

AI MOMENTUM, MATURITY & MODELS FOR SUCCESS

EXECUTIVE SUMMARY

A recent global survey conducted by Forbes for SAS, Intel and Accenture revealed compelling momentum for AI in the enterprise, as well as emerging models for success. The executives surveyed shared details about AI deployments happening in many ways across more parts of their organizations than ever before. In addition, the AI capabilities are being supported with increasingly mature processes and infrastructures.

AI: A WORKING DEFINITION

The science of training systems to emulate human tasks through learning and automation.

The executive respondents signaled that we are on the verge of a momentum shift in which critical parts of the AI puzzle – specific technologies, capabilities, processes and more – are being assembled in different parts of businesses, in different industries, addressing different challenges. It's as if we are approaching a "critical mass" moment in which a bigger, brighter picture comes into view. And the level of enthusiasm that came through the executives' responses points to an encouraging trend of continued growth in AI adoption.

Yet, while the future is bright for AI, there are bound to be bumps in the road. Per Ross Gagnon, Research Director at Forbes Insights, "As with any new technology that's quickly gaining traction, there will be challenges to overcome, but the opportunities AI presents are seemingly endless, from operational efficiencies to increased productivity and revenue."

OTHER NOTABLE FINDINGS FROM THE STUDY INCLUDE:



AI IS WORKING

Survey respondents report that they are encountering real success with AI, on a number of important fronts.



LEADERS IN AI SEE A STRONG CONNECTION BETWEEN AI AND ANALYTICS

Those who have deployed AI with more success were more likely than others to view AI as being strongly connected to analytics.



FULL DEPLOYMENT LEVELS SIGNAL HEALTHY MOMENTUM

Many respondents have moved beyond the experimental phase of AI deployment into more widespread applications.



AI OVERSIGHT IS NOT OPTIONAL

These leaders are putting processes in place for reviewing the outputs of AI-enabled systems, overriding questionable results and more – pointing to new levels of AI maturity.



ETHICAL USE OF AI IS TOP OF MIND

Most respondents report having ethics-focused processes already in place.



EMPLOYEE CONCERNS ABOUT AI SHOULDN'T BE IGNORED

Consistent with many reports suggesting that the threat of job loss from AI may be greatly overestimated, these respondents do not believe large-scale job loss is likely. Some, however, are concerned about employee perceptions of the impact of AI.

The exact shape and trajectory of our AI future remains to be seen, but what can be seen today are the emerging AI success factors revealed in the survey that can point the way for organizations looking to reap the benefits of AI.

READ THE REPORT:



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Based on findings from a global executive survey conducted by Forbes Insights for SAS, Accenture, and Intel.

Executive profiles among the respondents: 28% Chief Information Officer (CIO), 21% Chief Technology Officer (CTO), 21% Chief Analytics Officer/Head of Analytics, 16% Chief Data Officer/Director, Data & Analytics, 9% EVP/SVP/VP/Director of Data Science, 5% Other

