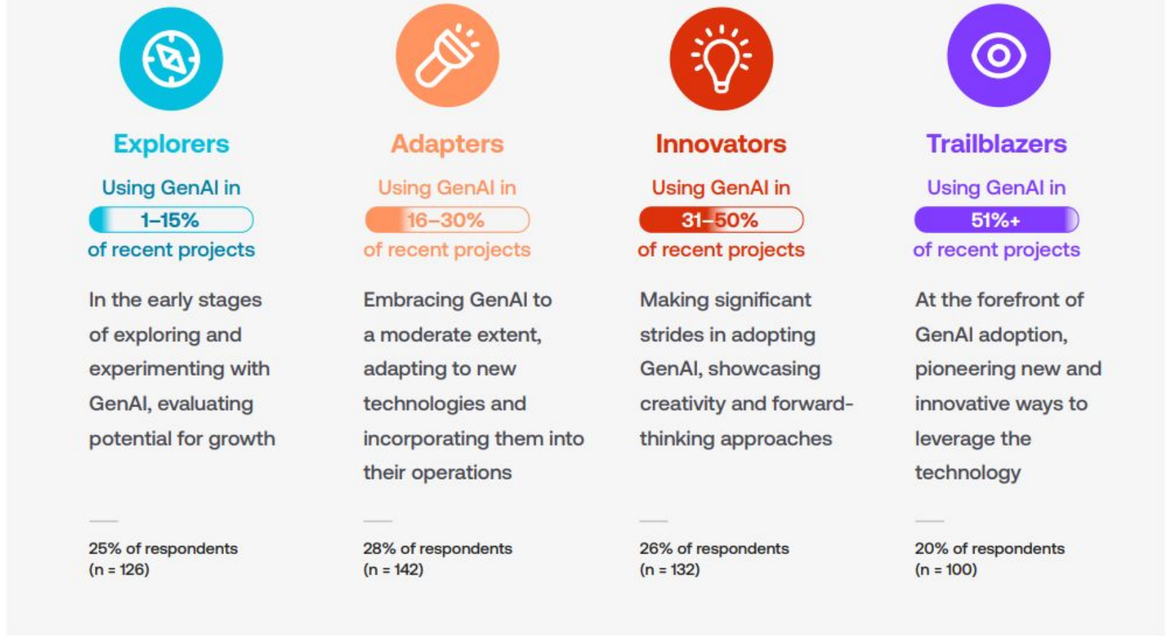
One of the primary differences between traditional AI and Generative AI is that the latter can create novel output that appears to be generated by humans

Today, Generative AI models can create outputs in six key modalities.

Reference: https://www2.deloitte.com/content/dam/Deloitte/us/Documents/consulting/us-ai-institute-gen-ai-use-cases.pdf

PMOs across the world are Transforming

FIGURE 1. Project professional GenAI adoption levels



Source: PMI – Generative AI in Project Management Survey, n = 500

"Skate to where the puck is going to be, not where it has been"
- Wayne Gretzky
(Hockey Legend)

The Best PMOs are adapting to AI changes

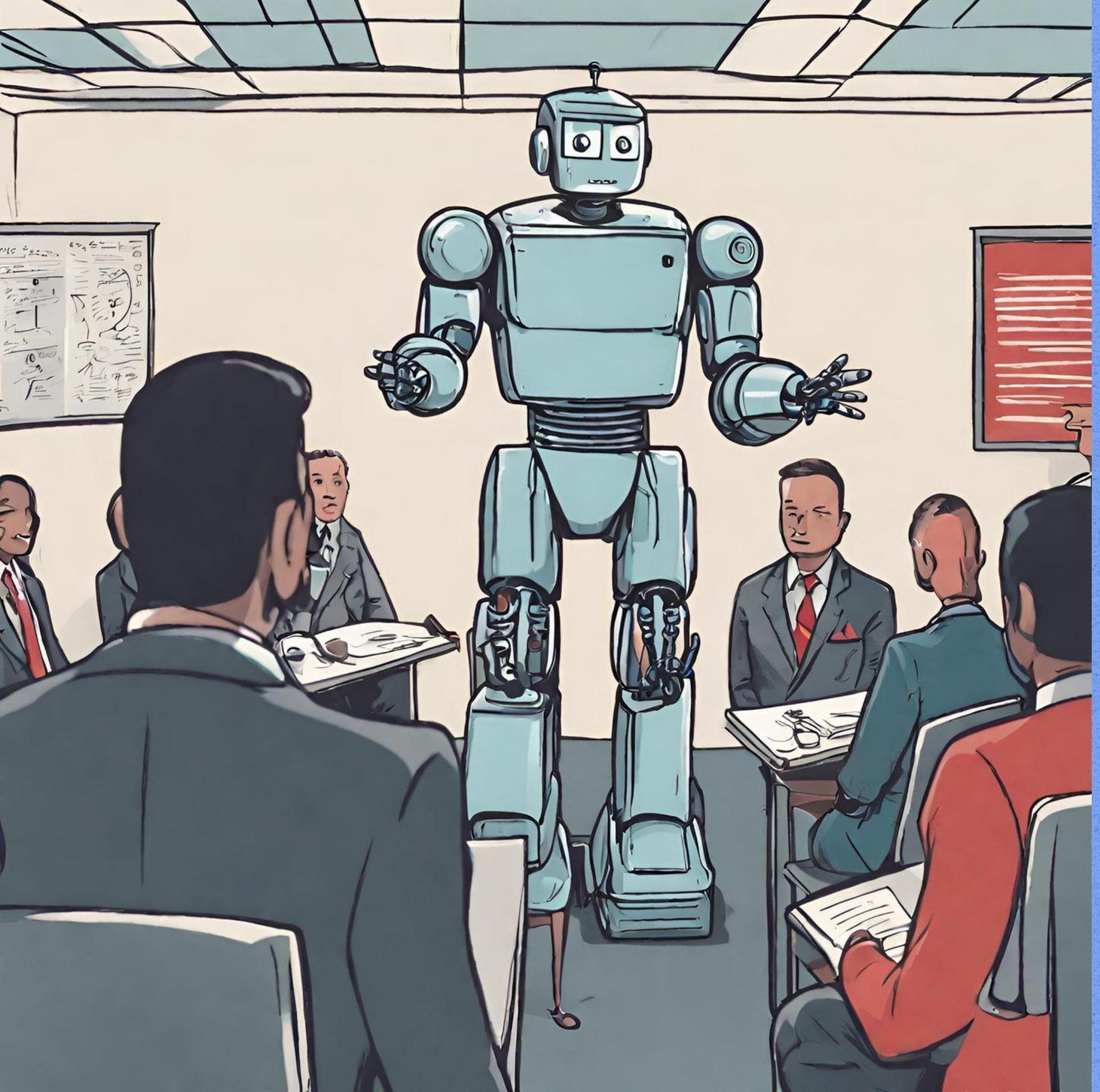
AI’s IMPACT ON PMO

Let’s start with the

Elephant in the Room

Will AI replace

Project Managers?



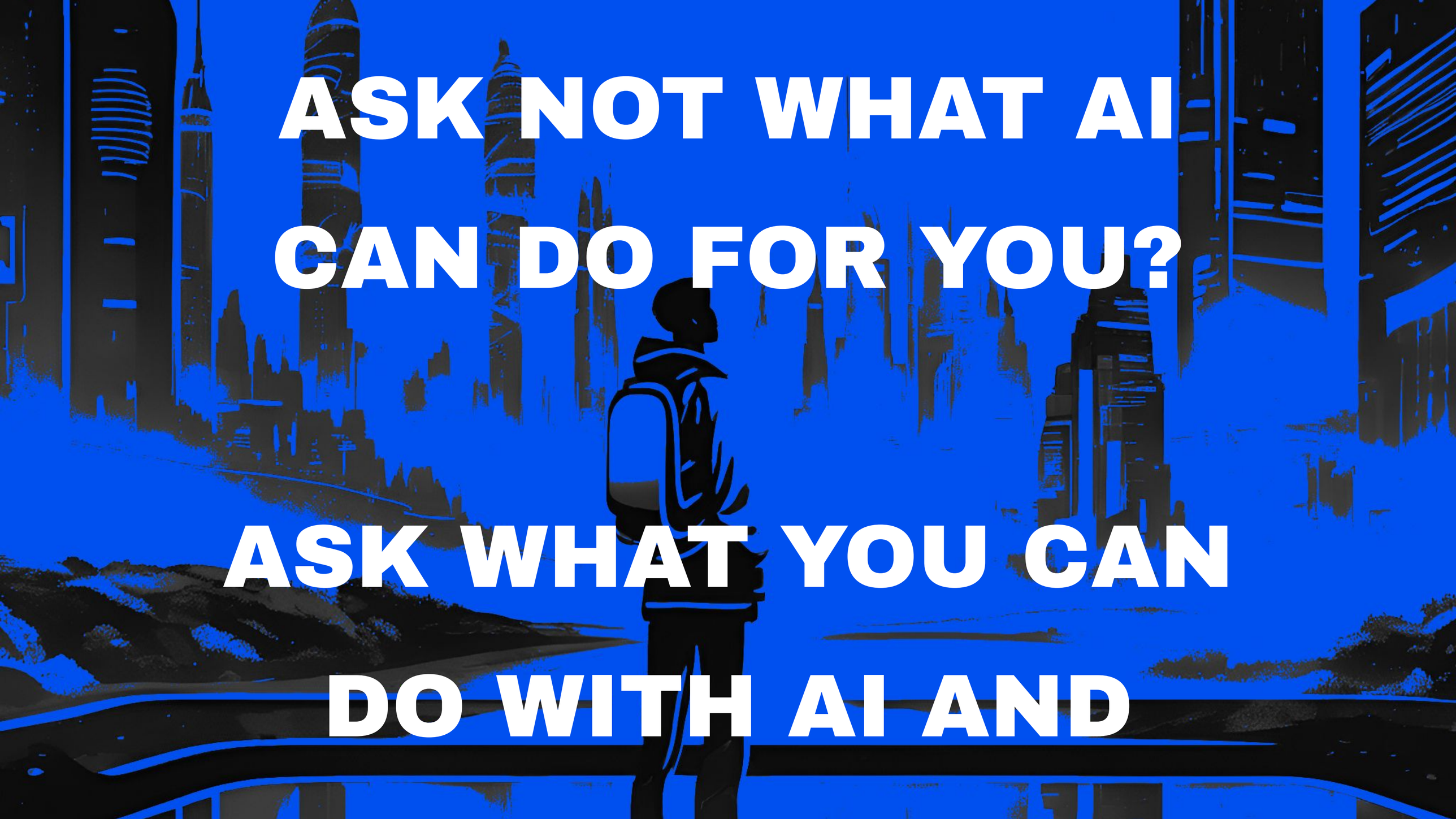
The AI Project Manager

'Don't worry, team, I've optimized everything for maximum efficiency... Now excuse me while I recharge !

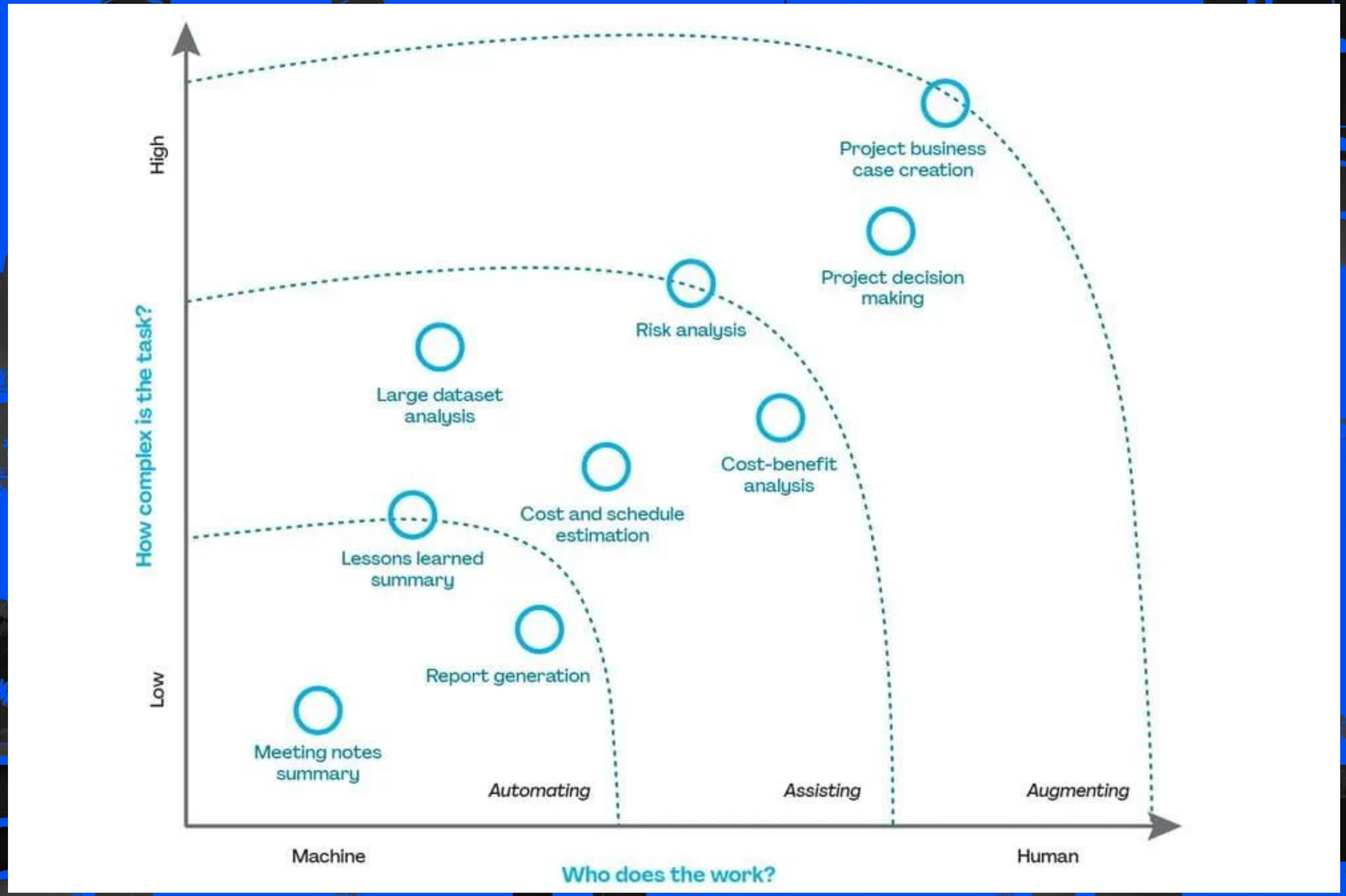
Generative AI Value Capture - Use Cases

Marketing	• Marketing Content Generation • Market Research & Competitive Intelligence Assistance	• Marketing Managers • Research Analysts
Customer Success	• Customer Support on Demand • Supply Chain Optimization	• Customer Success Manager • Operations Analyst
IT Development	• Code Assistance for Developers • Code Summarizations	• DevOps Developer • QA Analyst
Data Analytics	• Research based Business Intelligence Report Generation • Data Search & Access Optimization	• Data Analysis Manager • Data Analyst
Program Management	• WBS Generation Automation • Real Time Risk Monitoring	• Project Manager • Scrum Lead

Reference: https://www2.deloitte.com/content/dam/Deloitte/us/Documents/consulting/us-ai-institute-gen-ai-use-cases.pdf


ASK NOT WHAT AI
CAN DO FOR YOU?
ASK WHAT YOU CAN
DO WITH AI AND

ROLES vs. TASKS



WHAT YOU CAN DO WITH AI

HOW TO GET THE MOST OUT OF AI TOOLS

1. MASTER PROMPT ENGINEERING
2. USE GEN AI FOR MORE COMPLEX TASKS

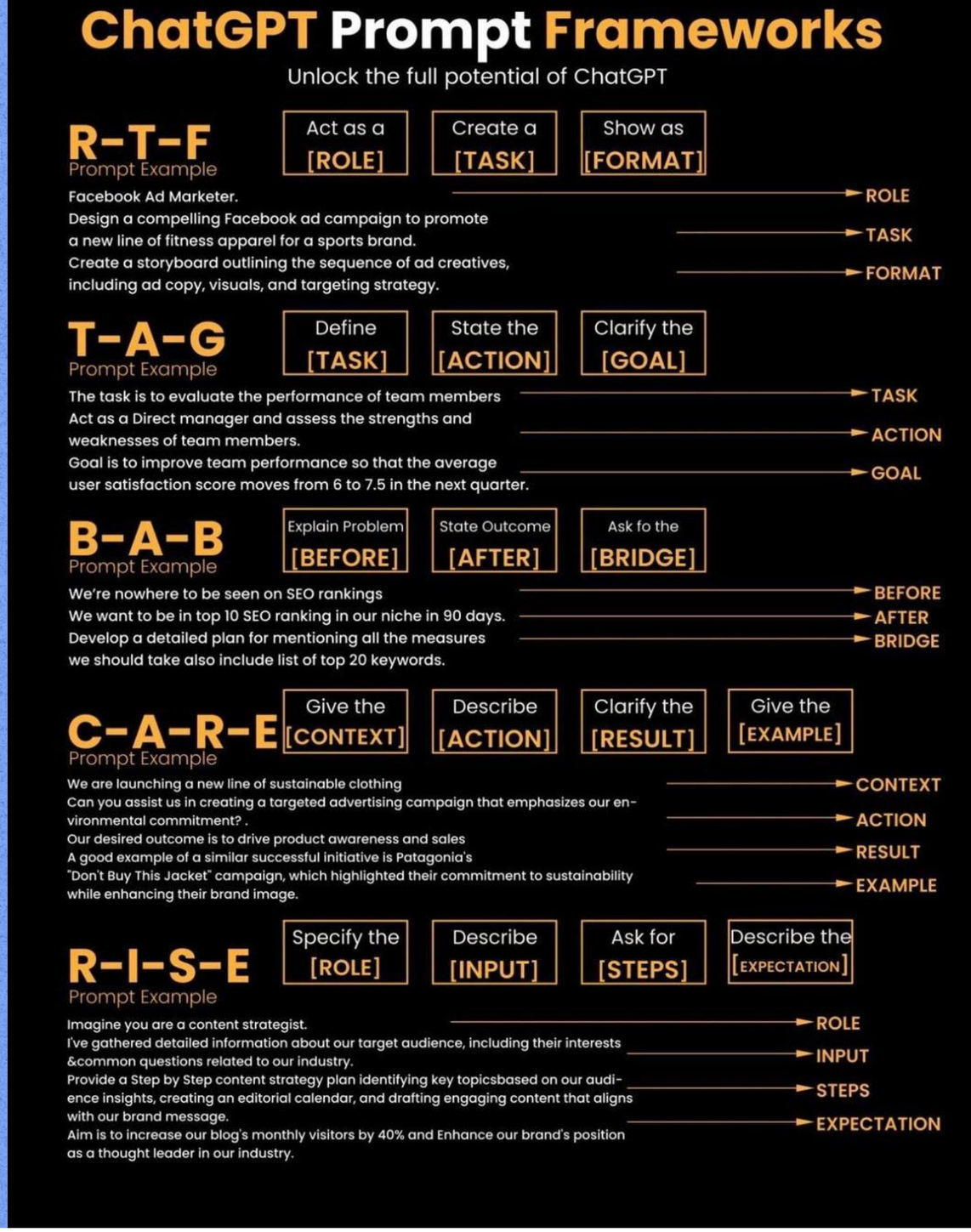
DEMO OF USE CASES

- BASIC LOW HANGING FRUITS
  - EMAIL GENERATION
  - REPORT SUMMARIZATION
- DOMAIN SPECIFIC USE CASES
  - CLOUD RELIABILITY

PROMPT ENGINEERING

If you want the right answers, you have got to ask the right questions.

Credits: Hamna Aslam Kahn



AI ENGAGEMENT FRAMEWORK: COREBOTS

- C : **Provide Context:** Background info or data as input
- O : **Define Objective:** Purpose of the output
- R : **Specify Role:** Ex. Expert in Project Management
- E : **Elucidate Details:** Provide clarity avoiding vagueness.

- B : **Put Boundaries:** Limits on the output (word limit)
- O : **Frame Output:** Format (essay, tweet, table, bullet points)
- T : **Set Tone:** Formal, Casual, Authoritative etc.
- S : **Describe Sequencing**: Start with Big Picture and drill down

CORE BOTS : ILLUSTRATION

C : Context

O: Objective

R : Role

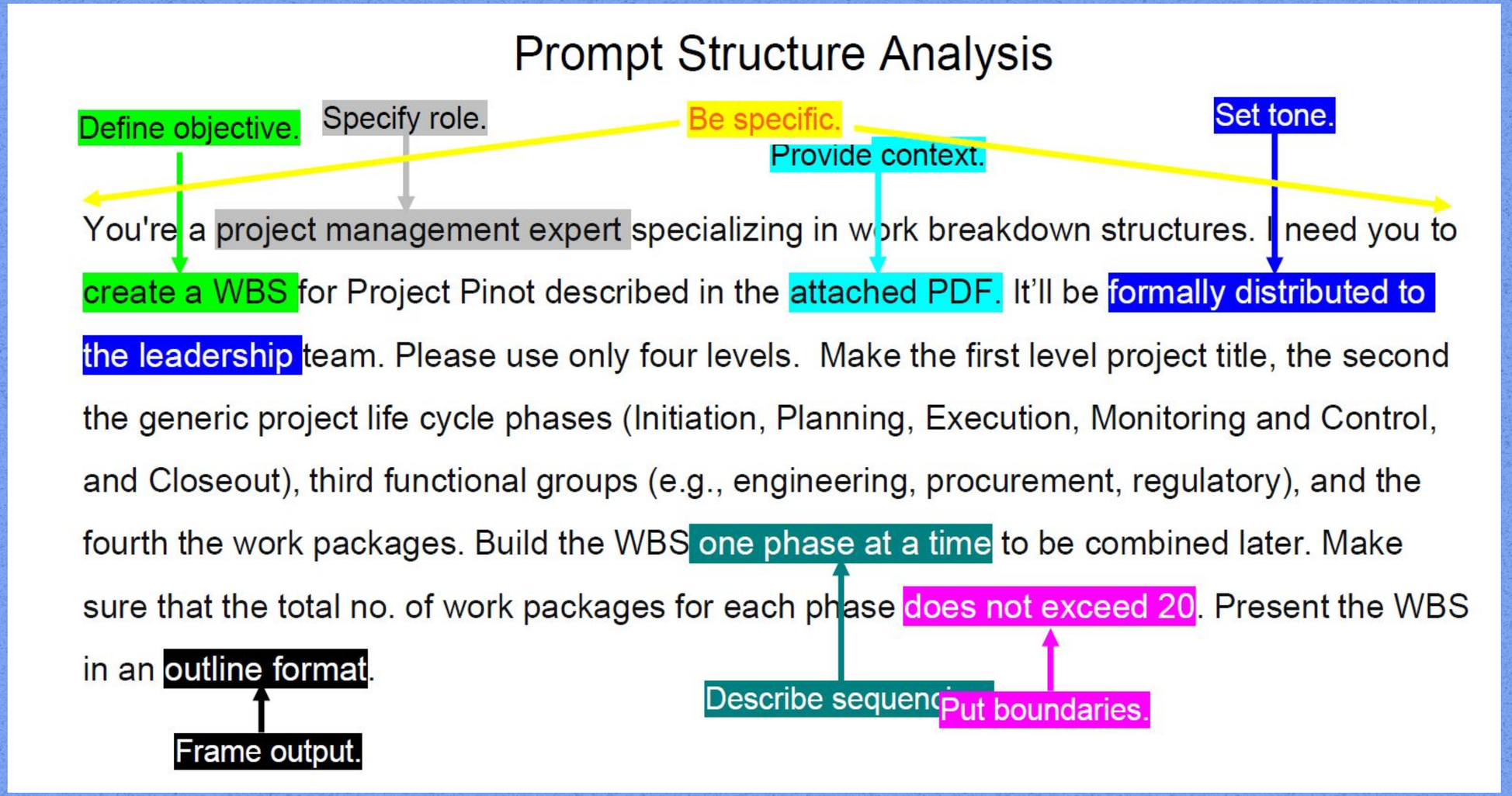
E : Elucidate

B : Boundaries

O: Output

T : Tone

S : Sequencing



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DEMO #1: Harnessing AI in Routine PMO Activities

PROMPT : Summarizing Reports

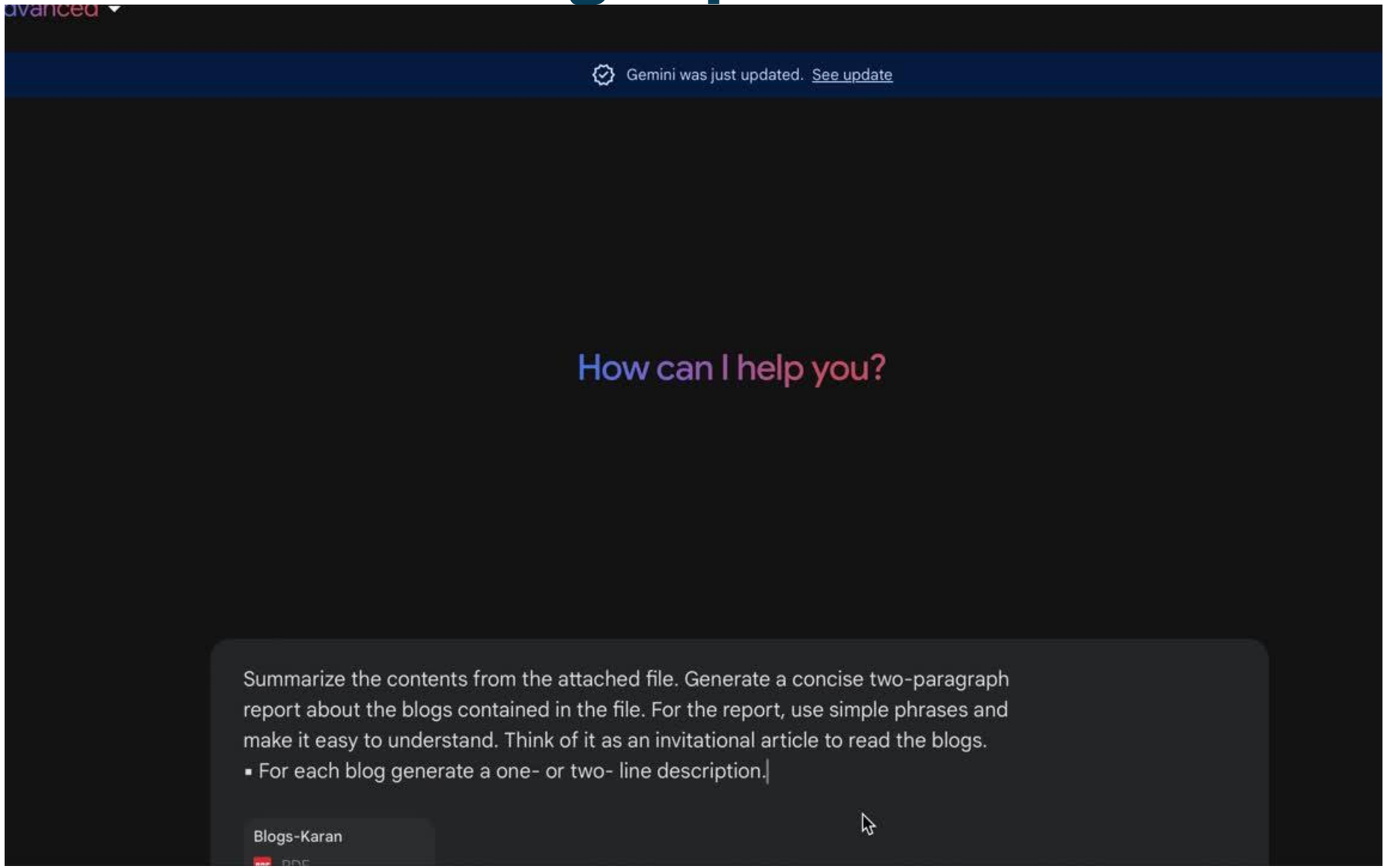
- Summarize the contents from the attached file. Generate a concise two-paragraph report about the blogs contained in the file. For the report, use simple phrases and make it easy to understand. Think of it as an invitational article to read the blogs.

- For each blog generate a one- or two- line description.

- Attachment: Karan’s Blog Posts

DEMO #1: Harnessing AI in Routine PMO Activities

Use Case : Summarizing Reports



DEMO #2: Project Portfolio Management

USE CASE: Strategic Alignment in PMO

Case Study: GeneMatrix, Inc.

- Biotechnology company in human genomics space that makes:
  - DNA microarrays
  - Reagents
  - Software (called AccuChip)
- PMO portfolio consisting of 27 projects
- Project categories:
  - Financial
  - Customer
  - Business Process

PROMPT: Strategic Alignment in PMO

- Please provide a table summarizing the project portfolio for GeneMatrix Inc., including the project number, project name,and a strategic fit score on a scale of 1-10 (1 being the least fit, 10 being the highest).

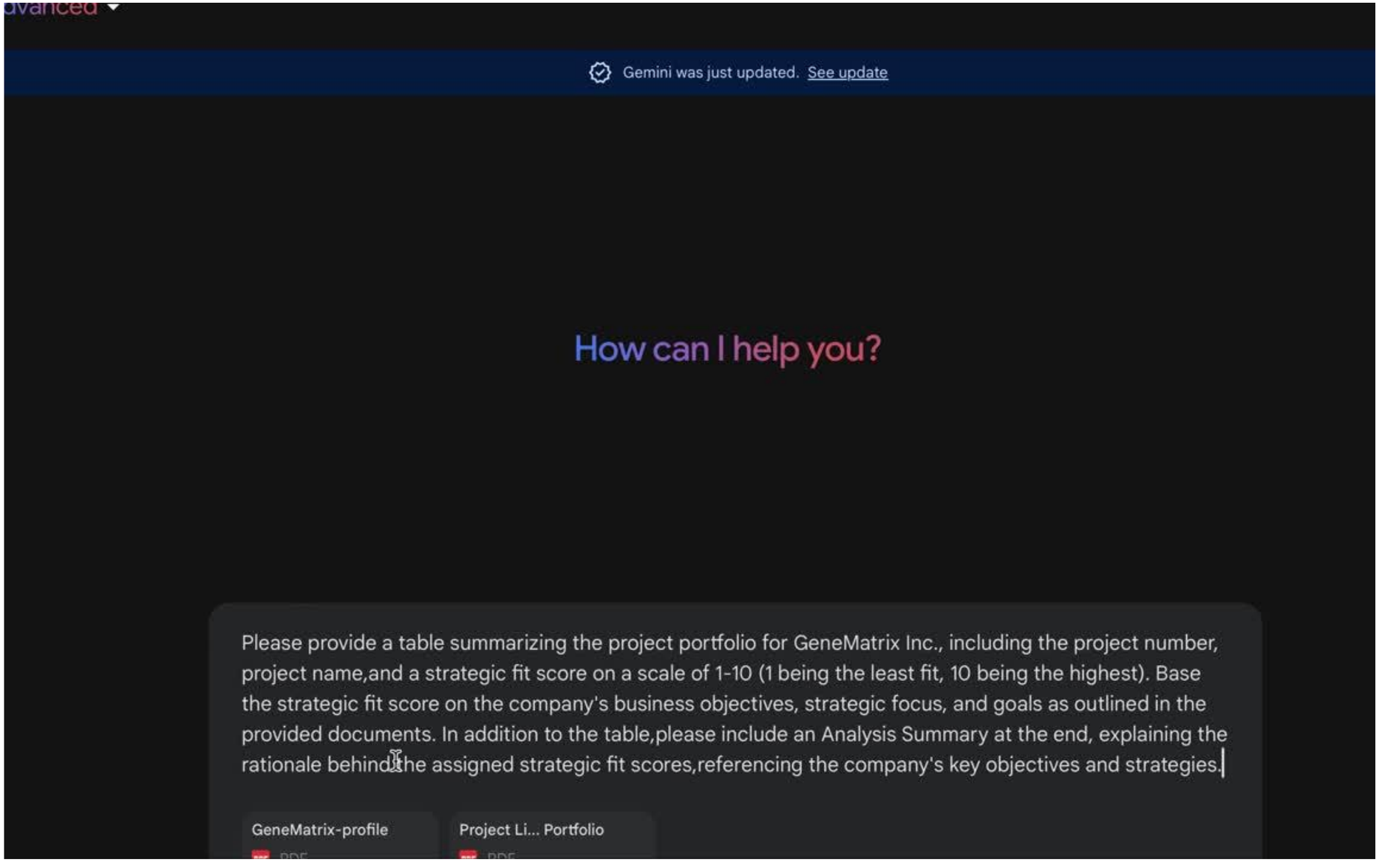
- Base the strategic fit score on the company's business objectives, strategic focus, and goals as outlined in the provided documents.

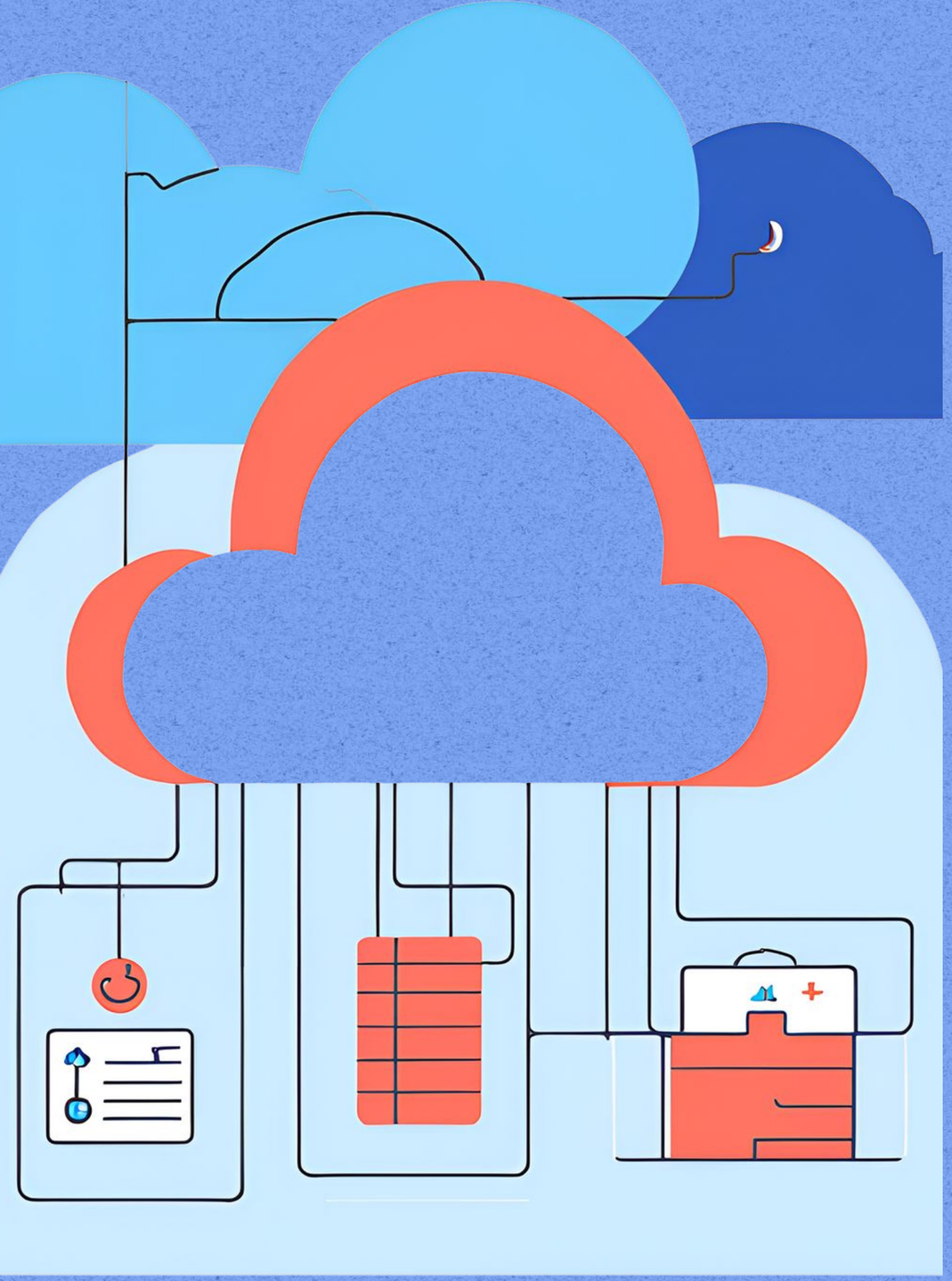
- In addition to the table, please include an Analysis Summary at the end, explaining the rationale behind the assigned strategic fit scores,referencing the company's key objectives and strategies.

- Attachments:

DEMO #2: Project Portfolio Management

USE CASE: Strategic Alignment in PMO





USE CASE 3: AI in Cloud Reliability

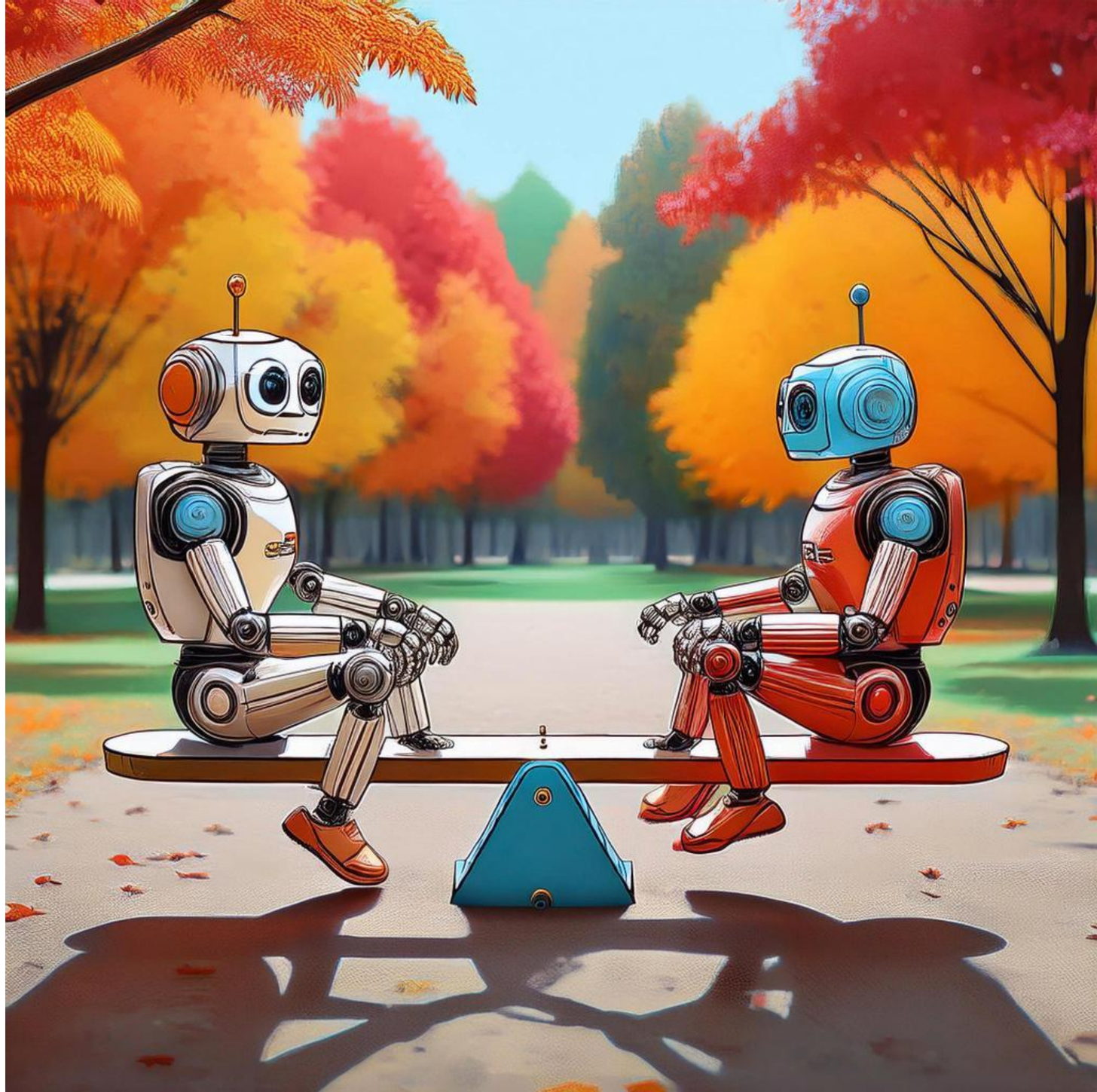
Technical Program Management

- Cloud Reliability - What is it?
  - How well a cloud system performs and delivers services to users, without interruptions or failures
  - Drive operational excellence and continuous improvement to minimize downtime and maximize performance.

Reliability for AI

OR

AI for Reliability



AI for Reliability

Use Cases

GenAI as an everyday tool

Keeping documentation clean and up to date, producing initial postmortems, question answering, debugging

Workflow automation

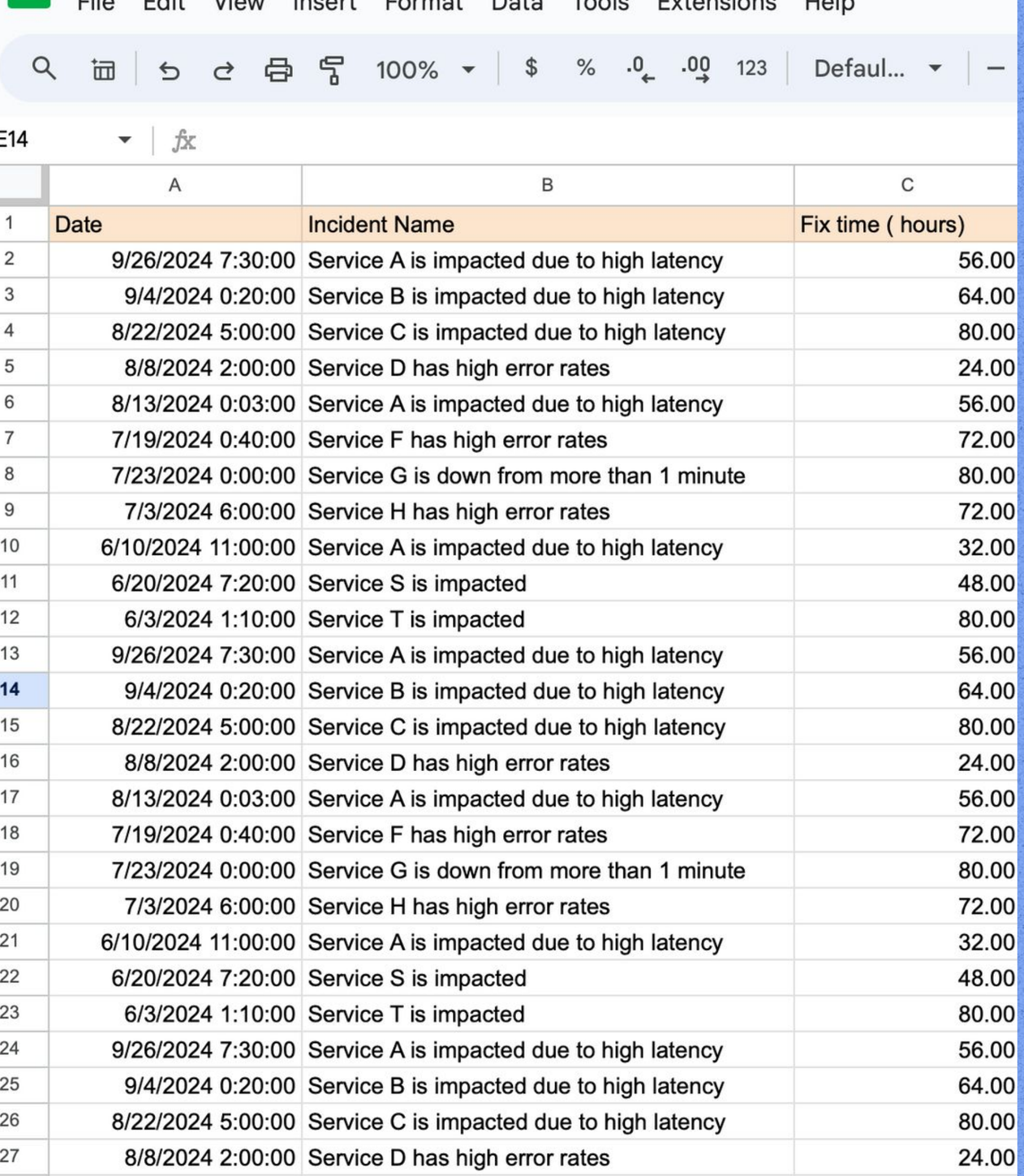
AI as applied to toil reduction, use agents authorized on your infrastructure to fix stuff

Detection and remediation

Prior to problems getting out of hand, detect issues and (in some cases) fix automatically using agents

Resource efficiency

Assist with proactive resource allocation, bin-packing, and related optimizations



File Edit View Insert Format Data Tools Extensions Help

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E14

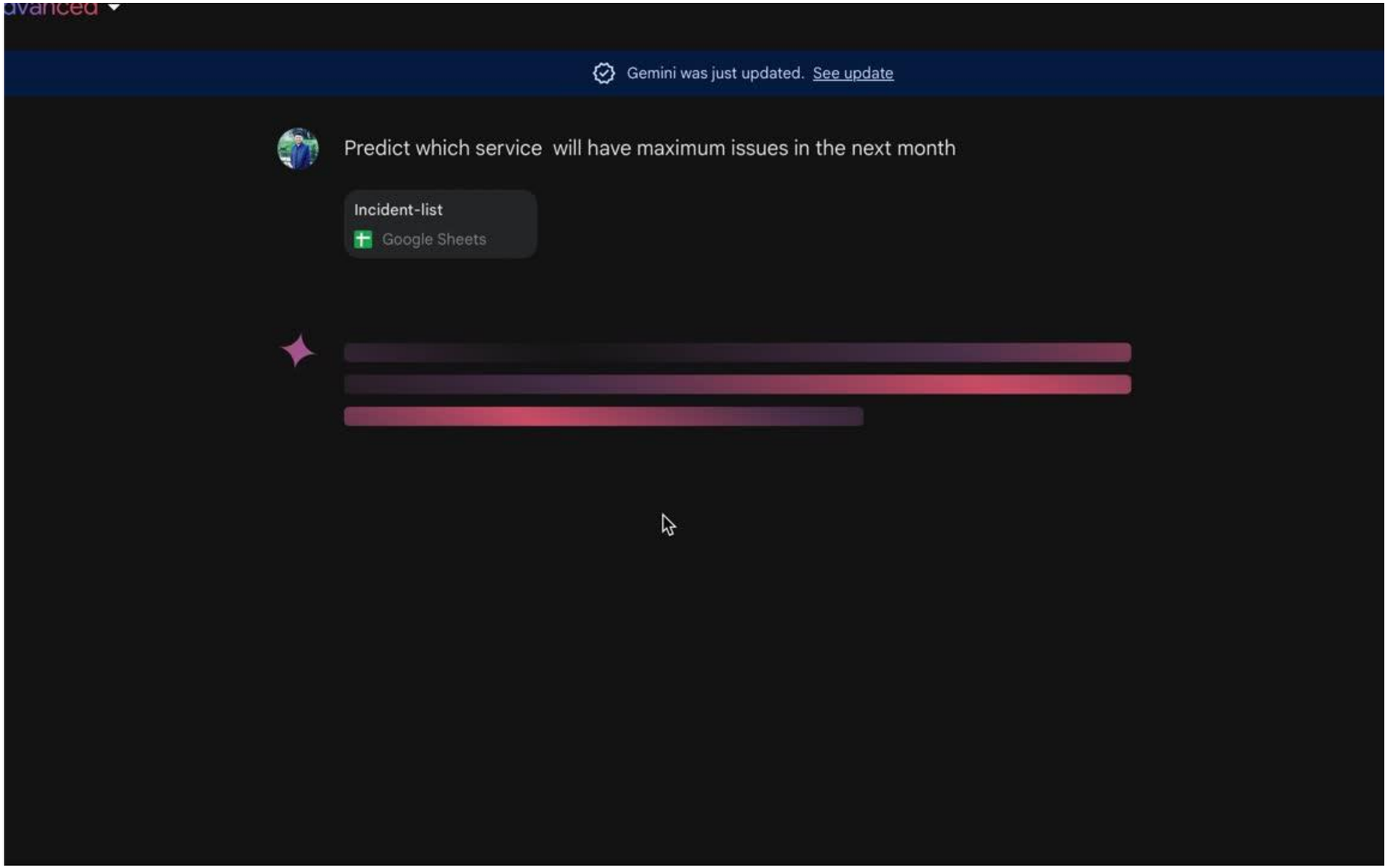
	A	B	C
1	Date	Incident Name	Fix time (hours)
2	9/26/2024 7:30:00	Service A is impacted due to high latency	56.00
3	9/4/2024 0:20:00	Service B is impacted due to high latency	64.00
4	8/22/2024 5:00:00	Service C is impacted due to high latency	80.00
5	8/8/2024 2:00:00	Service D has high error rates	24.00
6	8/13/2024 0:03:00	Service A is impacted due to high latency	56.00
7	7/19/2024 0:40:00	Service F has high error rates	72.00
8	7/23/2024 0:00:00	Service G is down from more than 1 minute	80.00
9	7/3/2024 6:00:00	Service H has high error rates	72.00
10	6/10/2024 11:00:00	Service A is impacted due to high latency	32.00
11	6/20/2024 7:20:00	Service S is impacted	48.00
12	6/3/2024 1:10:00	Service T is impacted	80.00
13	9/26/2024 7:30:00	Service A is impacted due to high latency	56.00
14	9/4/2024 0:20:00	Service B is impacted due to high latency	64.00
15	8/22/2024 5:00:00	Service C is impacted due to high latency	80.00
16	8/8/2024 2:00:00	Service D has high error rates	24.00
17	8/13/2024 0:03:00	Service A is impacted due to high latency	56.00
18	7/19/2024 0:40:00	Service F has high error rates	72.00
19	7/23/2024 0:00:00	Service G is down from more than 1 minute	80.00
20	7/3/2024 6:00:00	Service H has high error rates	72.00
21	6/10/2024 11:00:00	Service A is impacted due to high latency	32.00
22	6/20/2024 7:20:00	Service S is impacted	48.00
23	6/3/2024 1:10:00	Service T is impacted	80.00
24	9/26/2024 7:30:00	Service A is impacted due to high latency	56.00
25	9/4/2024 0:20:00	Service B is impacted due to high latency	64.00
26	8/22/2024 5:00:00	Service C is impacted due to high latency	80.00
27	8/8/2024 2:00:00	Service D has high error rates	24.00

Prompt:

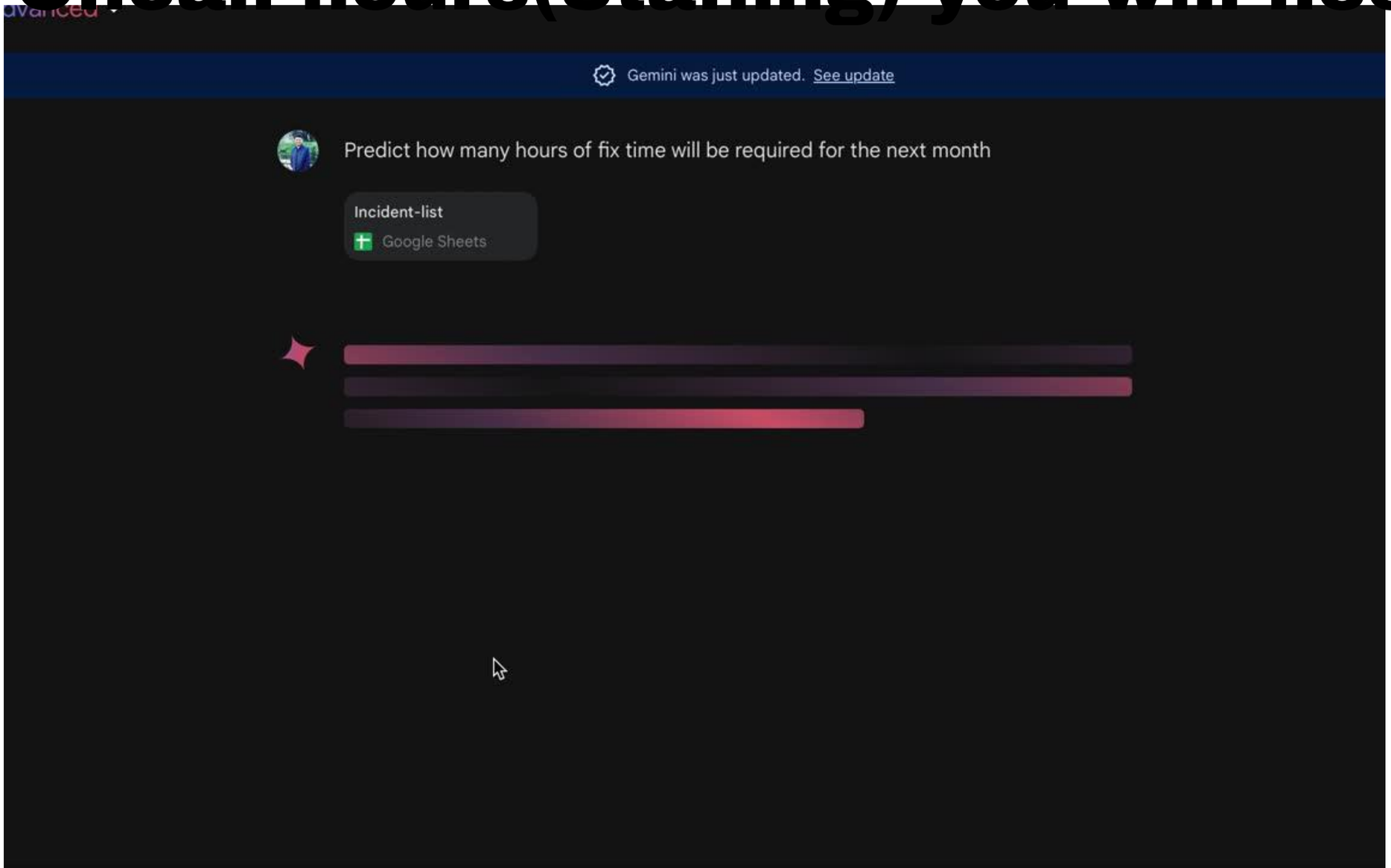
Using AI for Troubleshooting

- Predict which service will have more issues in the next month
- Predict how many hours of fix time will be required for the next month

Prompt: Using AI for Troubleshooting



Prompt: Using AI to determine the # of Oncall hours(Staffing) you will need ?



USE CASES: AI in Data Analytics Program Management

Self Service Analysis

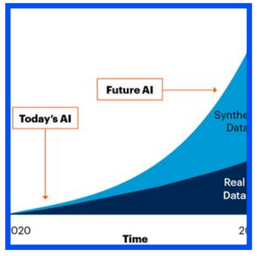
Using NLP in AI Non-data users can now Analyze Large Data Sets and Explain Key Insights

Dashboards Creation

Create Dashboards, Narrate Data Stories and Distill Key Insights from the Dashboards

Ex. Tableau Pulse.

Synthetic Data Generation



Generate Artificial Data from Simple Rules, Modeling & Simulation to feed AI Models

Ex. Mostly AI

Data Quality Validation

Detect and Rectify Formatting Errors or Identify Outliers that could skew results.

Ex. Claude

Use Case 4: AI Driven Data Quality Validation for Recurring Revenue Metrics

Background— A technology company is implementing a data analytics project to define and calculate growth metrics for recurring revenue.

Scope: The project data involves analyzing

- **Order Bookings & Entitlement data** to determine **new business vs. renewal business**,
- **Key metrics** including $New, **$Available to Renew, $Renewed, $Attrition,** and $Expansion.
- **Key Dimensions** including **Customer, Products (SWs & HWs), Geographies (3 levels)**,

Problem Statement:

Implement an **AI-powered data quality assessment system** to monitor and **validate the integrity, consistency, and accuracy** of the recurring revenue data across all dimensions. The system should **identify data quality issues** that could impact the accuracy of growth metrics, ensure **proper classification** of revenue types, and **maintain the consistency** of hierarchical data such as

Use Case 4: AI Driven Data Quality Validation

PROMPT:

As an AI-driven data quality auditor, continuously analyze our recurring revenue dataset. Focus on:

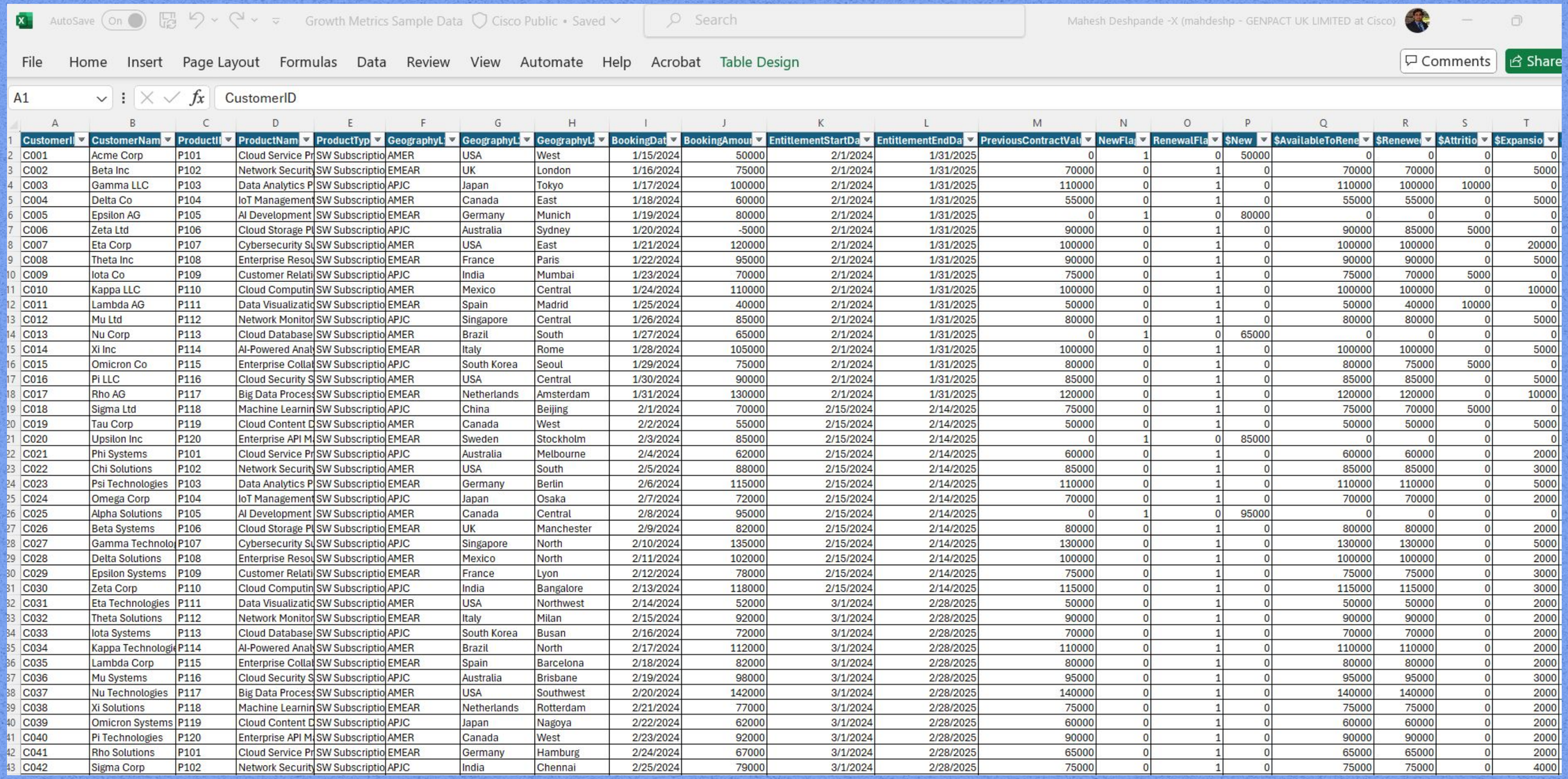
1. **Identifying inconsistencies** in revenue classification (new vs. renewal)
2. **Detecting anomalies** in metric calculations ($New, $Available to Renew, $Renewed, $Attrition, $Expansion)
3. **Validating the integrity** of geographical hierarchies
4. **Ensuring consistency** between booking information and entitlement data
5. **Flagging potential data entry errors or outliers**

Expected Outcome:

An automated report in **tabular format** highlighting **data quality issues, their severity, potential impact on growth metrics**, and **recommended actions**. The system should also **provide trend analysis of data quality over time** and **predictive insights** on potential future data issues based on observed patterns.

Use Case 4: AI Driven Data Quality Validation

INPUT FILE: Growth Metrics Sample Data.xls



Growth Metrics Sample Data

CustomerID	CustomerNam	ProductID	ProductNam	ProductTyp	GeographyL	GeographyL	GeographyL	BookingDat	BookingAmou	EntitlementStartDa	EntitlementEndDa	PreviousContractVal	NewFla	RenewalFla	$New	$AvailableToRene	$Renewe	$Attritio	$Expansio
C001	Acme Corp	P101	Cloud Service Pr	SW Subscriptio	AMER	USA	West	1/15/2024	50000	2/1/2024	1/31/2025	0	1	0	50000	0	0	0	0
C002	Beta Inc	P102	Network Security	SW Subscriptio	EMEAR	UK	London	1/16/2024	75000	2/1/2024	1/31/2025	70000	0	1	0	70000	70000	0	5000
C003	Gamma LLC	P103	Data Analytics P	SW Subscriptio	APJC	Japan	Tokyo	1/17/2024	100000	2/1/2024	1/31/2025	110000	0	1	0	110000	100000	10000	0
C004	Delta Co	P104	IoT Management	SW Subscriptio	AMER	Canada	East	1/18/2024	60000	2/1/2024	1/31/2025	55000	0	1	0	55000	55000	0	5000
C005	Epsilon AG	P105	AI Development	SW Subscriptio	EMEAR	Germany	Munich	1/19/2024	80000	2/1/2024	1/31/2025	0	1	0	80000	0	0	0	0
C006	Zeta Ltd	P106	Cloud Storage Pl	SW Subscriptio	APJC	Australia	Sydney	1/20/2024	-5000	2/1/2024	1/31/2025	90000	0	1	0	90000	85000	5000	0
C007	Eta Corp	P107	Cybersecurity Su	SW Subscriptio	AMER	USA	East	1/21/2024	120000	2/1/2024	1/31/2025	100000	0	1	0	100000	100000	0	20000
C008	Theta Inc	P108	Enterprise Resou	SW Subscriptio	EMEAR	France	Paris	1/22/2024	95000	2/1/2024	1/31/2025	90000	0	1	0	90000	90000	0	5000
C009	Iota Co	P109	Customer Relati	SW Subscriptio	APJC	India	Mumbai	1/23/2024	70000	2/1/2024	1/31/2025	75000	0	1	0	75000	70000	5000	0
C010	Kappa LLC	P110	Cloud Computin	SW Subscriptio	AMER	Mexico	Central	1/24/2024	110000	2/1/2024	1/31/2025	100000	0	1	0	100000	100000	0	10000
C011	Lambda AG	P111	Data Visualizatic	SW Subscriptio	EMEAR	Spain	Madrid	1/25/2024	40000	2/1/2024	1/31/2025	50000	0	1	0	50000	40000	10000	0
C012	Mu Ltd	P112	Network Monitor	SW Subscriptio	APJC	Singapore	Central	1/26/2024	85000	2/1/2024	1/31/2025	80000	0	1	0	80000	80000	0	5000
C013	Nu Corp	P113	Cloud Database	SW Subscriptio	AMER	Brazil	South	1/27/2024	65000	2/1/2024	1/31/2025	0	1	0	65000	0	0	0	0
C014	Xi Inc	P114	AI-Powered Analy	SW Subscriptio	EMEAR	Italy	Rome	1/28/2024	105000	2/1/2024	1/31/2025	100000	0	1	0	100000	100000	0	5000
C015	Omicron Co	P115	Enterprise Collal	SW Subscriptio	APJC	South Korea	Seoul	1/29/2024	75000	2/1/2024	1/31/2025	80000	0	1	0	80000	75000	5000	0
C016	Pi LLC	P116	Cloud Security S	SW Subscriptio	AMER	USA	Central	1/30/2024	90000	2/1/2024	1/31/2025	85000	0	1	0	85000	85000	0	5000
C017	Rho AG	P117	Big Data Process	SW Subscriptio	EMEAR	Netherlands	Amsterdam	1/31/2024	130000	2/1/2024	1/31/2025	120000	0	1	0	120000	120000	0	10000
C018	Sigma Ltd	P118	Machine Learnin	SW Subscriptio	APJC	China	Beijing	2/1/2024	70000	2/15/2024	2/14/2025	75000	0	1	0	75000	70000	5000	0
C019	Tau Corp	P119	Cloud Content D	SW Subscriptio	AMER	Canada	West	2/2/2024	55000	2/15/2024	2/14/2025	50000	0	1	0	50000	50000	0	5000
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C022	Chi Solutions	P102	Network Security	SW Subscriptio	AMER	USA	South	2/5/2024	88000	2/15/2024	2/14/2025	85000	0	1	0	85000	85000	0	3000
C023	Psi Technologies	P103	Data Analytics P	SW Subscriptio	EMEAR	Germany	Berlin	2/6/2024	115000	2/15/2024	2/14/2025	110000	0	1	0	110000	110000	0	5000
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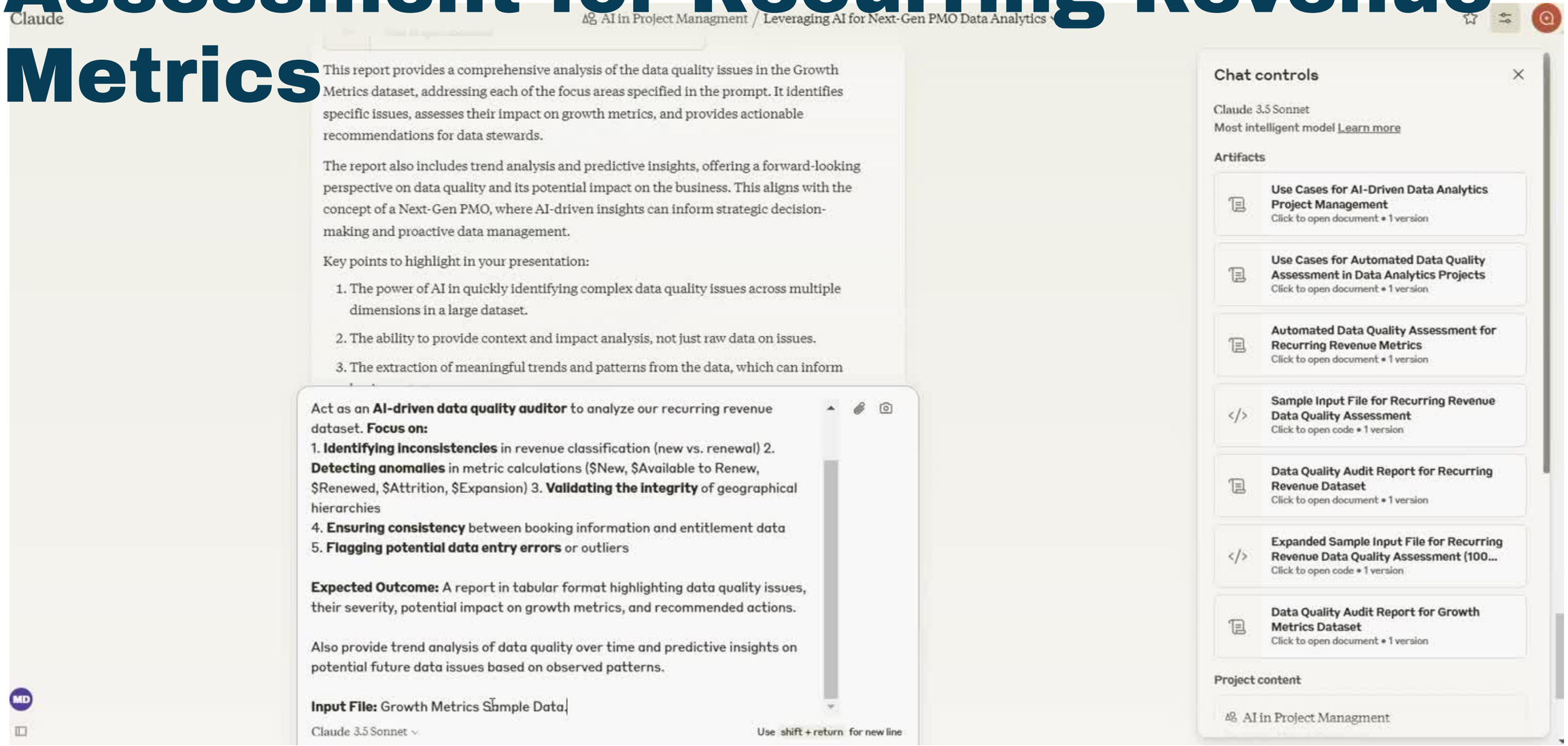
C029	Epsilon Systems	P109	Customer Relati	SW Subscriptio	EMEAR	France	Lyon	2/12/2024	78000	2/15/2024	2/14/2025	75000	0	1	0	75000	75000	0	3000
C030	Zeta Corp	P110	Cloud Computin	SW Subscriptio	APJC	India	Bangalore	2/13/2024	118000	2/15/2024	2/14/2025	115000	0	1	0	115000	115000	0	3000
C031	Eta Technologies	P111	Data Visualizatic	SW Subscriptio	AMER	USA	Northwest	2/14/2024	52000	3/1/2024	2/28/2025	50000	0	1	0	50000	50000	0	2000
C032	Theta Solutions	P112	Network Monitor	SW Subscriptio	EMEAR	Italy	Milan	2/15/2024	92000	3/1/2024	2/28/2025	90000	0	1	0	90000	90000	0	2000
C033	Iota Systems	P113	Cloud Database	SW Subscriptio	APJC	South Korea	Busan	2/16/2024	72000	3/1/2024	2/28/2025	70000	0	1	0	70000	70000	0	2000
C034	Kappa Technologi	P114	AI-Powered Analy	SW Subscriptio	AMER	Brazil	North	2/17/2024	112000	3/1/2024	2/28/2025	110000	0	1	0	110000	110000	0	2000
C035	Lambda Corp	P115	Enterprise Collal	SW Subscriptio	EMEAR	Spain	Barcelona	2/18/2024	82000	3/1/2024	2/28/2025	80000	0	1	0	80000	80000	0	2000
C036	Mu Systems	P116	Cloud Security S	SW Subscriptio	APJC	Australia	Brisbane	2/19/2024	98000	3/1/2024	2/28/2025	95000	0	1	0	95000	95000	0	3000
C037	Nu Technologies	P117	Big Data Process	SW Subscriptio	AMER	USA	Southwest	2/20/2024	142000	3/1/2024	2/28/2025	140000	0	1	0	140000	140000	0	2000
C038	Xi Solutions	P118	Machine Learnin	SW Subscriptio	EMEAR	Netherlands	Rotterdam	2/21/2024	77000	3/1/2024	2/28/2025	75000	0	1	0	75000	75000	0	2000
C039	Omicron Systems	P119	Cloud Content D	SW Subscriptio	APJC	Japan	Nagoya	2/22/2024	62000	3/1/2024	2/28/2025	60000	0	1	0	60000	60000	0	2000
C040	Pi Technologies	P120	Enterprise API M	SW Subscriptio	AMER	Canada	West	2/23/2024	92000	3/1/2024	2/28/2025	90000	0	1	0	90000	90000	0	2000
C041	Rho Solutions	P101	Cloud Service Pr	SW Subscriptio	EMEAR	Germany	Hamburg	2/24/2024	67000	3/1/2024	2/28/2025	65000	0	1	0	65000	65000	0	2000
C042	Sigma Corp	P102	Network Security	SW Subscriptio	APJC	India	Chennai	2/25/2024	79000	3/1/2024	2/28/2025	75000	0	1	0	75000	75000	0	4000

Use Case 4: Automated Data Quality Assessment for Recurring Revenue Metrics

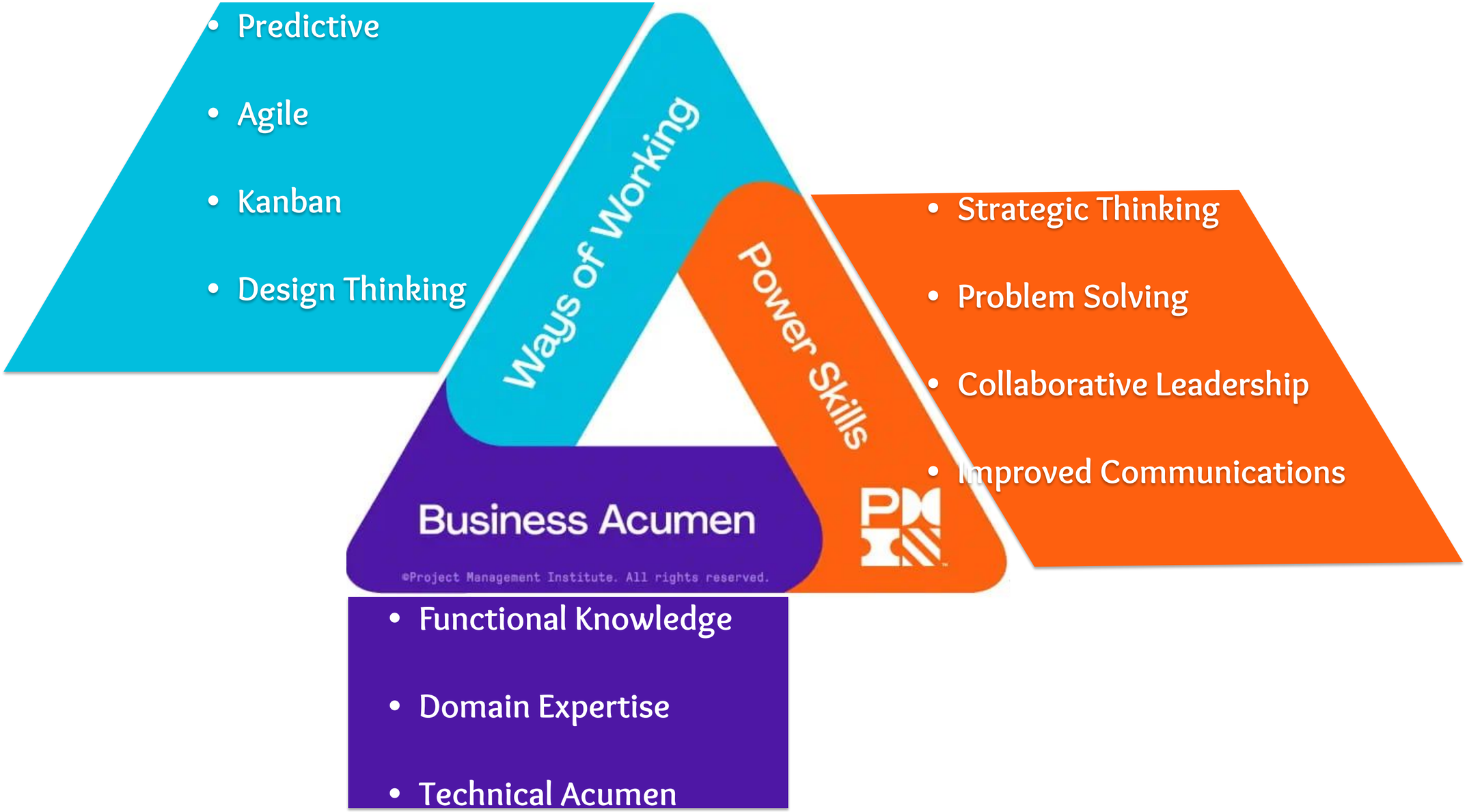


NEXT GEN PMOs

entails Project Managers to embrace a

Growth

Project Management Triangle



Business Acumen

	Domain Skills	Functional Skills	Technical Skills
What	Are you a **Industry Expert** with knowledge of industry trends, competitive landscape and regulations that you use to solve problems and make informed decisions	Are you a **Functional Expert,** with the ability to use tools and execute techniques, processes, and tasks to get things done	Are you a **Tech Enthusiast** with enough understanding to collaborate effectively with technical teams and make informed project decisions.

How to Build	• Be aware of Industry Specific Niche's
	  ○ Pharma & Healthcare Specs.
	  ○ Financial Company Restrictions
	  ○ Hardware Company Supply Chain
	  ○ Subscription Industry Metrics etc.
	• Speak your company language
	• Engage Executive to seek out company's strategic vision.
		• Be aware of how Departments works
		  ○ Marketing, Sales & CX
		  ○ Finance & Accounting
		  ○ IT & Data Analytics
		  ○ Product & Program
		• Learn frameworks & tools for
		  ○ Scenario Analysis
		  ○ Competitive Intelligence Analysis
		  ○ Design Thinking
			• Have Basic Understanding of
			  ○ Project Management SWs
			  ○ Data Analysis - SQL / Python
			  ○ BI Reporting - Tableau / Power BI
			  ○ Presentation - Canva, PPT
			• Depending on Domain, be aware of
			  ○ Security & Compliance
			  ○ Dev Ops & Cloud Computing
			  ○ Process Analysis - Celonis
			  ○ Sales - Anaplan, Salesforce

AI	Leverage Open AI's - ChatGPT, Google's - BARD, MS's - Copilot, Anthropic's - Claude, Meta's - LLAMA for developing business acumen		

AI Tools for PMs

Generative AI Tools	• Open AI - ChatGPT • Google Bard • MS Co Pilot	• Claude • Lamda • PMI Infinity
Project Management Specific	• ClickUp AI • Monday.com • Asana	• Smartsheet • TeamGantt • Clockwise
Communications & Collaboration	• Slack GPT • MS Teams Premium • Zoom AI companion	• Miro • WebEx • Team Up
Content Creation	• Canva • Copy.ai • Grammarly	• Narrato • MarketMuse • Synthesia
Resume Building & Interview Prep	• Kick Resume • Teal • Rezi	• Yoodli • Top Resume • LinkedIn Learning

The AI Project Manager

'Don't worry, team, I've optimized everything for maximum efficiency...

Thank You!

Karanveer Anand

Technical Program Management @ Google | Fello
APM | Senior IEEE

Mahesh Deshpande

Digital Program Management Leader @
Genpact | VP Mentorship Strategy @PMI ...