Intelligent Automation: 100-Day Plan

Over the next three months, develop a comprehensive understanding of the current state of intelligent automation and artificial intelligence. This should include how it is currently used in your enterprise and its optimal application in your company.

1. Identify the artificial intelligence and analytics capabilities your company uses today to provide a capabilities and gap analysis. Understand the advantages that artificial intelligence provides, from making decisions to self-evolution and discovering opportunities for innovation. How would you build your company differently to take advantage of these?

2. Take an inventory of labor-intensive business processes and identify appropriate opportunities to invest in automation and machine-learning capabilities. These can help to improve operational capabilities and scale analytics.

3. Identify specific applications that require frequent and manual updates, rapid scaling, data extracts, and/or a high degree of personalization. If an application relies on data, classify it as a top candidate for artificial intelligence, such as machine learning for self-evolution.

4. Map these examples/use cases against your current business processes and corporate strategy to prioritize specific opportunities—to catch up or gain new advantages.

5. Cultivate your data talent: develop a plan to build, buy, and/or partner to support your data and your automation know-how.

6. Map the implications of tasks being automated—the changes to roles, organization, processes and skills. Determine what needs to be done fundamentally differently once certain automated tasks are removed from the human side of the workforce.

7. Create the ‘People First’ strategy for transitioning the organization, training on new skills and implementing the changes.

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