

The GenAI Revolution: Generative AI in Software Development & Application Management

Decorative wavy lines with dots, resembling a digital signal or data flow, in a lighter purple shade, positioned below the title.

Koushik Vijayaraghavan

Gen AI: Early, but Next Wave of Growth

Gen AI will add nearly **\$10T**
to global GDP over next 10 years
-IDC

CXO Interest in Gen AI*

97%

said Gen AI will be
transformative to
their company and
industry

95%

plan to spend a
sizable part of
their tech budget
on Gen AI over the
next two years

40%

of all working hours
can be
impacted by LLMs¹

Accenture's journey so far

20+ years
leading in AI

\$3B
Data & AI
investment

1450+
AI patents

250+ AI patents in Software
Development and Application
Management

AI Navigator for Enterprise

GenAI powered platforms for our
services

300 Gen AI client projects

Accenture is leading the GenAI revolution and creating value for all stakeholders



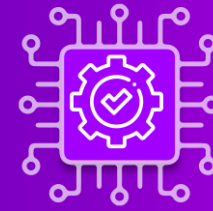
Gen AI for our clients

9000+ Clients | **20** Industries | **5** Functions



Gen AI in how we deliver our services

Strategy & Consulting | Technology | Operations | IndustryX | Song

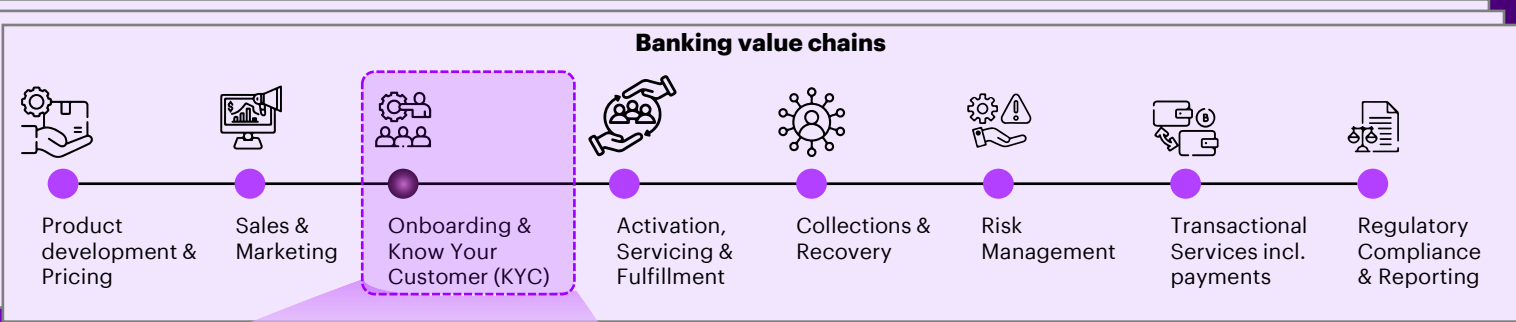


Gen AI in how we operate

733K Accenture Employees Worldwide

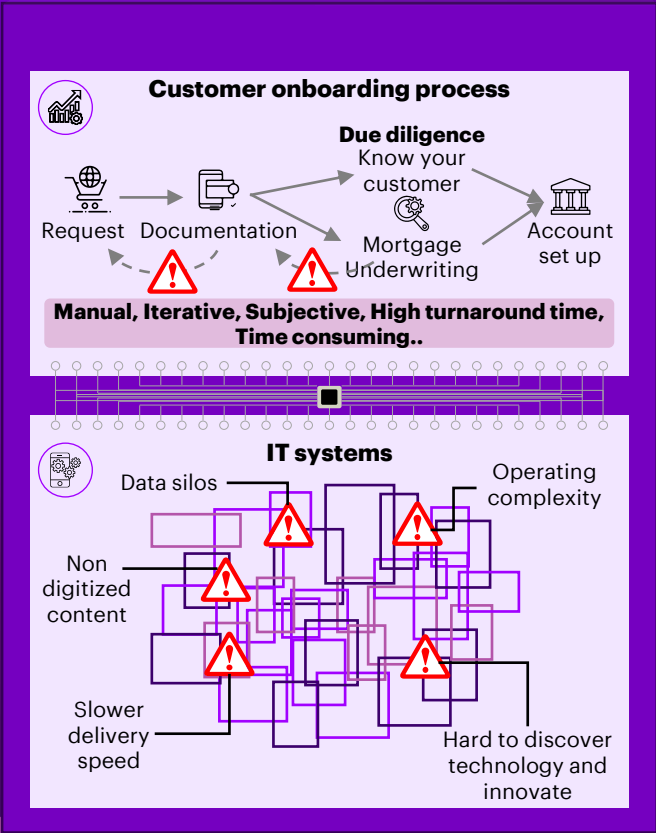
← Responsible AI →

Driving reinvention across the **value chain** – illustrative example

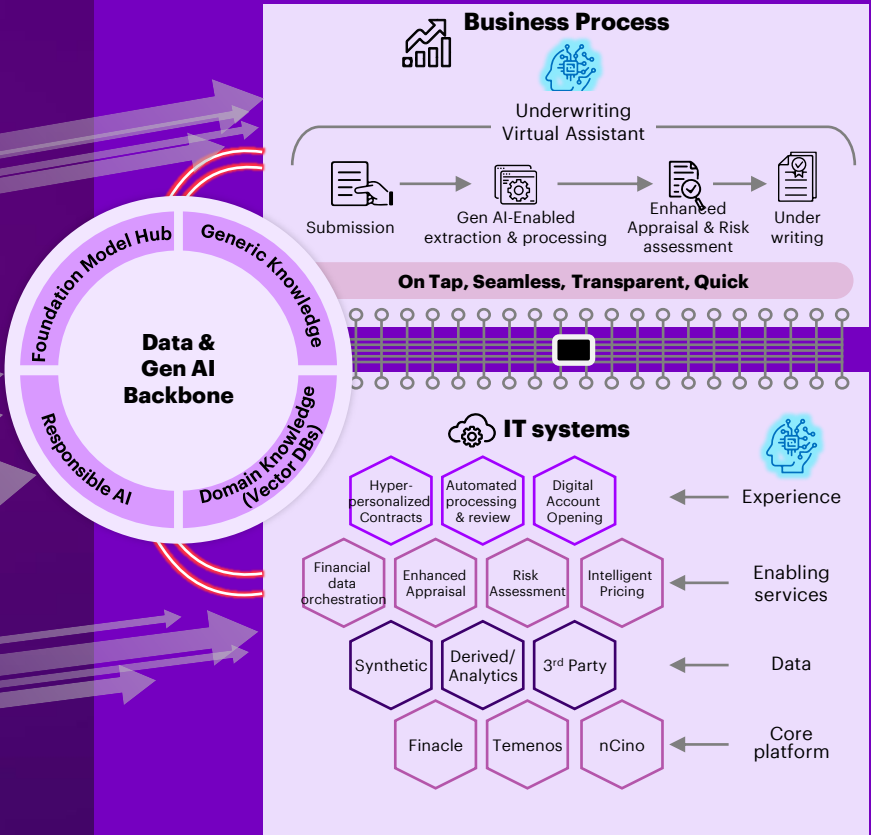
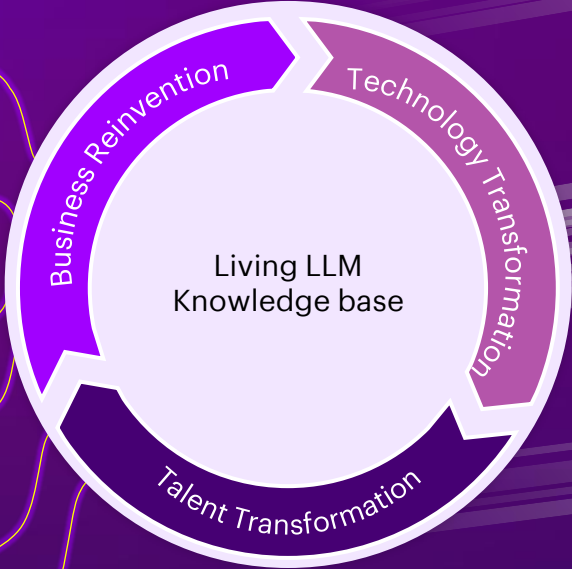


Improved

Onboarding time	Total origination	Customer satisfaction score	Cost per new customer, Defect Rates	Net promoter score
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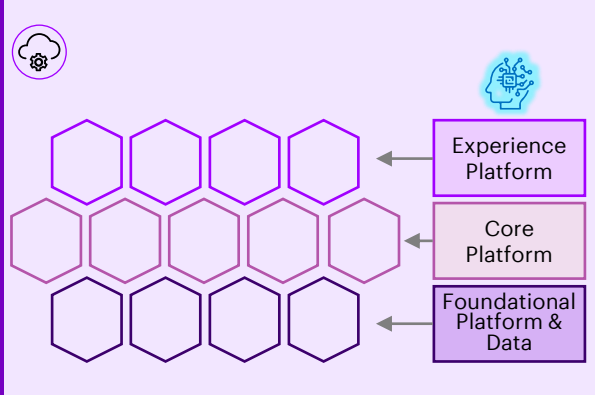


Continuous reinvention across value chains

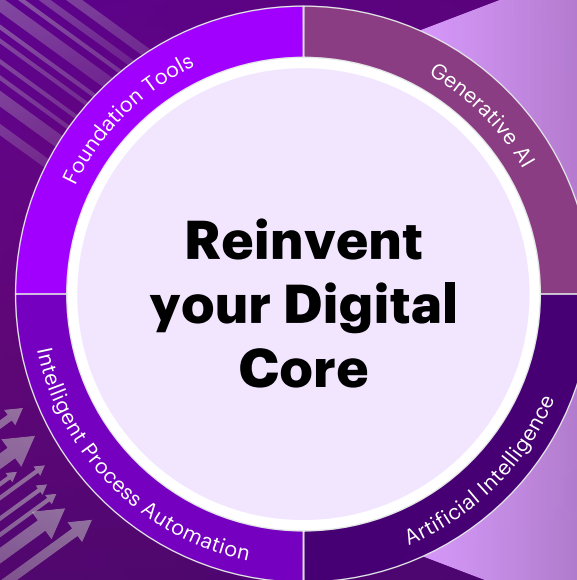
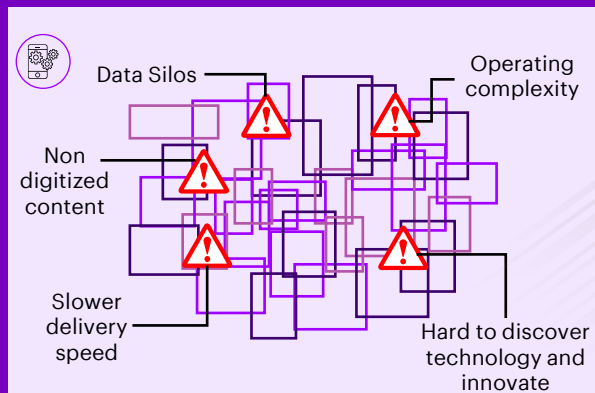


Reinventing the Digital Core with GenAI in Software Engineering & Application Management

Target state



Current state



01 Establishing a Living Knowledge Base

02 Hyper-automate tickets and development

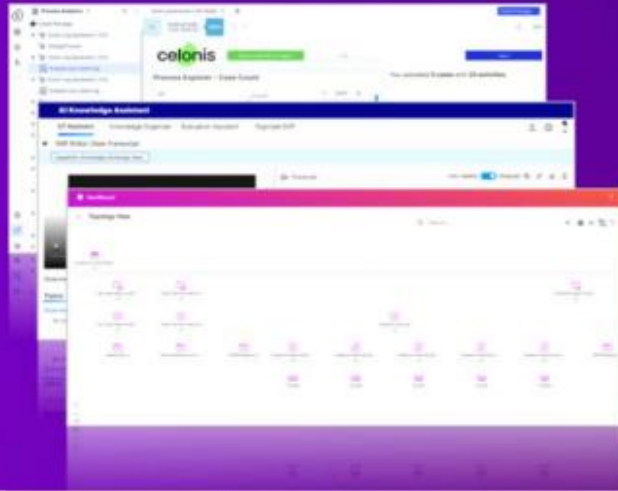
03 Technical Debt to Technical Dividend

04 Accelerate business reinvention

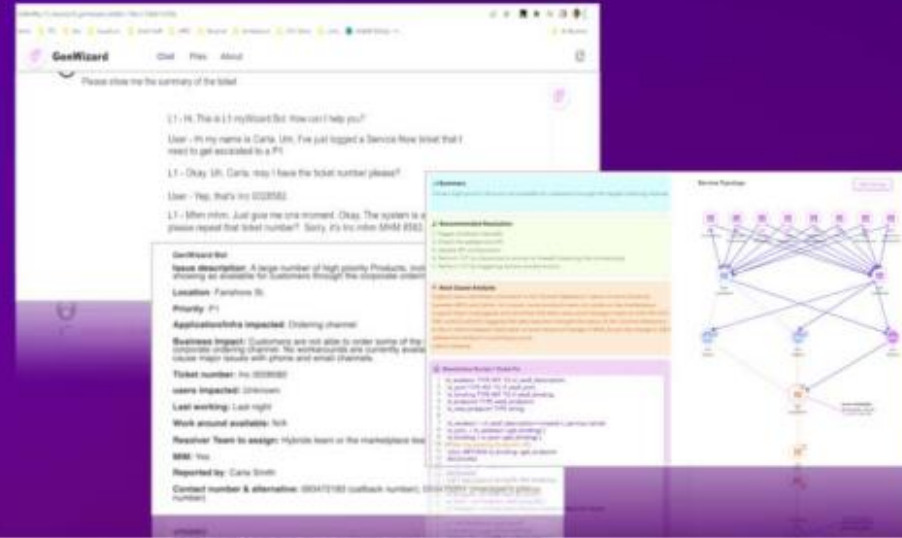
05 Build future ready systems

Bringing it to life...

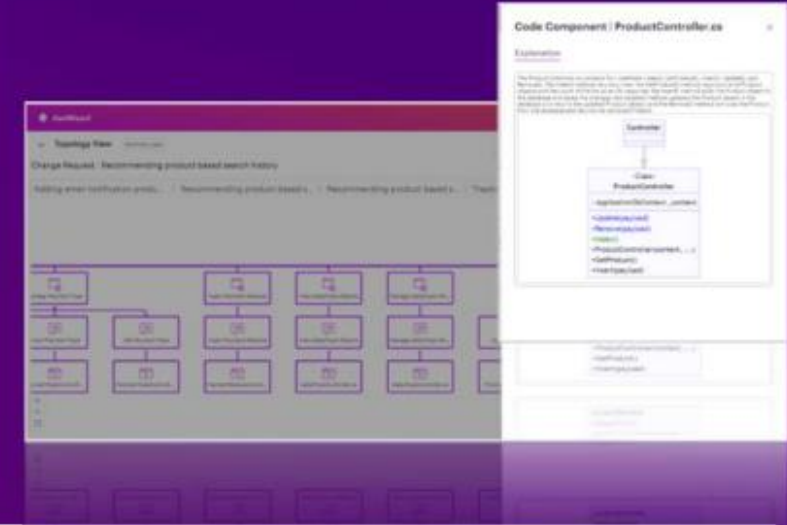
Establishing a Living Knowledge Base



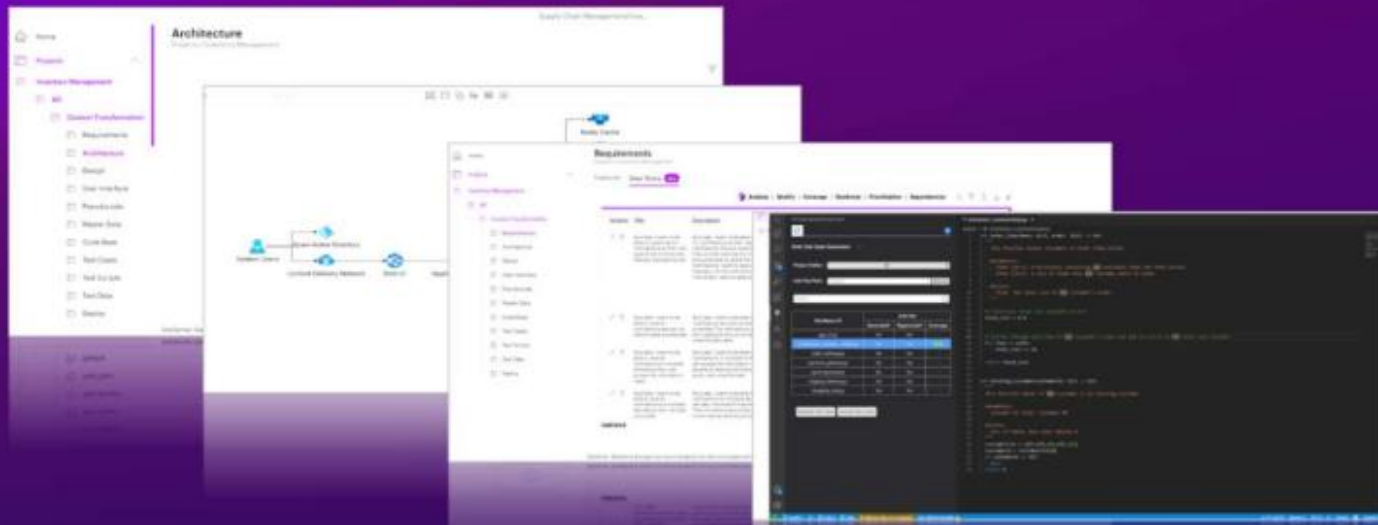
Hyper-automate tickets and development



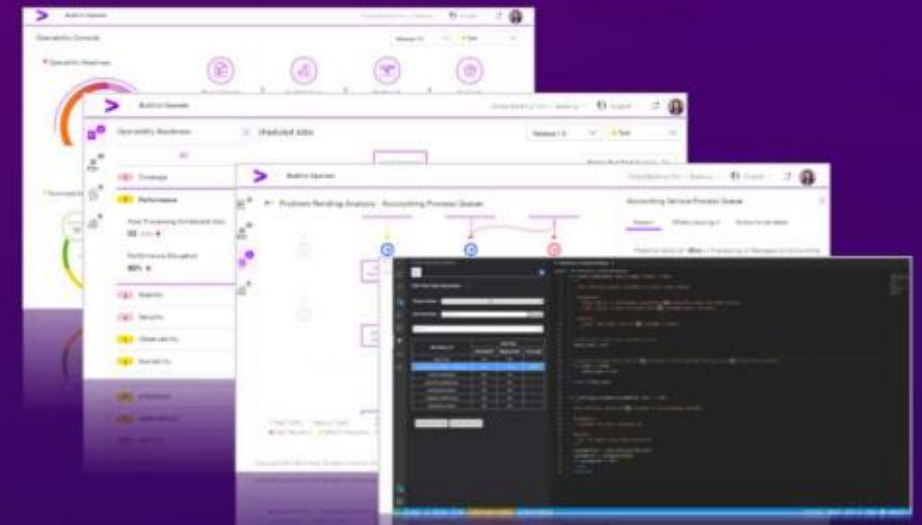
Drive down technical debt



Accelerate business reinvention



Build future ready systems





01 Establishing a Living Knowledge Base

02 Hyper-automate tickets and development

03 Technical debt to Technical dividend

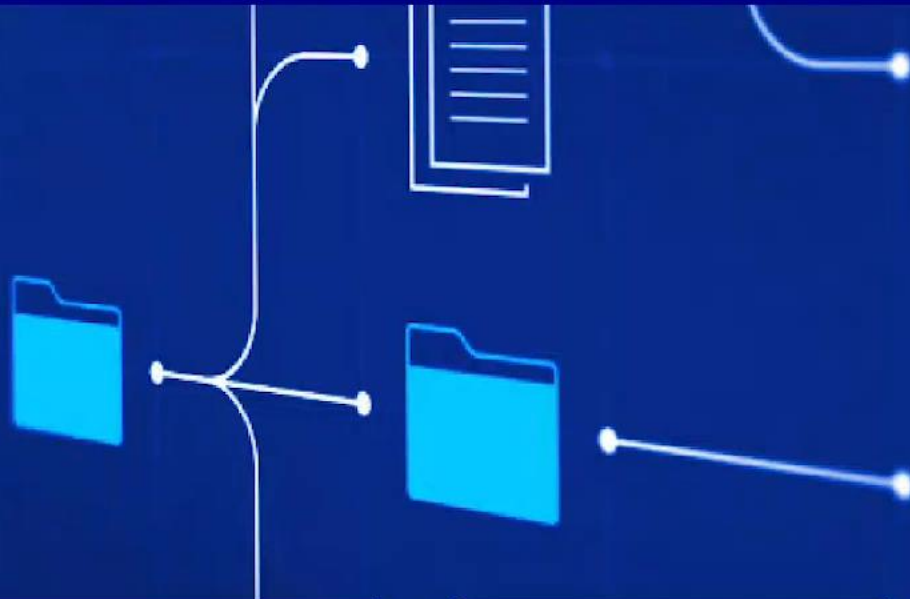
04 Accelerate business reinvention

05 Build future ready systems

AI Knowledge Assistant

Welcome to KLEWER

AI Knowledge assistant helps automate the process of KT planning. It is a learning assistant that auto generates transcripts of the uploaded videos and prepares System Understanding Documents. It organizes the Knowledge base by classifying the documents and videos. It then helps Knowledge Recipients to take AI-generated assessments and provides personalized learning recommendations based on evaluation results.





KNOWLEDGE TRANSITION
AND **L**EARNING ASSISTANT



E-LEARNING ORGANIZER
AND **W**IZARD OF
KNOWLEDGE




EVALUATION ASSISTANT






RECOMMENDER





DIGITIZED SOP





 Inbox


 1 - Customer Onboardi... 


 Customer-Onboarding


 Executive Dashboard



 **Process Explorer**

 Process Explorer Multi Event


 Business Objectives

 Operational View


 > Action Flows

Process Explorer









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-

42% 

+

Reverse Engineer from the Application Code base



Analyze Application

Projects / Payment Processor

Scan Repository Change Analysis

Action	Application	Size	Scan Status	Topology	Knowledge Graph	Wiki
	payproc-master	188.59 KB	Completed			

- Home
- Projects
 - Payment Processor
 - AD
 - Custom Transformation
 - Requirements
 - Analyze Application
 - Architecture
 - Design
 - User Interface
 - Pseudocode
 - Master Data
 - Code Base
 - Technical Debt
 - Test Cases

Analyze Application

Projects / Payment Processor

Scan Repository Change Analysis

Action	Application	Size	Scan Status	Topology
	payproc-master	188.59 KB	Completed	

What are the payment methods accepted

Currently, I am not configured to support this request. However, I can help you with generation of User Stories, Test cases, Architecture , Code, etc.

Based on the information provided above, the payment methods accepted are Stripe and PayPal

Command

Q&A



01 Establishing a Living Knowledge Base

02 Hyper-automate tickets and development

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05 Build future ready systems

Handle user calls and analyze/self heal tickets

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GenWizard

Large Banking Firm

AMS

- Monitoring
- Correlation & Observability
- Incidents
- Service Requests
- Problem Tickets
- Non Ticketing Activities
- Knowledge Management

IMS

Transition

GenWizard

Hey, I'm GenWizard! How may i help you today?



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Analyze the change impact and use generative AI for code fix or enhancement

>

GenWizard

Home

Projects

Payment Processor

AD

Custom Transformation

Requirements

Analyze Application

Architecture

Design

User Interface

Pseudocode

Master Data

Code Base

Technical Debt

Test Cases

Analyze Application

Projects / Payment Processor

Scan Repository

Change Analysis

Action	CR Title	Triggered By	Triggered On	View Impact
	Perform Impact Analysis for feature that allows users to reject a payment if a currency is not supported and to support payments with a QR code and Swiss franc currency in the payment gateway		11/1/2023	



01 Establishing a Living Knowledge Base

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Generate Application Architecture

>

GenWizard

Home

Projects

Payment Processor-Modernization

AD

Custom Transformation

Requirements

Architecture

Design

User Interface

Pseudocode

Master Data

Code Base

Test Cases

Test Scripts

Test Data

Architecture

Projects / Payment Processor- Modernization

Payment Processor- Moderniz... V1.0

Functional

Generate Application Architecture

Select Client & Delivery Construct

Disclaimer: Generative AI output is a recommendation only and not a substitute for human judgement and diligence.

GenWizard

Generate Functional Architecture

Home

Projects

Payment Processor-Modernization

AD

Custom Transformation

Requirements

Architecture

Design

User Interface

Pseudocode

Master Data

Architecture

Projects / Payment Processor- Modernization

+

Payment Processing App - Gre... V2.0

Functional

Payment Processing App - Gre... V2.0

Application

Payment Processor- Moderniz... V2.0

Technical

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🏠 Home

📁 Projects

📁 Payment_Processor

📁 AD

📁 Custom Transformation

📁 Requirements

📁 Architecture

📁 Design

📁 User Interface

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📁 Master Data

📁 Code Base

📁 Test Cases

📁 Test Scripts

📁 Test Data

📁 Deploy

Requirements

Projects / Payment_Processor

Features User Story

No Features found.
Please **upload** Features to get started

GenWizard

Generated and displaying 28 User Stories

User stories and associated features are published successfully.


Please generate user stories for Payment Processor application


To generate User Stories, Please confirm the Functional & Non-Functional areas to be considered.


Command Q&A


Ask a question


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 Home


 Projects


 Payment Processor-Modernization


 AD


 Custom Transformation


 Requirements

 Architecture

 Design


 User Interface

 Pseudocode


 Master Data

Architecture





Projects / Payment Processor- Modernization




Payment Processing App - Gre... V2.0








Functional



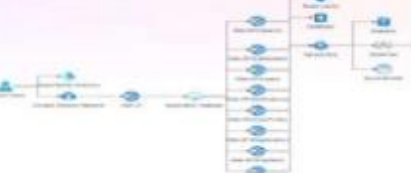
Payment Processing App - Gre... V2.0







Application





Payment Processor- Moderniz... V2.0












Technical



 Home

 Projects


 Payment Processor-Modernization

-  AD
 -  Custom Transformation
 -  Requirements
 -  Architecture
 -  Design
 -  User Interface
 -  Pseudocode
 -  Master Data


Design

Projects / Payment Processor- Modernization


File Name	Triggered On
Payment Processor- Modernization_DesignDoc_20231102142554.docx	11/02/2023
Payment Processing App - Greenfield_DesignDoc_20231101142843.docx	11/01/2023


 GenWizard


Generate functional architecture for the application.

 Functional architecture generated

Generate functional architecture for the application.

 Functional architecture generated

Command  Q&A

Please generate detailed design document 

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Pseudocode

Projects/Payment Processor- Modernization

< Create_card_token_and_extract_relevant_information_using_stripe_create_card_token_method_01 Create_card_token_and_extract_relevant_inform >



User Story : As a customer, I want to be able to delete my card details so that I can make sure they are not stored

Acceptance Criteria

Given a customer has entered their card details

When the customer clicks the Delete button

Then the card details should be deleted

START

//Define customer

customer = input customer details

//Define delete button

deleteButton = click delete button

//Check if customer has entered card details







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Code Base

Projects / Payment Processor- Modernization

Code Base















Name	Version	Download	Upload To Repository	Workspace	Triggered By	Triggered On
PaymentPro	v1					11/02/2023
PayGreenPro	v1					11/01/2023

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Testing

Projects / Payment Processor- Modernization

Test Cases **60**

Summary Traceability Detailed Traceability Quality											
Actions	Title	Description	Expected Result	Triggered By	Triggered On						
 	Receipt for Payment	Verify that a customer can receive a receipt for their payment	The customer should be able to receive a receipt for their payment		11/2/2023						
 	Verify Payment Confirmation	To verify that the customer is able to see a confirmation that their payment was successful	The customer should be able to see a confirmation that their payment was successful		11/2/2023						
 	Payment Details on Receipt	Verify that the payment details are displayed on the receipt	The payment details should be displayed on the receipt		11/2/2023						
 	Verify Payment	To verify that the customer is	The customer should be able to		11/2/2023						

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Testing

Projects / Payment Processor- Modernization

Test Scripts

 **Publish Test Scripts**  

Functional Area	File Name
DefinejournalfieldsforPayprocprogram	DefinejournalfieldsforPayprocprogram
Setjournallogfilename	Setjournallogfilename
Logkey-valuepairsfromPayPalIPNrequest	Logkey-valuepairsfromPayPalIPNrequest
WriteSEPAQRcodeasSVGimage	WriteSEPAQRcodeasSVGimage

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Deploy the application



GenWizard



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GenWizard

Environment provisioning is in progress. Please check the notification for the completion

Technical Architecture has been generated successfully

Environment is successfully provisioned

Environment is successfully provisioned

Environment is successfully provisioned

Command ☒ Q&A

Please deploy

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Launch the application

>

GenWizard

Projects

Payment Processor-Modernization

AD

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Code Base

Test Cases

Test Scripts

Test Data

Deploy

Deploy

Projects / Payment Processor- Modernization

Review results | Track progress

Name of Application	URL	Triggered By	Triggered On
PayGreenPro			11/02/2023

https://genapps-f2154d31cd55.azurewebsites.net

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GenWizard



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Operability Console

Release 1.0 ▾

● Test ▾

● Operability Readiness






Requirement

● Operability Requirement Coverage >


>



Architecture

● Topology Configuration >

>



Build and Test


● Operability Coverage >

● Security Coverage >

● Stability Coverage >

View All

>



Support Readiness

● Critical Defects >

● Pending Test Cases >

● Performance Blockers >

● Automate Early

Explore



● Insights on Production Impacts

Explore

Distributed by Type



Distributed by Severity





Getting started...



Start with experiments – across Business & IT



Define GenAI strategy working with partners



Selection of right LLM and tooling for organization needs



Knowledge base with right data and content is the foundation



GenAI + AI + Automation + Human in the loop



Thank You