

EDM Webinar 

Scaling Responsible GenAI: 4-Step Guide

A conversation with



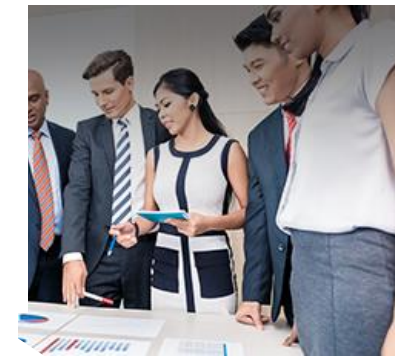
Lakshmi Krishna
Associate Director,
Data Science,
Kyndryl



Wiem Sabbagh
Director, Global Data
& AI Consult Leader,
Kyndryl

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 EDM Council



Today's panel

Moderator



Jim Halcomb

Head of Product
Management
EDM Council



Lakshmi Krishna

Associate Director,
Data Science,
Kyndryl



Wiem Sabbagh

Director, Global Data & AI
Consult Leader,
Kyndryl



Poll 1

What **key challenges** are you facing in adopting generative AI in your enterprise?

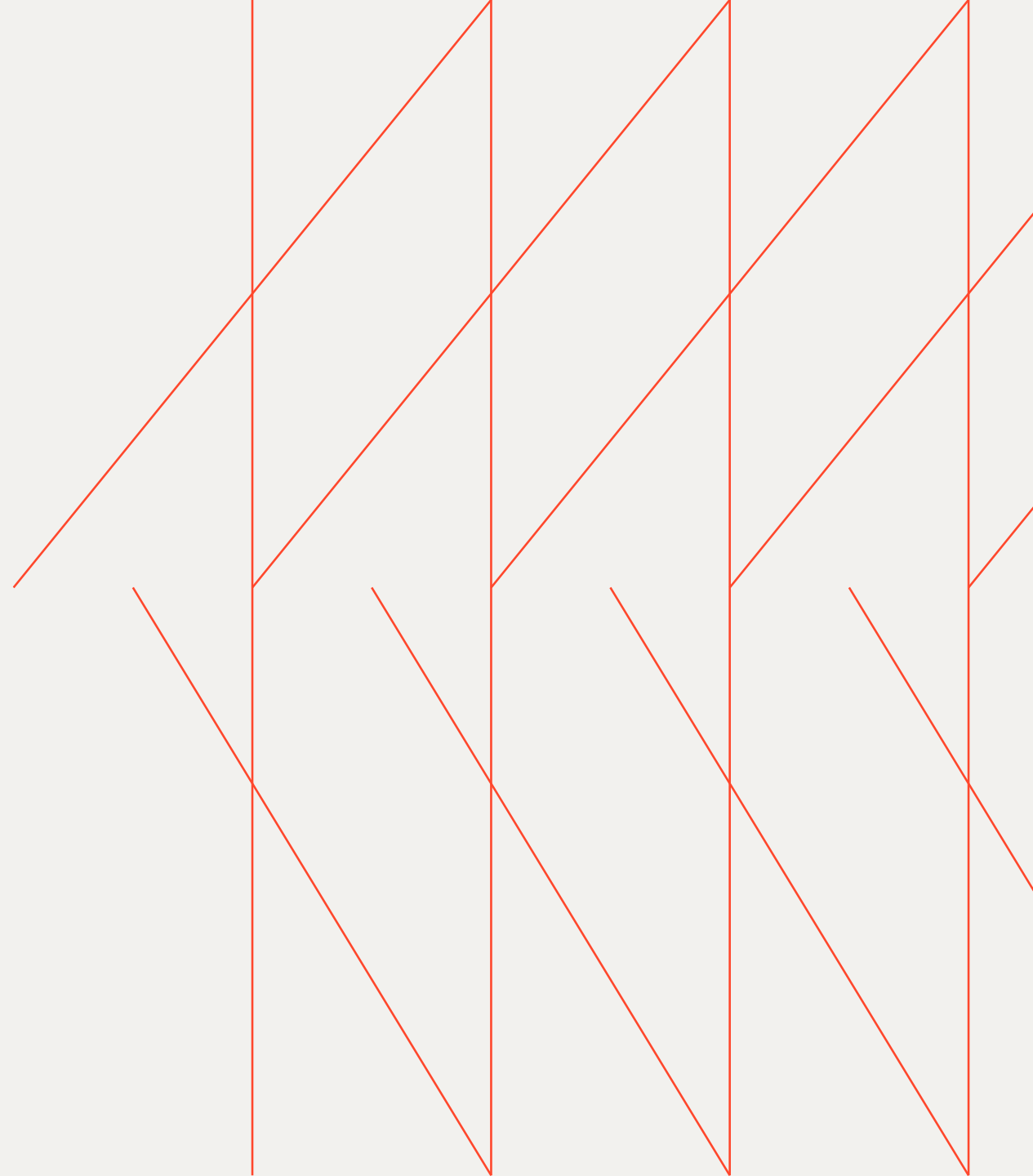
Choose the top 2 challenges from below options (multiple options can be selected)

- A → Lack of skills/talent
- B → Having a scalable architecture
- C → Identifying the right use cases
- D → Data foundation readiness
- E → Restrictions on generative AI usage

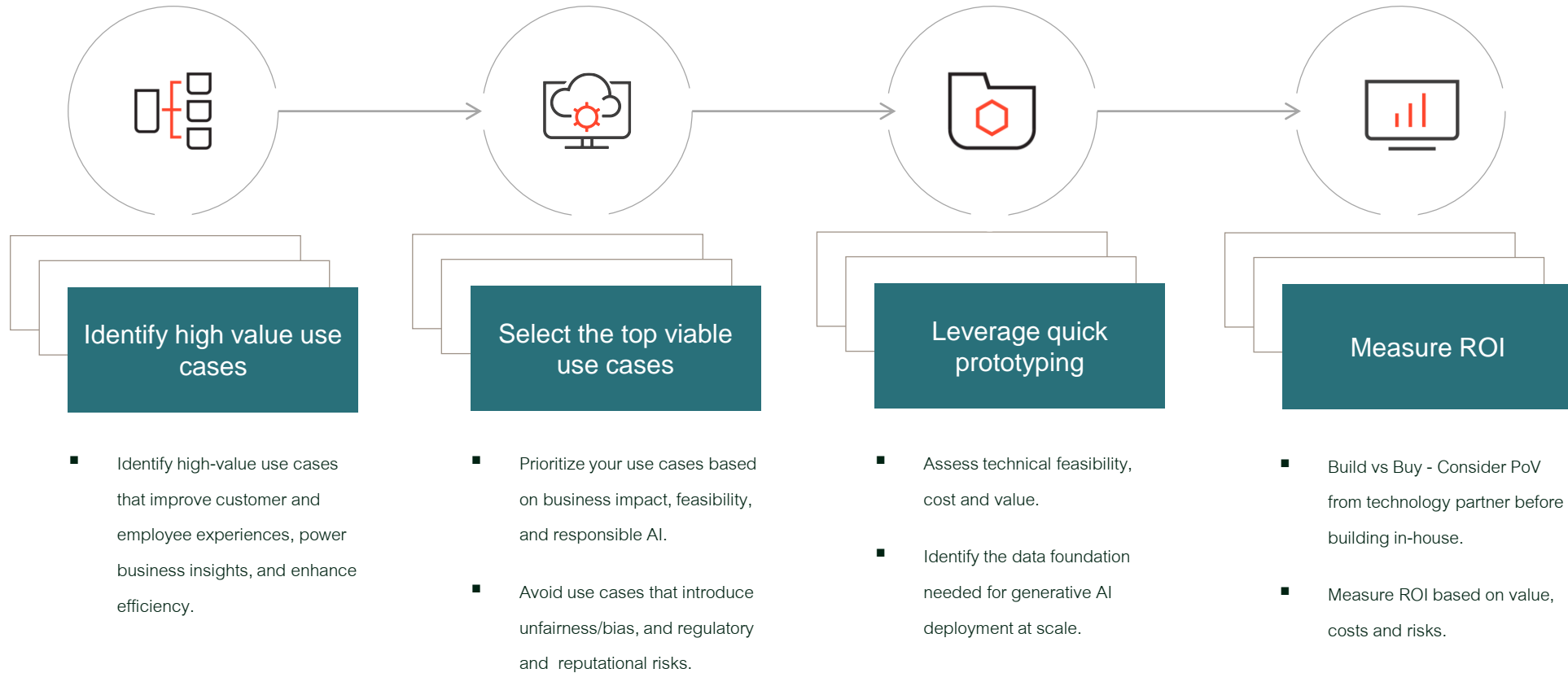
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Step #1

Select the initial use cases for
generative AI tactically



Your initial use cases are crucial



Poll 2

Is your **data architecture** ready for generative AI?

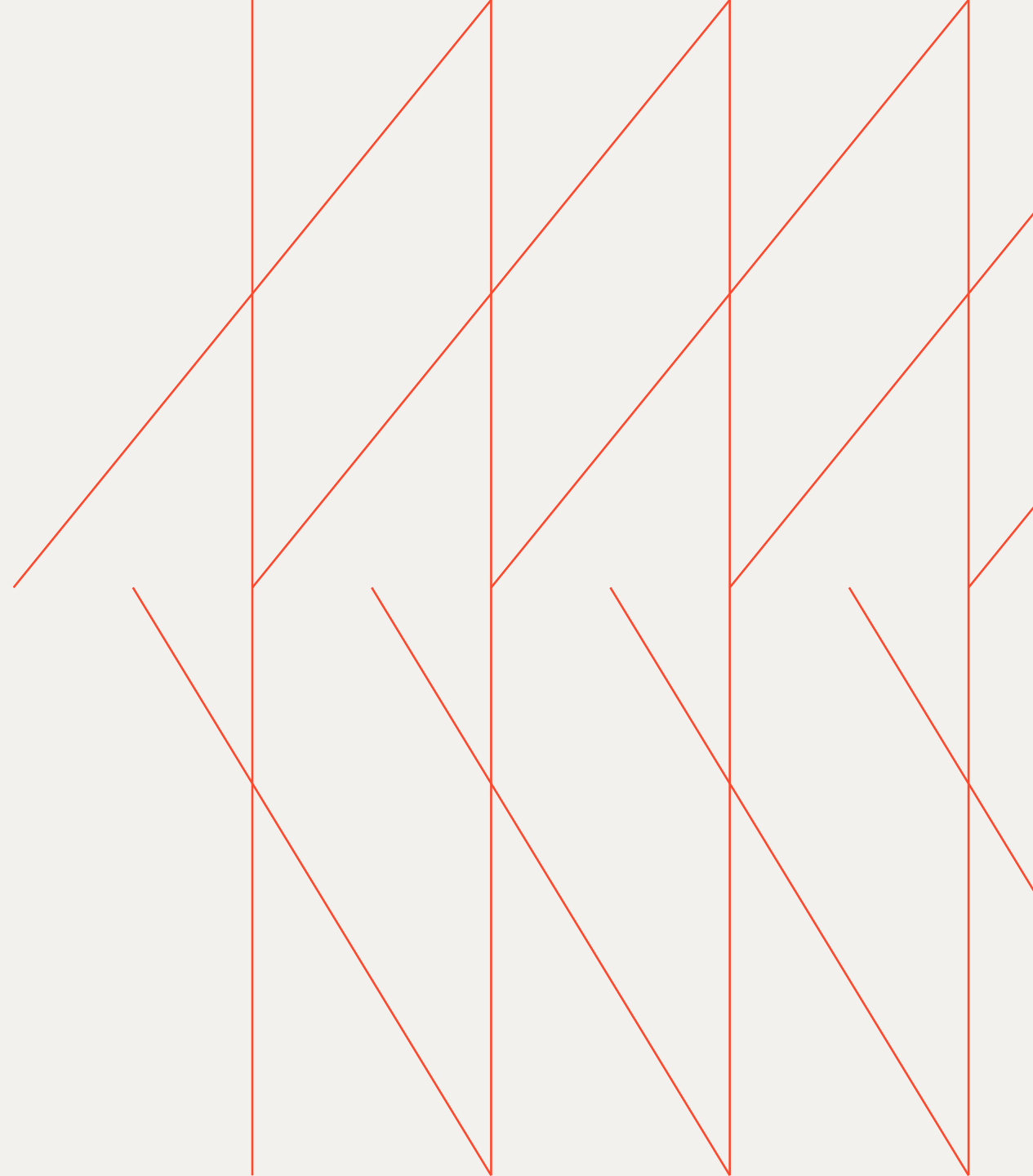
Rate your readiness on a scale of 1-5

- 1 → Not at all
- 2 → Minimal preparation
- 3 → Moderately ready
- 4 → Almost ready
- 5 → Yes, it is ready to go

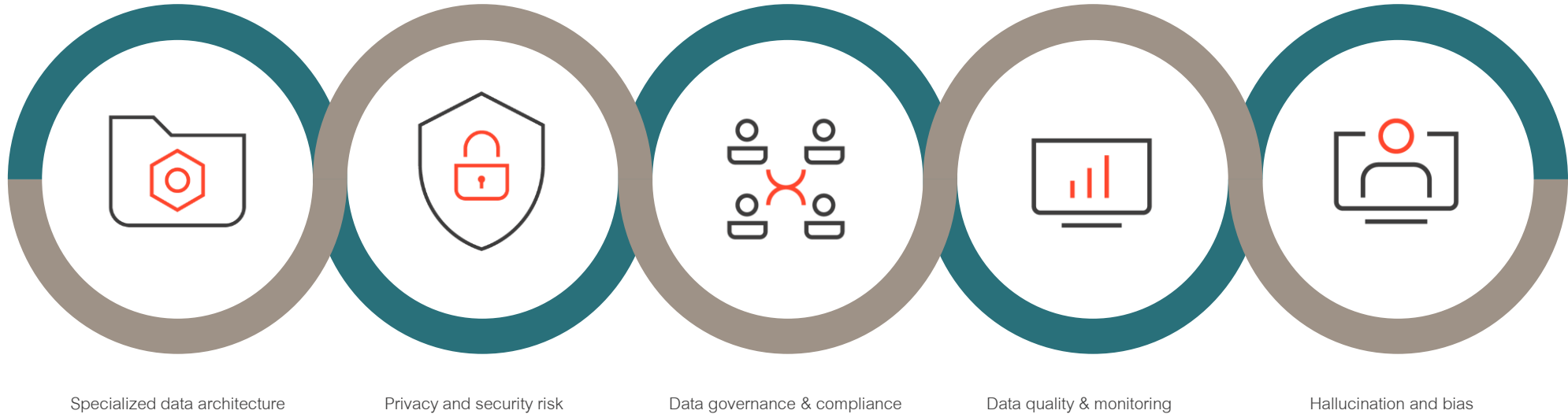
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Step #2

Establish a strong data foundation



Data management challenges for generative AI



72%

of leading organizations note that managing data is already one of the top challenges preventing them from scaling AI use cases

Source: McKinsey, Data and AI Summit, 2022

Data is the fuel for generative AI

Use case roadmap



Build a solid data Architecture

- Data Integration
- Enabling semantic search
- Vector databases for content discovery
- Updating data models



Secure your data

- Encryption/Anonymization of IP/personal data
- Policy based access
- Logging and auditing
- Prompt monitoring to prevent jailbreaks



Govern your data

- Data quality
- Robust data governance framework
- Metadata tagging for unstructured data
- Defining data owners, data catalogs
- Tracking data lineage
- Tagging generative AI generated content

Poll 3

At which stage is your enterprise in the LLMOps journey?

Choose any one

A → Not started

B → Thinking about it

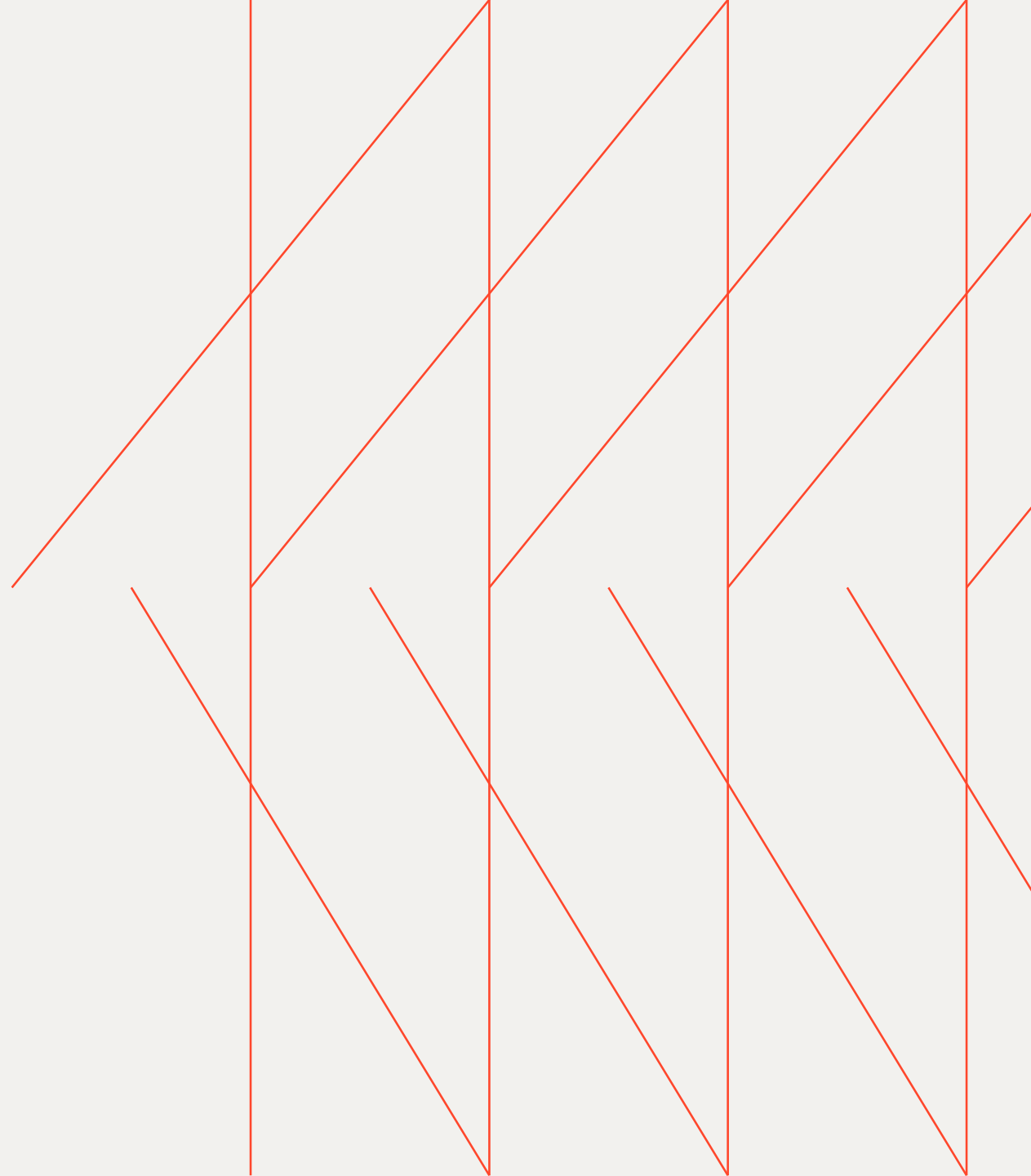
C → Design stage

D → Implementation stage

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Step #3

Leverage LLMOps framework to
implement generative AI use cases,
responsibly and at scale



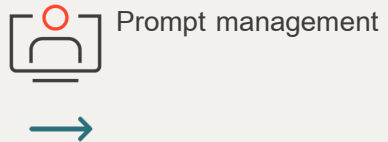
Large Language ModelOps (LLMOps) framework

Risk-compliance

Cost management

Data & model reliability

Production-grade & scalability



Prompt management

- Prompt library
- Testing
- Memory management and caching



Security & privacy

- Prompt filtering/injection detection/content moderation
- Security policy packs
- Auditing



Observability

- Centralized logging and monitoring
- Data/Model drift detection
- Bias detection



Orchestration

- CI/CD
- Resource management
- Multi-model orchestration
- Model training & fine-tuning
- User feedback



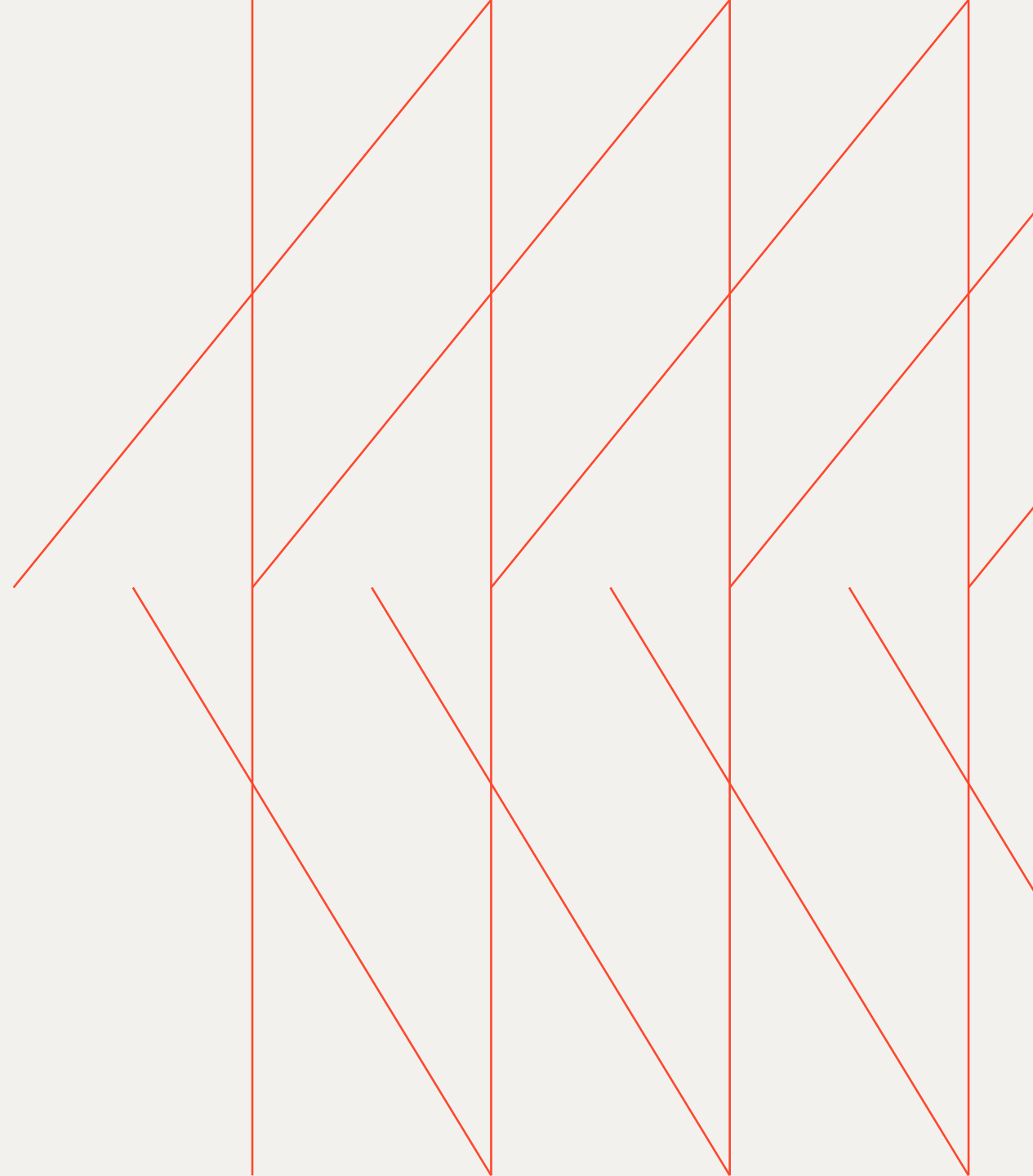
FinOps

- Usage tracking
- Cost attribution
- Anomaly detection
- Reporting

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Step #4

Build the necessary skillset &
expertise



Generative AI is reshaping demand for skills and talent

Enterprises need to take a diversified approach to generative AI talent

Upskilling internal employees

+

Hiring external experts

70%

of business leaders don't believe their teams have the skills to effectively and safely use generative AI.

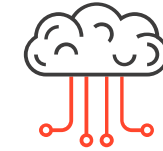
Source: [Salesforce](#)

Assess the required skillset and build the necessary expertise

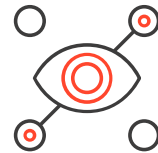
EMERGING SKILL SETS



Prompt Engineering /Testing



Generative AI Development



Regulation and Responsible AI Expertise



Artificial Intelligence Research

INCREASED DEMAND

Data Engineers

Data Architects

Back-end Developers

Key takeaways



Identify initial areas and use cases that are critical to your business.



Assess existing data environment and investments in play.



Implement the right foundation & LLMOps to drive industrialized generative AI Factory.



Rethink strategy around talent and skills.




Questions?

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Kyndryl at-a-glance

 Recognized Industry Leader



A Major Contender: 2022 Data & AI Services PEAK Matrix™ Assessment



Leader: Managed Platform and Cloud Services
2023 ISG Provider Lens™ SAP Ecosystem Report (US)



Kyndryl #1 worldwide by revenue in 2022 for Infrastructure Implementation and Managed Services Providers

11 Gartner - Market Share Analysis: Infrastructure Implementation and Managed Services, Worldwide, 2022; Published 29 June 2023 - ID G00793422.

 Our Services



Cloud

Delivering seamless, integrated, multicloud management in a hybrid model



Core Enterprise & zCloud

Providing secure, unified and fault-tolerant mainframe services for our customers' core infrastructure



Digital Workplace

Enhances user experience and work location flexibility by providing a consumer experience to employees



Application, Data & AI

Providing full application platform hosting and expert assistance for application modernization



Network & Edge

Provides unified Network Services for cloud and data center connectivity

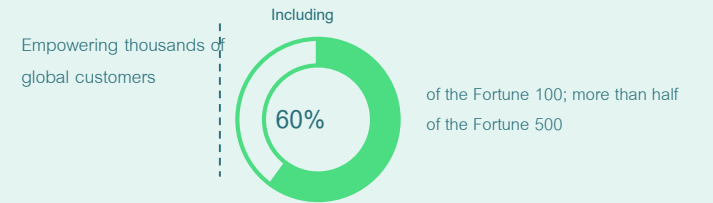


Security & Resiliency

Providing full application platform hosting and expert assistance for application modernization

 Our Customers

We work in partnership with thousands of customers, dedicated to ensuring that each achieves its peak digital performance



We manage vital environments in critical industries



5/10 of top airlines by total revenue passenger miles (RPM)



5/5 of the top automotive companies by revenue



11/20 of the top insurance companies by revenue



4/5 of the top consumer staples retailers by revenue

Kyndryl advances the vital systems that power progress

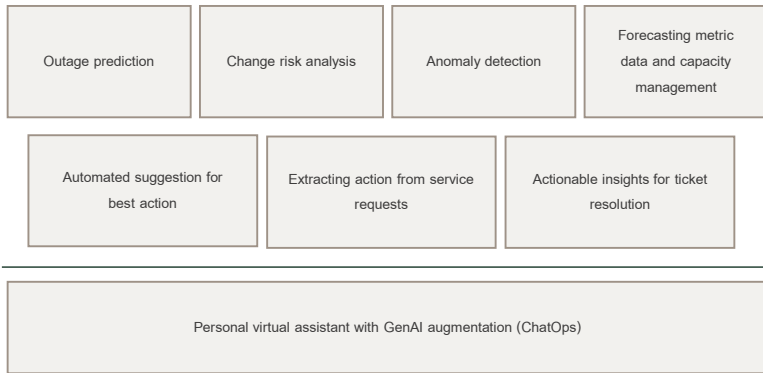
Kyndryl's value proposition on GenAI

Leveraging our expertise of over three decades of managing mission critical systems and applying artificial intelligence to drive value to application and infrastructure delivery services

01

Kyndryl Bridge: Integrating AI at scale into mission-critical systems

Integrated AIOps platform for advanced delivery capabilities .



500+

Global enterprise customers

\$1 Bn+

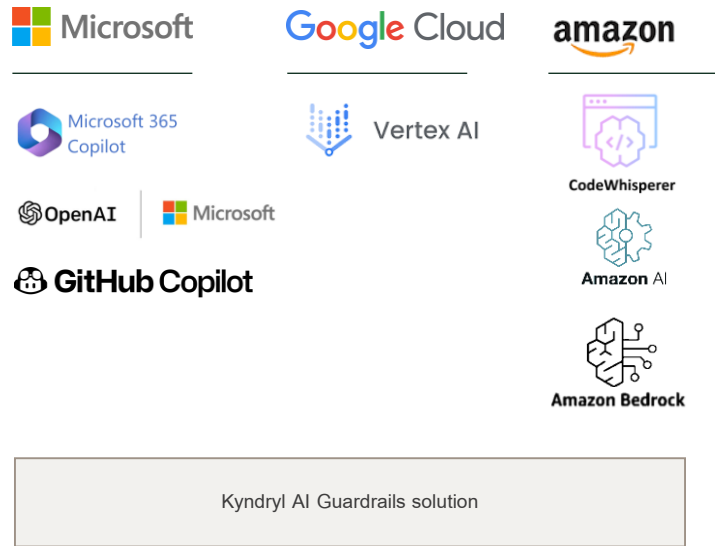
In annualized customer savings for early adopters



02

Kyndryl as customer 0: Early adopter

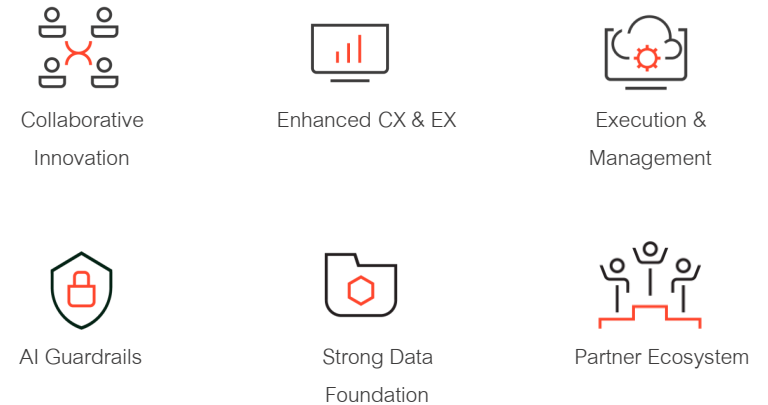
Pilot new technologies and develop industry-specific models, use cases and solutions to improve employee experience, enterprise automation and workplace productivity.



03

AI-readiness program helping customers responsibly integrate AI into their enterprises at scale

Customers can tap into Kyndryl Consult and Kyndryl Strategic Alliances to explore and co-create custom use cases, and identify unique ways to leverage generative AI in their enterprises and unlock business value.



AI Services



AI for IT

- AIOPs
- Full Stack Observability
- FinOps



AI for Business

- AI Strategy
- AI Architecture
- AI Governance
- AI Solution Deployment
- MLOps

Generative AI Services



Generative AI Strategy

- AI Exploratory Workshop
- GenAI Discovery Workshop
- GenAI Governance



Generative AI Factory

- Quick Prototyping
- LLMOps implementation & managed services
- Design, Build and Manage



Data Foundations Services

Data Strategy

Data Governance, Privacy and Security

Data Architecture

Data Platform Modernization

Data Engineering

Data Operations

Managed Services

What's Next?

[Connect](#) with our experts
for a consultation



Visit our [website](#)

Reach out to:

[banking & financial services solution](#)

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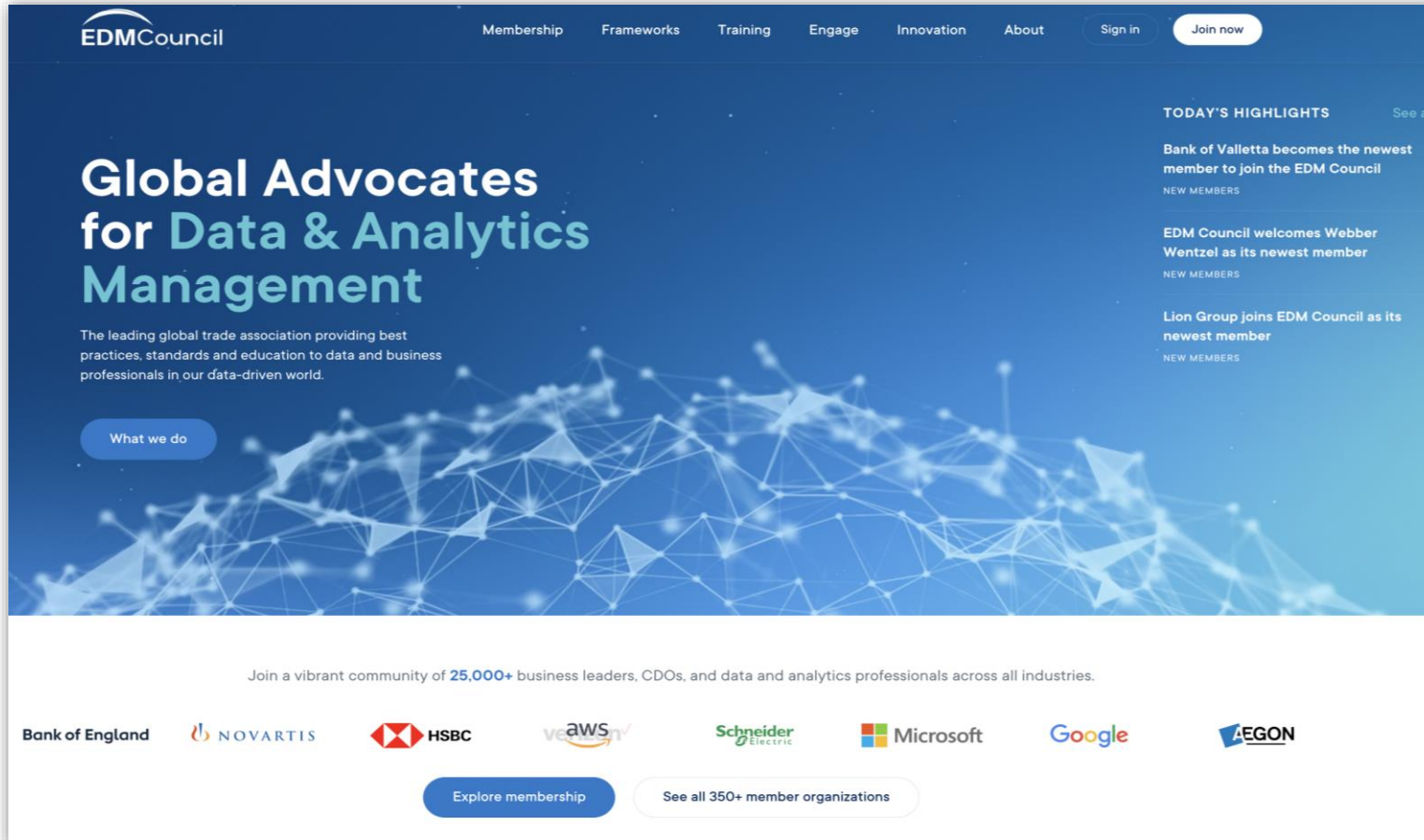
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Thank you!




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