



# Finansforbundet AI, hvad der er og hvad det betyder for medarbejdere i banker

22. maj, 2024

**Bent Dalager** Partner, KPMG NewTech



Image by OpenAI ChatGPT



© 2024 KPMG  
firm alliance

# Mød mig... eller min replikant



## Bent Dalager

### Partner, Nordic Head of KPMG NewTech

- Global Head of KPMG Quantum hub
- Head of Innovation at KPMG Denmark
- MSc Computer Science and AI
- BSc Mathematical Economics
- CD Business Administration
- + Harvard and MIT studies

AI arbejde for Dansk Bank, Nordea, PFA Pension, AP Pension Erhvervsstyrelsen, Nykredit, Nets etc.

**Podcast host: Tech Talk KPMG (om AI)**

Fintech/AI Committee member @Finanstilsynet

Underviser I AI på CBS Board Education and at INSEAD Exec MBA

Head of IT-branchen NewTech Policy Board

Digital Visperson på Academy of Science

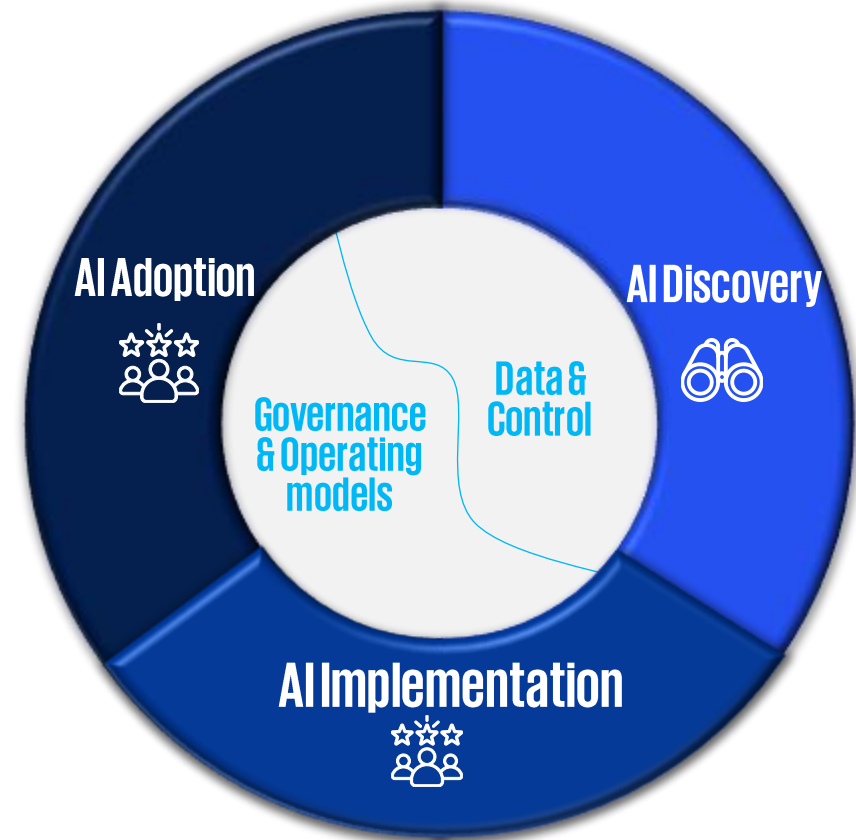
Founder of det faglige data-etiske råd

Co-Founder og Board for Danish Quantum Community



# KPMG NewTech

## Vi ændrer måden organisationer arbejder på via data og AI



# I dag vil jeg besvare 4 essentielle spørgsmål om teknologiens udvikling og fremtidens arbejdsmarked:



Hvad består det nye AI-landskab af?



Hvordan vil AI forandre arbejde i banker?



Hvilke nye kompetencer vil der blive behov for?



Hvordan klæder man sig på til fremtidens forandring?



Stil spørgsmål på

**slido.com**

**#3620 557**



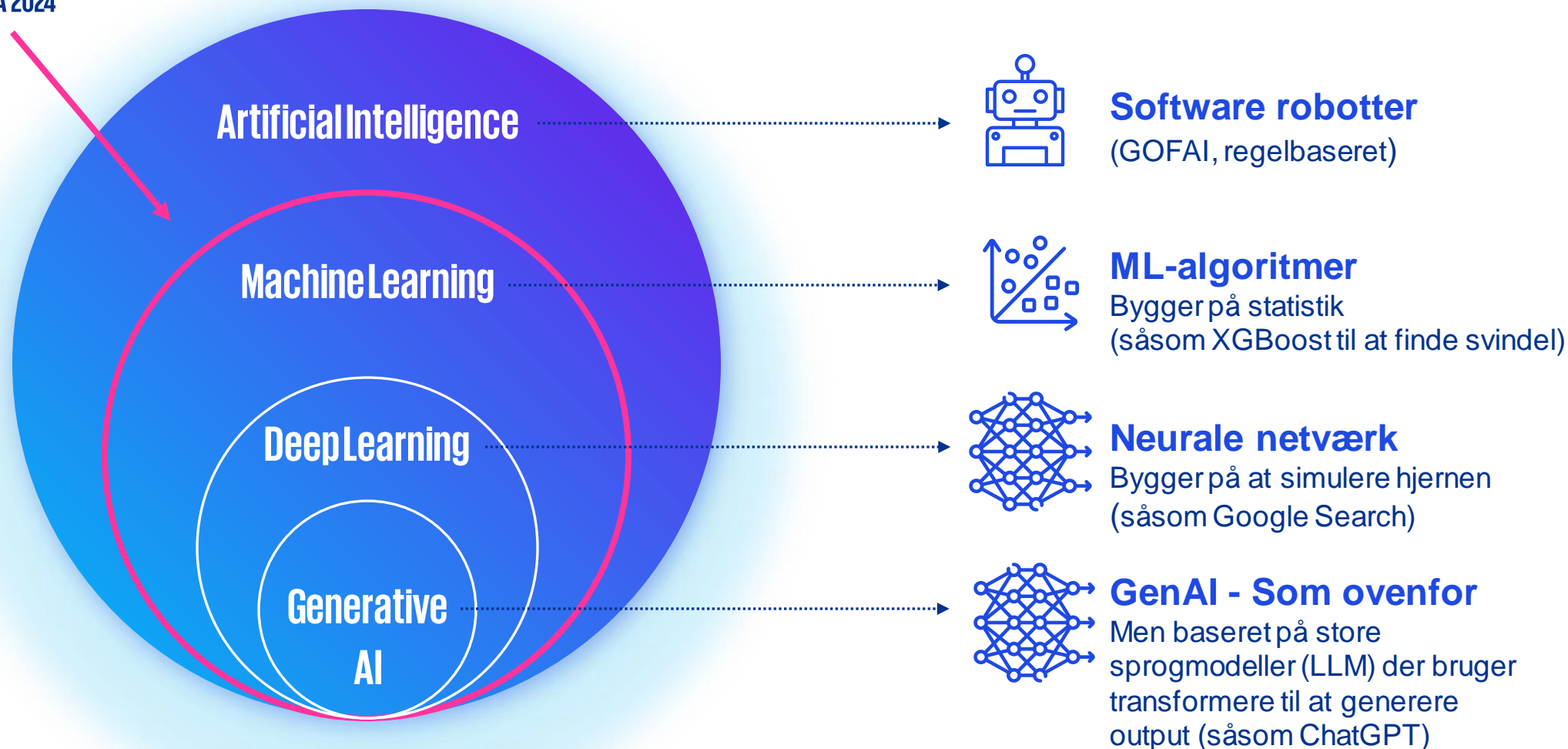
# 01 Hvad består det nye AI-landskab af?

KPMG

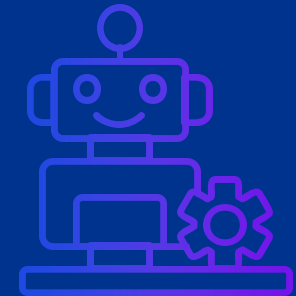
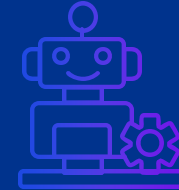
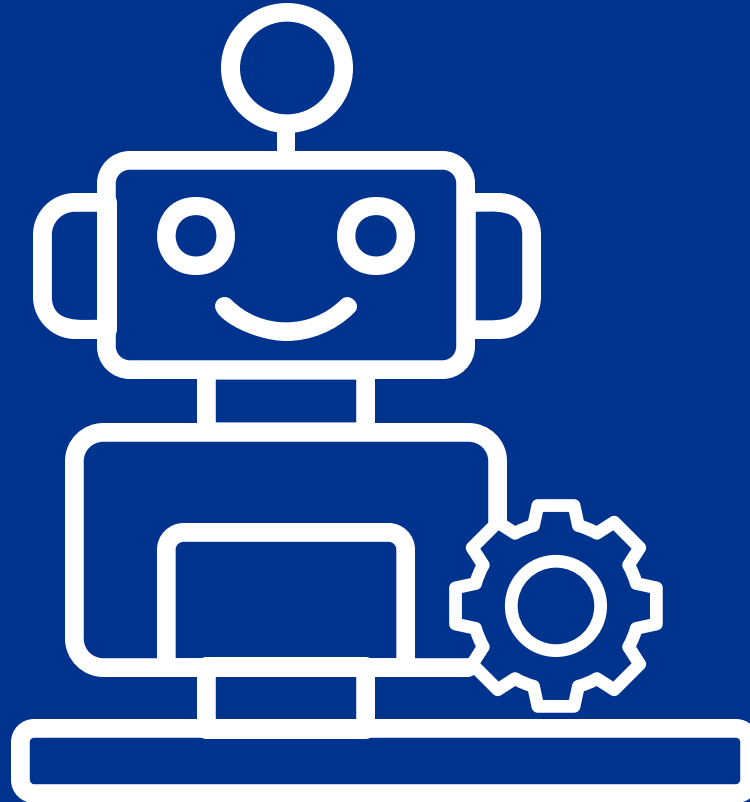
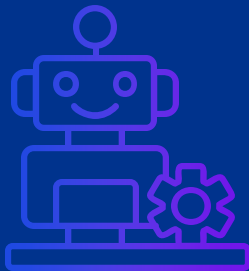
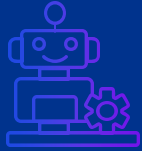


# Ifølge EU er AI: "et maskinbaseret system, som er udformet med henblik på at fungere med en varierende grad af autonomi..."

EU, AIA 2024

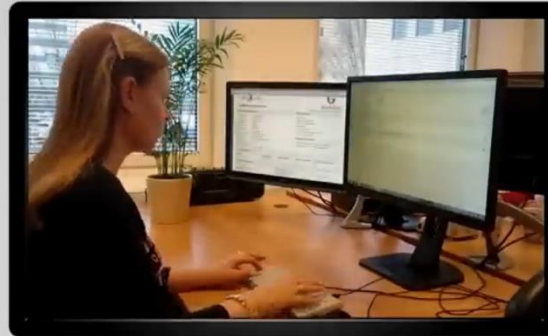


# Kontor robotter – eller RPA (Robotic Process Automation)





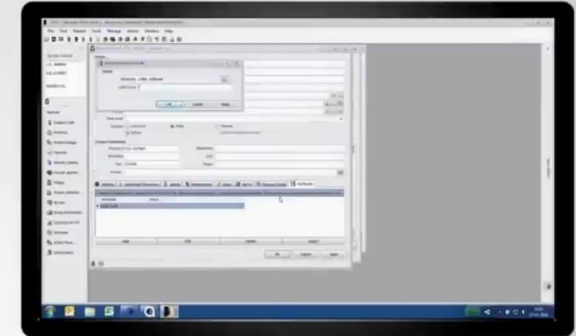
RPA er ideel til alle gentagne opgaver: Indhentning af data fra forskellige kilder og udførelse baseret på regler: økonomi, HR, indlån/udlån, onboarding, KYC, etc..



Human Input



04 : 08 min



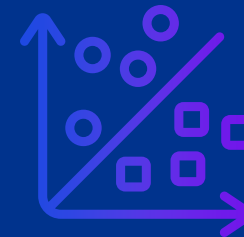
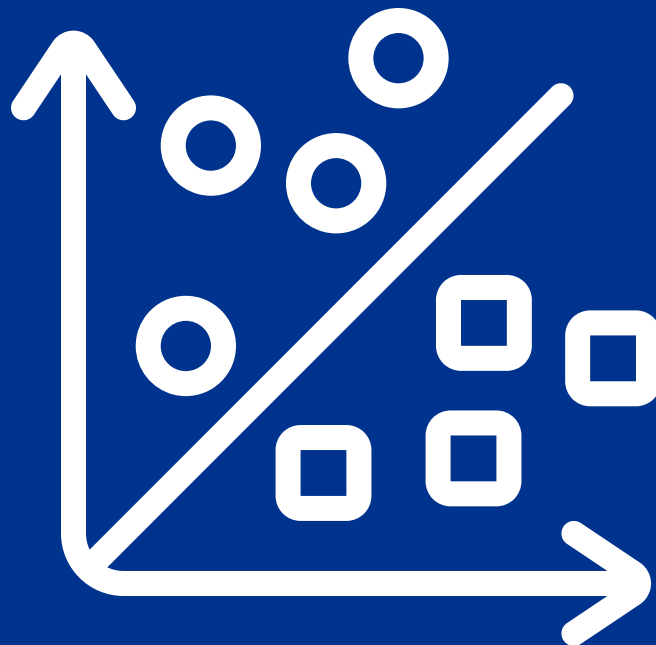
blueprism



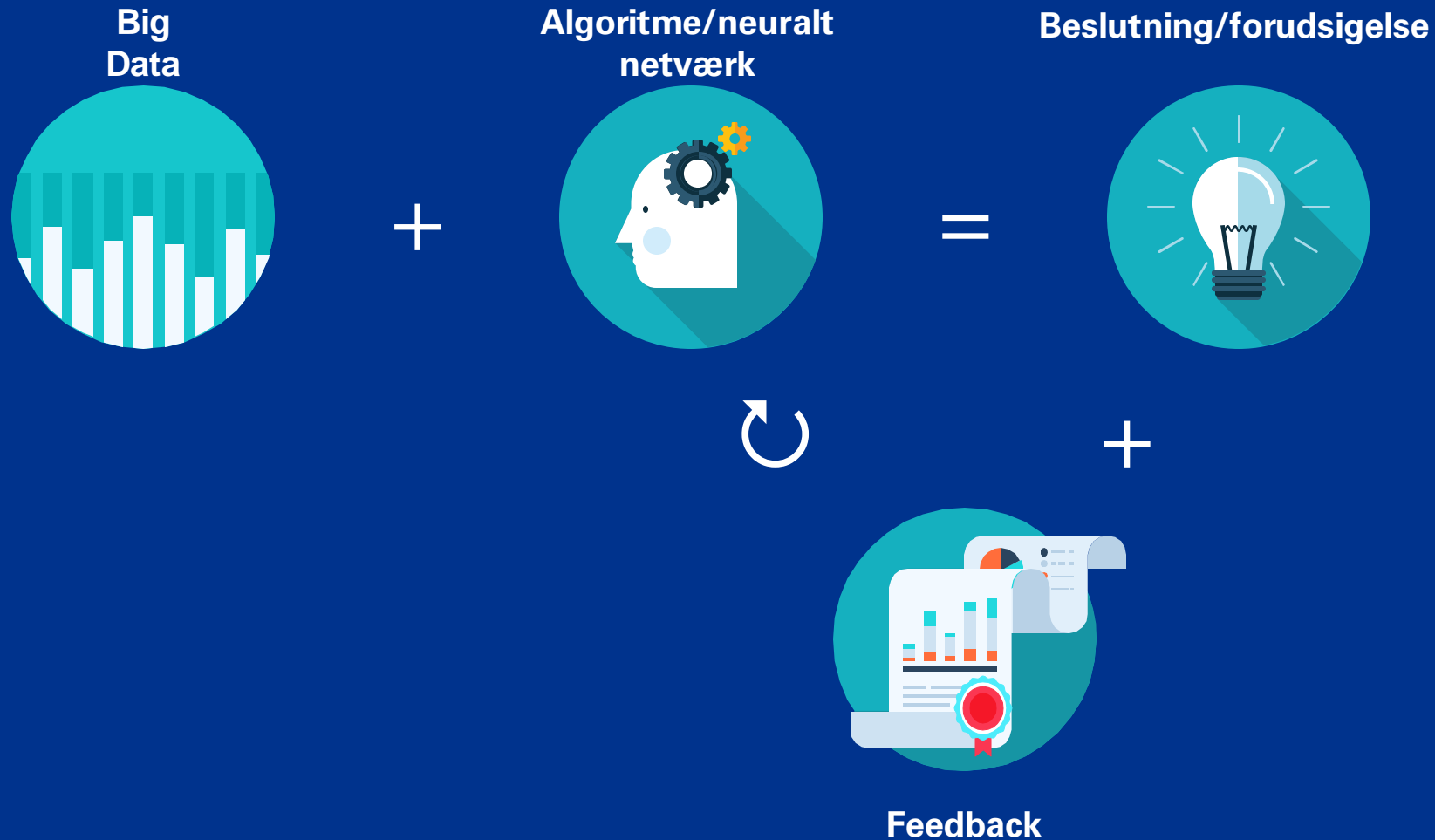
00 : 30 min

ENOVATION

# Machine Learning



# Machine Learning baserer sig på Big Data og feedback loops



Ingen programmering af køreren. Kun målsætning og hvad man kan trykke på.

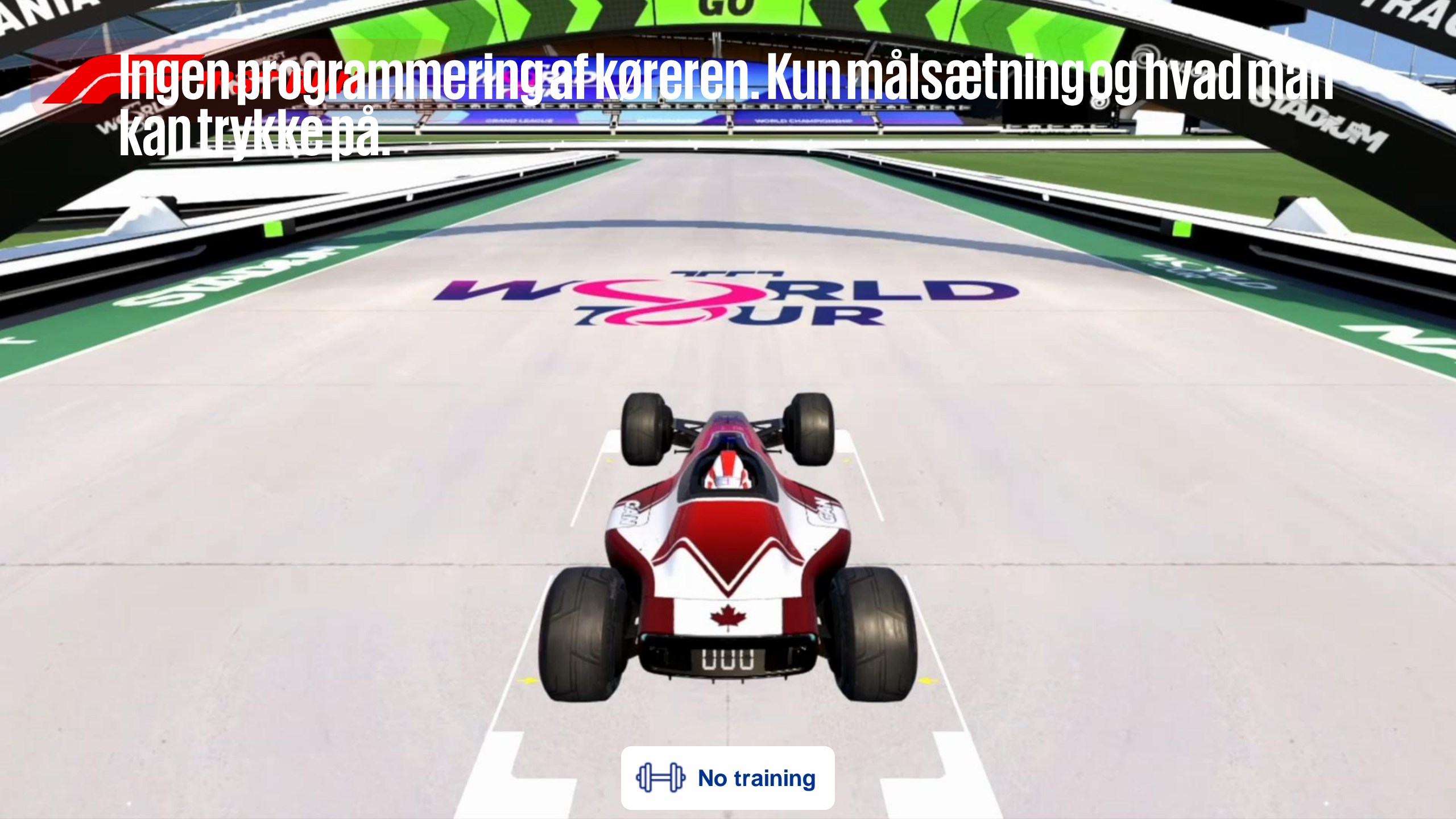
# *IRST RUN*



 No training

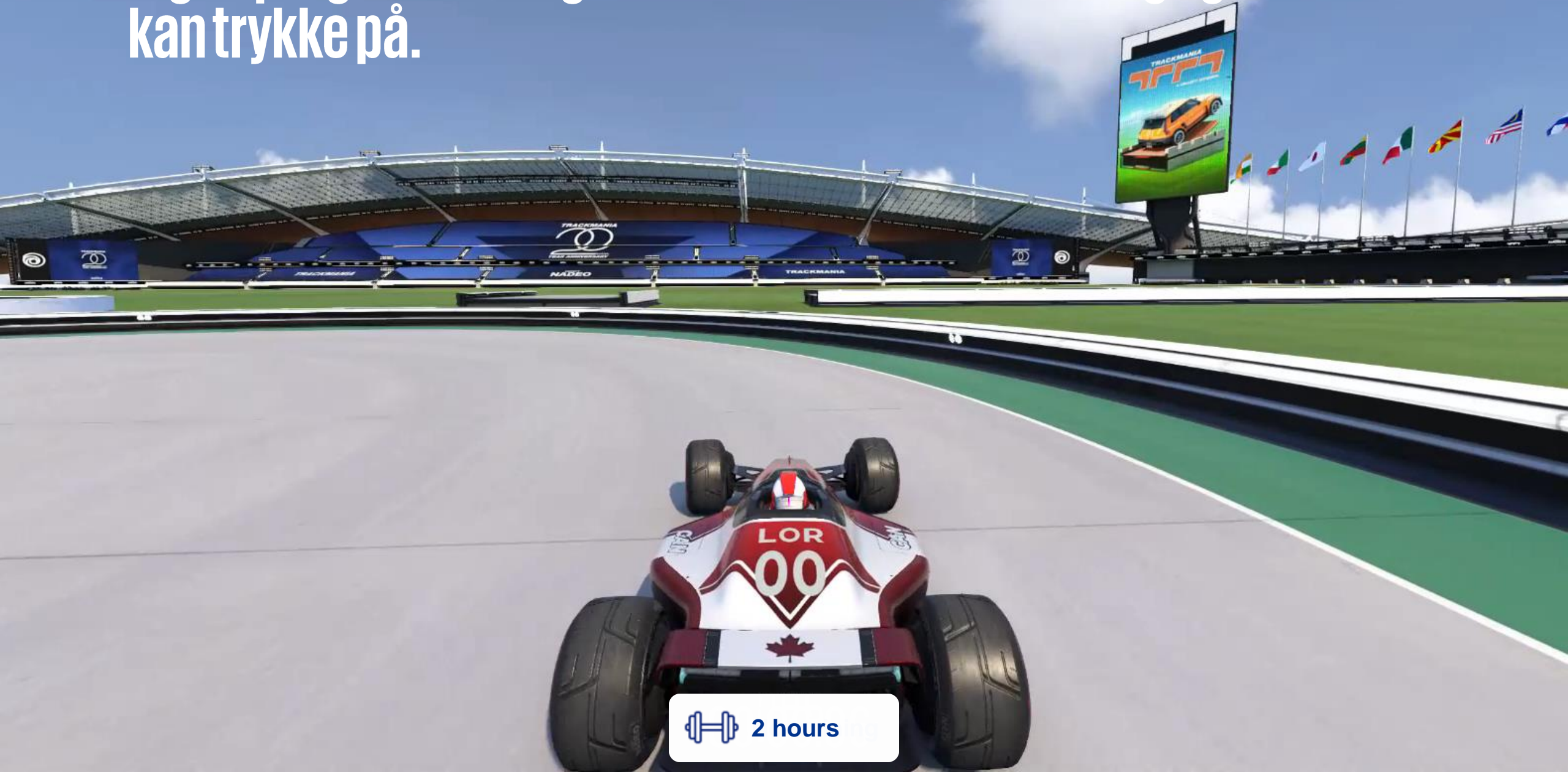


Ingen programmering af køreren. Kun målsætning og hvad man kan trykke på.



 No training

Ingen programmering af køreren. Kun målsætning og hvad man kan trykke på.



 2 hours



00:03:13

Ingen programmering af køreren. Kun målsætning og hvad man kan trykke på.

 **IRST RUN**



 24 hours

00:03:13

Ingen programmering af køreren. Kun målsætning og hvad man kan trykke på.



 24 hours



# Machine learning er bedst til erfaringsbaserede opgaver

## HR chatbot hjalp med at sikre fokus i dansk TelCo ved at automatisere redundante medarbejder henvendelser...

En dansk TelCo lancerede intern HR chatbot til at svare på ofte stillede spørgsmål. Chatbotten blev sat i produktion for virksomhedens 8.000 ansatte og fik en høj customer satisfaction rate fra start.

### Kontekst

HR afdelingen brugte store dele af deres tid på at svare på de samme typer henvendelser, der var spredt ud på mange forskellige ansattes mailindbakker.

4,5

ud af 5 mulige i customer satisfaction rate



## Optimér kundeservice med automatiseret håndtering af e-mails

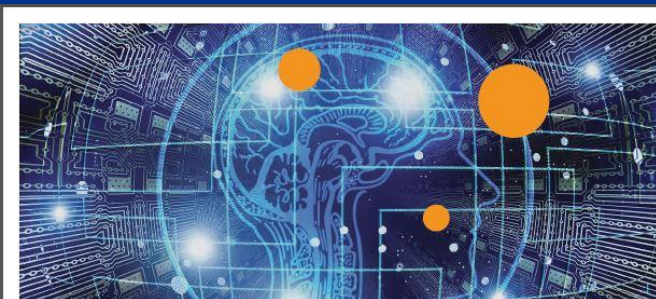
CRM | 30. juli 2019 kl. 05:34 | 1

### Tilgang

Vi indsatte 170 emner i chatbotten baseret på input fra ansatte og HR. Barsel var et af de emner som drev chatbottens succesrate, hvilket var en overraskelse for HR afdelingen.



“Kundeafgangsanalyse. AI forudser hvem og hvorfor”



## Fighting Fraud with a Model of Models

Whitepaper

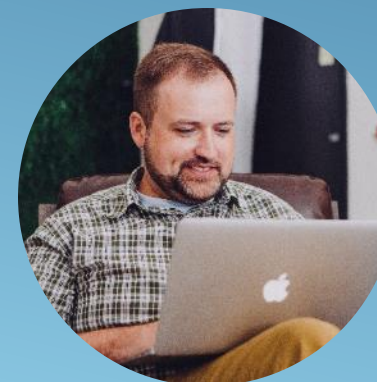
Utilising Artificial Intelligence to Prevent Payment Card Fraud



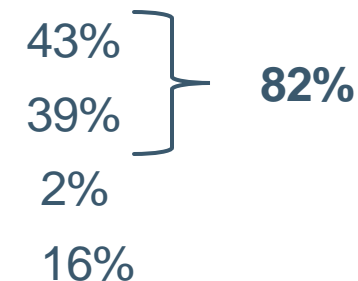
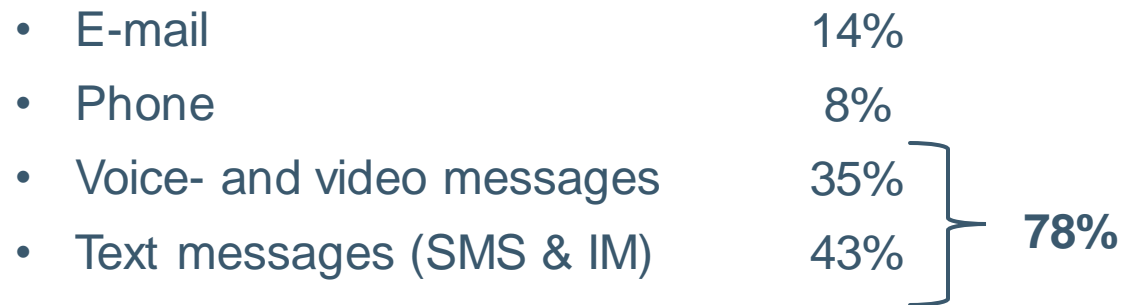
# Chat/tekst foretrækkes af unge og af stadig flere ældre



Generation Z

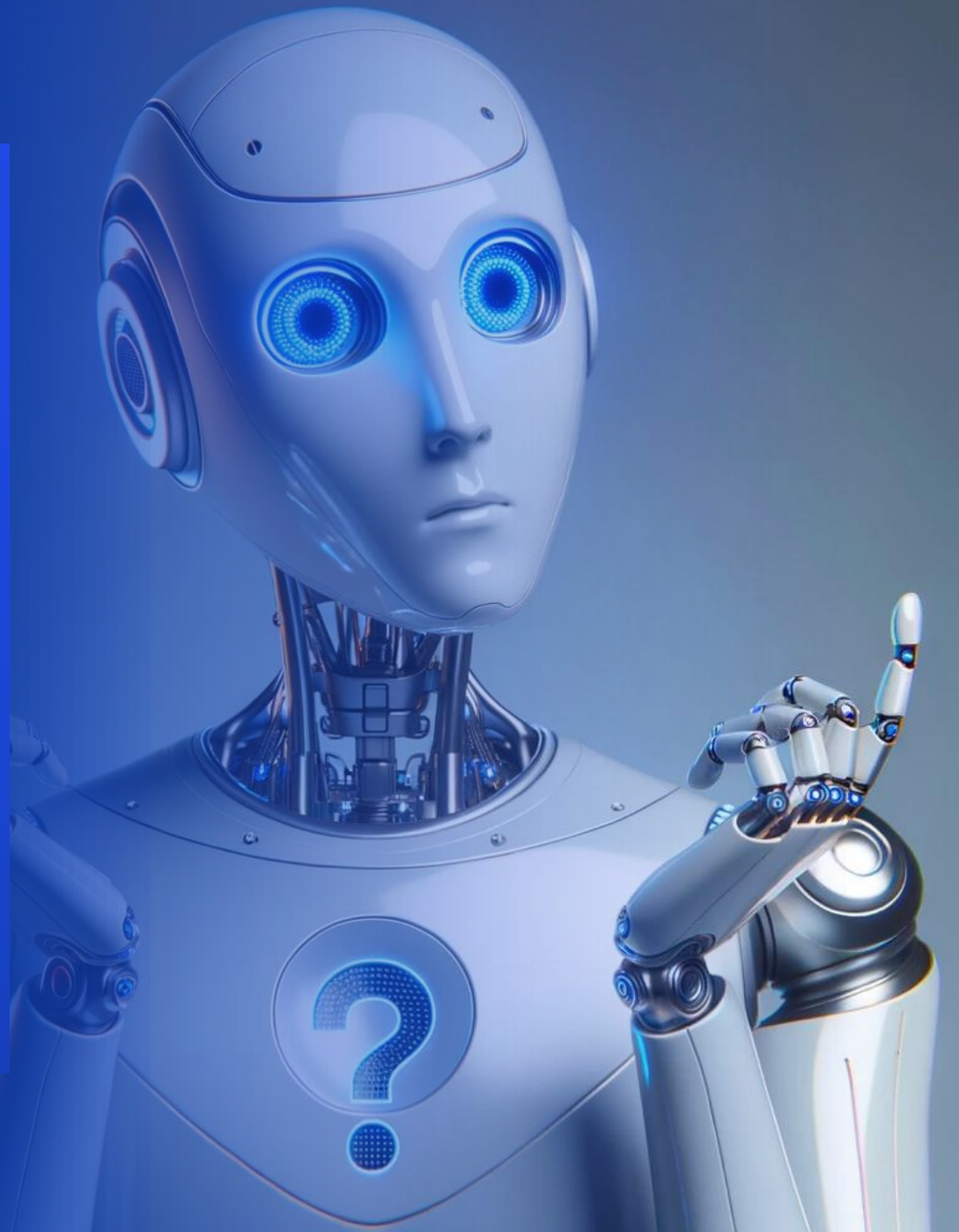


Generation X+



02  
**Hvordan vil AI  
forandre arbejde i  
banker?**

**KPMG**



# KPMG's AI-rapport viser en mulig produktivitetsforøgelse på 10-50% for 80% af alle medarbejdere



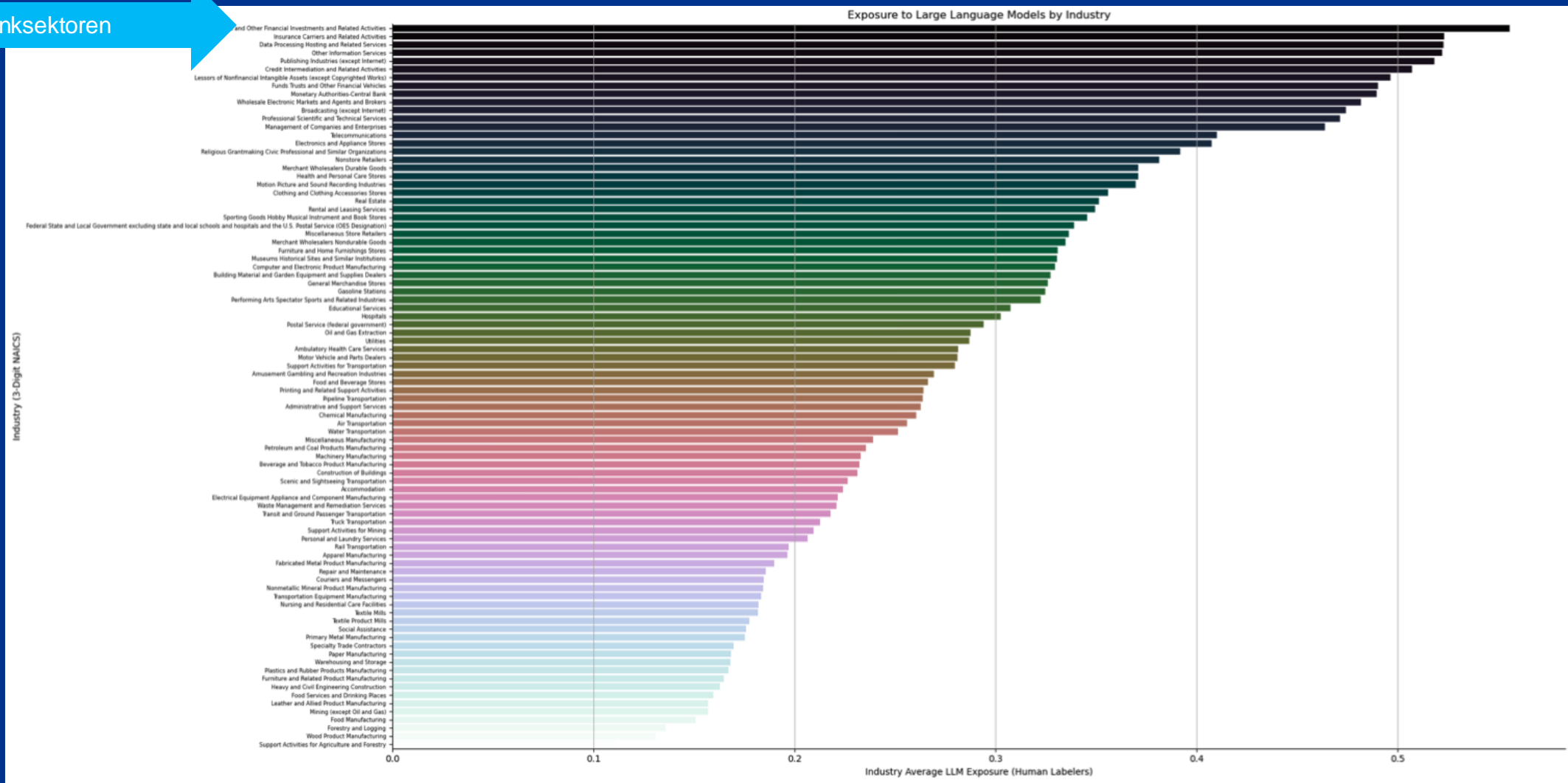
Excerpt from **KPMG** report for the Confederation of Danish Industry (DI), June 2023





# Banksektoren er den sektor som har størst Generativ AI potentiale

Banksektoren



# Jo højere din uddannelse er, desto mere påvirket af GenAI. Lønstigninger kan falde relativt ifht. mindre uddannedes løn

+

## Jobs mest påvirket af LLM:

- Forfattere, tolke
- Undersøgelsesforskere
- Web- og digital designere
- Skat- og revisorer
- (IT-udviklere)



-

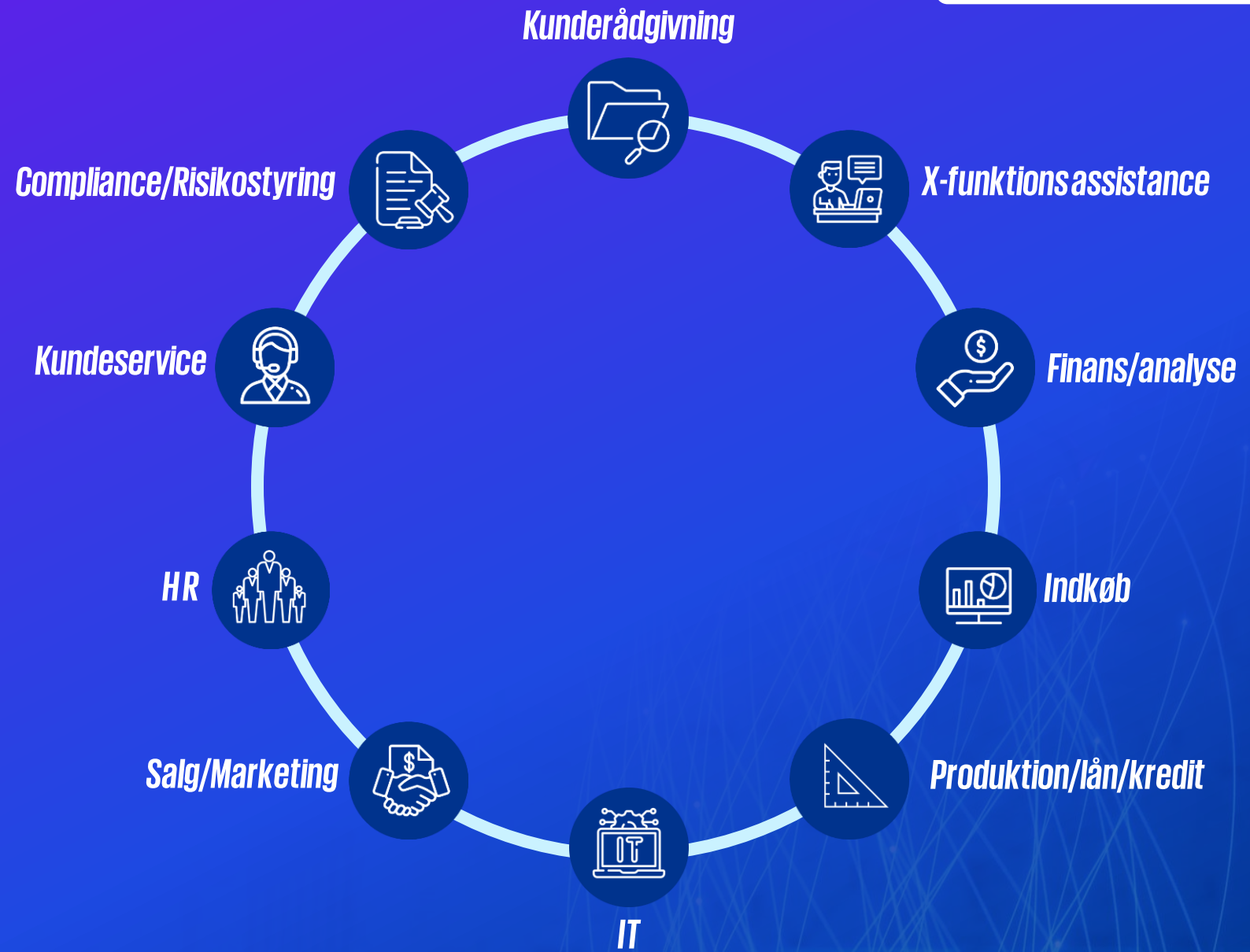
## Jobs mindst påvirket af LLM

- Lager-/fabriksarbejder
- Håndværkere, chauffører
- Service inden for gæstfrihed
- Landmænd
- (Butiksassistenter)

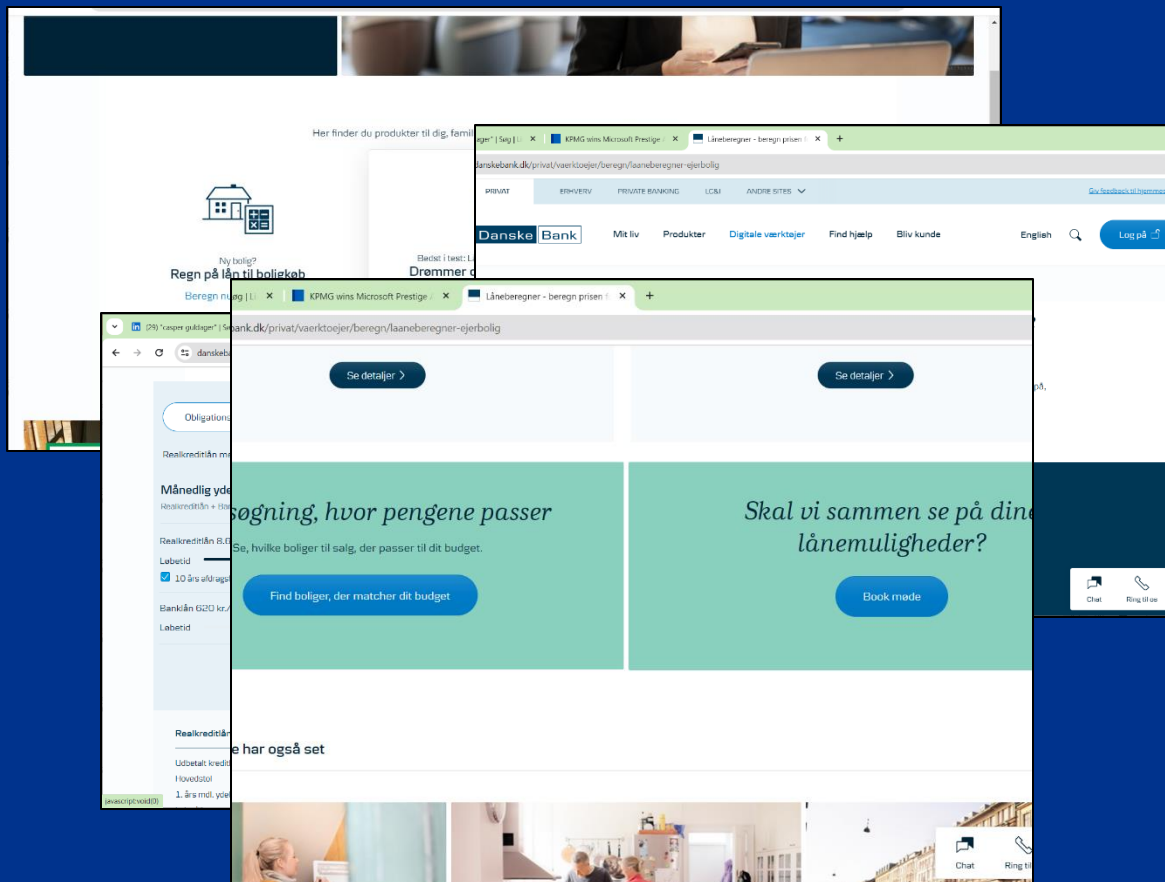




# GenAI kan anvendes overalt i banken



# Rådgiveren møder sjældnere kunder som skal bruge meget hjælp. De har gjort det selv. Webbanken forvandles til chat



**BankBot:** Hej Simon!

**Simon Larsen:** Hej, jeg har brug for hjælp til at ansøge om et realkreditlån. Kan du hjælpe mig?

**BankBot:** Selvfølgelig, jeg hjælper dig gerne med at få et overblik over processen. Har du allerede fundet en bolig, du ønsker at købe, eller er du stadig på udkig?

**Simon Larsen:** Jeg har fundet et hus, jeg er interesseret i.

**BankBot:** Perfekt! For at vi kan fortsætte, skal jeg bruge nogle oplysninger. Hvad er købsprisen på huset, og hvor meget ønsker du at låne?

**Simon Larsen:** Huset koster 2,5 millioner kroner, og jeg tænker på at låne omkring 2 millioner.

**BankBot:** Tak for informationen. Vi skal også se på din økonomiske situation. Kan du fortælle mig om din årlige indkomst før skat og om du har andre større gældsposter?

**Simon Larsen:** Min årlige indkomst er 600.000 kroner før skat, og jeg har et bil lån på 100.000 kroner.


**BankBot:** Tak, Simon. Med en indkomst som din, og med hensyn til din eksisterende gæld, vil vi beregne din betalingsevne. Dette hjælper os med at sikre, at du ikke bliver økonomisk overbelastet af lånet. En del af denne proces er også en kreditvurdering. Har du mulighed for at fremsende de seneste tre måneders lønsedler og et overblik over dine månedlige udgifter?

**Simon Larsen:** Ja, det kan jeg godt. Skal jeg sende dem over e-mail?



# Virksomhedsrådgiveren bliver hjulpet til dyb forberelse af mødet med virksomheden af GenAI. Her en business loan GPT:

Financial Loan Advisor ▾



## Financial Loan Advisor

By Mathias Boisen 👤



Professional financial loan advisor for corporate clients


**Åben model**

Provide your company's financial report.

Specify your company's financial goals.

Should I search for [Company Name]'s info?

 Message Financial Loan Advisor... 

ChatGPT can make mistakes. Consider checking important information. 

# Kundeservice-medarbejderen får hjælp af GenAI og reducere dokumentationstiden samtidig

AI transskriberer, opsummerer og støtter medarbejderen ifbm. kundernes henvendelser

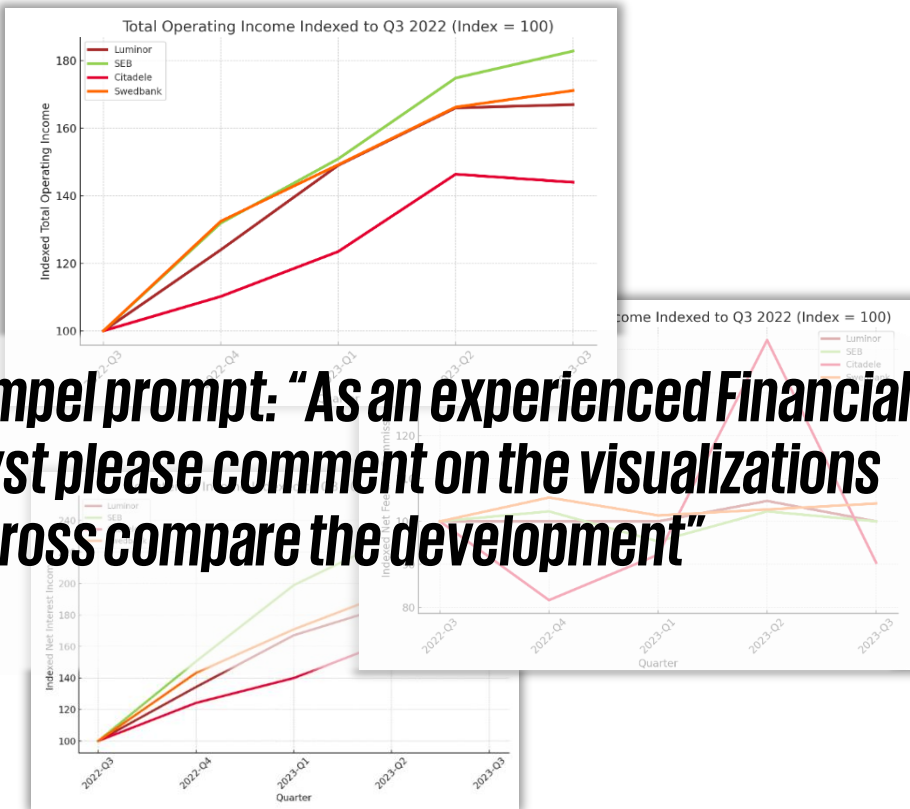


# Den finansielle analytiker får et kraftfuldt redskab. Her konkurrentanalyse udført af en GenAI GPT:

Visualiseringer og kommentarer af ChatGPT ADA

Rapport (manuel indsætning i Word) baseret på GPT analyse og visualiseringer

**Eksempel prompt: "As an experienced Financial Analyst please comment on the visualizations and cross compare the development"**



## Peer Analysis Q3 2023

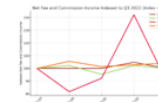
### Comments made by ChatGPT 4

#### Total Operating Income

The visualization of Net Interest Income, indexed to Q3 2022, provides a clear depiction of the financial performance trend for each of the four banks: Luminor, SEB, Citadele, and Swedbank. Notably, all banks exhibit an upward trajectory, indicating an overall growth in interest-related earnings over the year. SEB shows the most pronounced increase, indicating a robust growth in its interest-earning activities. Luminor and Swedbank also demonstrate significant growth, though at a more moderate pace. Citadele, while showing growth, appears to have the least steep curve, suggesting a more conservative increase in net interest income compared to its counterparts.



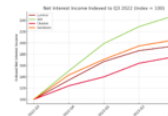
#### Net Fee and Commission Income



The line chart for Net Fee and Commission Income, again indexed to Q3 2022, reveals diverse trends among the banks. Luminor and SEB show a relatively stable pattern with minimal fluctuations, indicating consistency in their fee and commission-based revenue streams. Citadele exhibits a slight upward trend, suggesting a modest increase in such income over the year. Swedbank, now included in this visualization, shows a more variable pattern, suggesting fluctuations in its fee and commission income, possibly indicative of varying business strategies or market conditions affecting its fee-generating services.

#### Total Operating Income

The Total Operating Income chart encapsulates the overall revenue performance of the banks, combining various income streams. All banks show an upward trend, indicating overall revenue growth. Notably, SEB and Swedbank demonstrate a steeper growth curve, suggesting more aggressive revenue generation strategies or more substantial market gains in the period. Luminor and Citadele, while also growing, do so at a more measured pace.



#### Combined Analysis

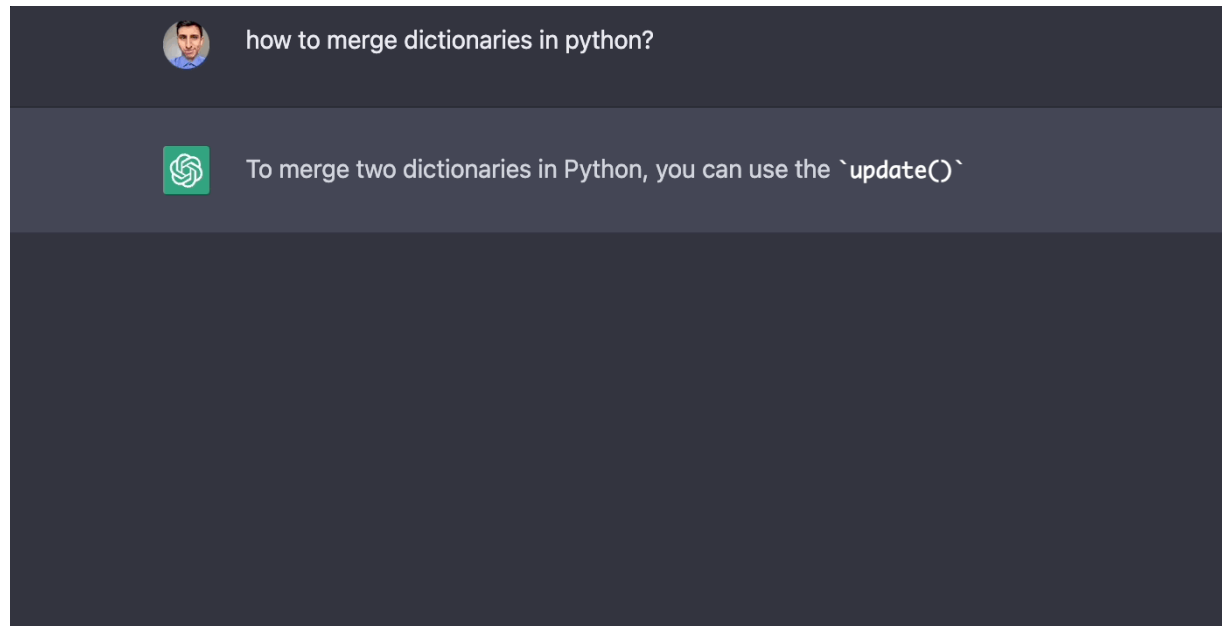
**Growth Consistency:** SEB stands out with consistent growth across all income categories, suggesting robust overall financial performance and effective revenue generation strategies.

**Diverse Revenue Streams:** The variance in the growth patterns of Net Fee and Commission Income, as compared to Net Interest Income, across banks, highlights the diversity in their revenue streams and potentially different strategic focuses. For instance, a bank with steadier fee income but rapidly growing interest income might be expanding its lending activities more aggressively.

**Market Positioning:** The differences in growth trajectories might also reflect the banks' market positioning and customer base. For example, banks with more stable fee income might have a strong foothold in stable, fee-generating services like asset management or transactional banking.

**Economic and Regulatory Influences:** External factors such as economic conditions, interest rate changes, and regulatory environment can significantly influence these income streams. Banks showing higher sensitivity to these factors might have more exposure to market-based or interest-sensitive products.

# IT-medarbejdere oplever en produktivetsforbedring på 50%...



“ Om 5 år vil 80 % af al kode blive skrevet af large language models

“ Det sker meget tidligere, og produktivetsløftet er højere – Bent Dalager

# Den digitale compliance medarbejder kan få GenAI-baserede værktøjer til at øge både produktivitet og kvalitet

1. Identifikation af paragraf eller intern guideline
2. Automatisk compliance tjek og monitorering
3. GenAI baseret context forståelse vil tillade accelereret eksekveringstid på relevante risikoanalyser som f.eks. en Freedom of Rights Assessment (FoRA)

Chat with The EU AI-Act

Ask anything or try an example

What details are necessary to accurately classify an AI asset under the new EU AI Act?

I'm a legal advisor, please help me prepare 10 questions for a data scientist about an upcoming AI asset.

I have gathered details about an AI asset. Now, please wait for my prompt to classify the asset.

Type a new question

|   |    |
|---|----|
| 3. "Type of AI system": Information on the type of AI system, such as whether it is machine learning, generative AI, or statistical approaches. For   | 50 |
| 4. "Data handling": How data quality, and data protection compliance with data governance   | 14 |
| 5. "Human oversight": Details on how human oversight is integrated into the AI system's lifecycle are needed to evaluate compliance with human oversight requirements   | 80 |
| 6. "Risk to Rights and Safety": The level of risk the AI system poses to the rights and safety of individuals, as well as to other aspects of the public interest, is a key consideration   | 30 |
| 7. "Technical documentation": Information on the algorithms, training, testing, and validation processes used, as well as documentation of the risk management system, is necessary to assess compliance  | 47 |
| 8. "Transparency": The degree of transparency of the AI system's operations, which allows users to interpret the system's output and use it appropriately, is a key factor in determining the classification  | 31 |
| 9. "Robustness and accuracy": Information on the robustness, accuracy, and security of the AI system is important for fulfilling the related requirements   | 47 |
| Please note that the above details will help in classifying an AI system into one of the risk buckets defined by the EU AI Act: unacceptable risk (prohibited AI), high-risk, low risk, or minimal risk. The specific requirements for compliance will depend on the risk classification.           |    |
| Please provide the industry and AI system use case description, so we can proceed with the classification under the EU AI Act. Remember, this classification should be verified by a professional legal advisor, as the requirements listed here cannot be fully trusted and are for guidance only. |    |
| Citations: 1. The AI Act, pdf#page=50 2. The AI Act, pdf#page=28 3. The AI Act, pdf#page=8 4. The AI Act, pdf#page=14 5. The AI Act, pdf#page=5 6. The AI Act, pdf#page=80 7. The AI Act, pdf#page=31 8. The AI Act, pdf#page=30 9. The AI Act, pdf#page=47 10. The AI Act, pdf#page=10             |    |



# Case: Compliance-GPT integreret ind i MS Word for QA automatisering

Designing Physical Assets for Medtech Companies

File Home Insert Layout Referen Review View Help Sciwheel

Open in the taskpane

Header

## Designing Physical Assets for Medtech Companies

The design of physical assets for medtech companies is a crucial aspect of the development process. These assets can include medical devices, diagnostic equipment, and other healthcare-related products. The design process involves a combination of engineering, materials science, and user-centered design principles.

### Defining the Problem

The first step in the design process is to clearly define the problem that the product is intended to solve. This involves understanding the needs of the end user and identifying any technical requirements or constraints. The design team should work closely with stakeholders, including clinicians, patients, and regulatory bodies, to ensure that the product meets all relevant standards and regulations.

### Generating Ideas

Once the problem has been defined, the design team can begin to generate ideas for potential solutions. During the ideation phase, the team will typically create sketches, models, and prototypes to test their ideas. This allows them to evaluate the feasibility of different designs and make any necessary adjustments before moving on to the next phase of the process.

### Creating Detailed Drawings and Specifications

Once a design has been selected, the team will begin to create detailed drawings and specifications for the product. This includes selecting materials, determining manufacturing processes, and creating detailed assembly instructions. The design team must ensure that the product can be manufactured at scale while maintaining consistency and quality.

### Testing and Validation

The final step in the design process is to test and validate the product. This involves conducting rigorous testing to ensure that the product meets all specifications and requirements. This may include testing for durability, functionality, and safety. The design team should also conduct user testing to ensure that the product meets the needs of its intended users.

### Conclusion

Overall, the design of physical assets for medtech companies is a complex and iterative process that

Comments Catch up Editing Share

is under development. This is a test release with limited functionality.

RADChat

Welcome to RADChat - Your assistant for document reviews.

Start by selecting some text.

Review Selection

Following the problem definition phase, the design team initiates the ideation phase for conceptualizing solutions. They develop initial sketches, models and prototypes to test and assess the feasibility of the concept before proceeding to the subsequent phase of the process.

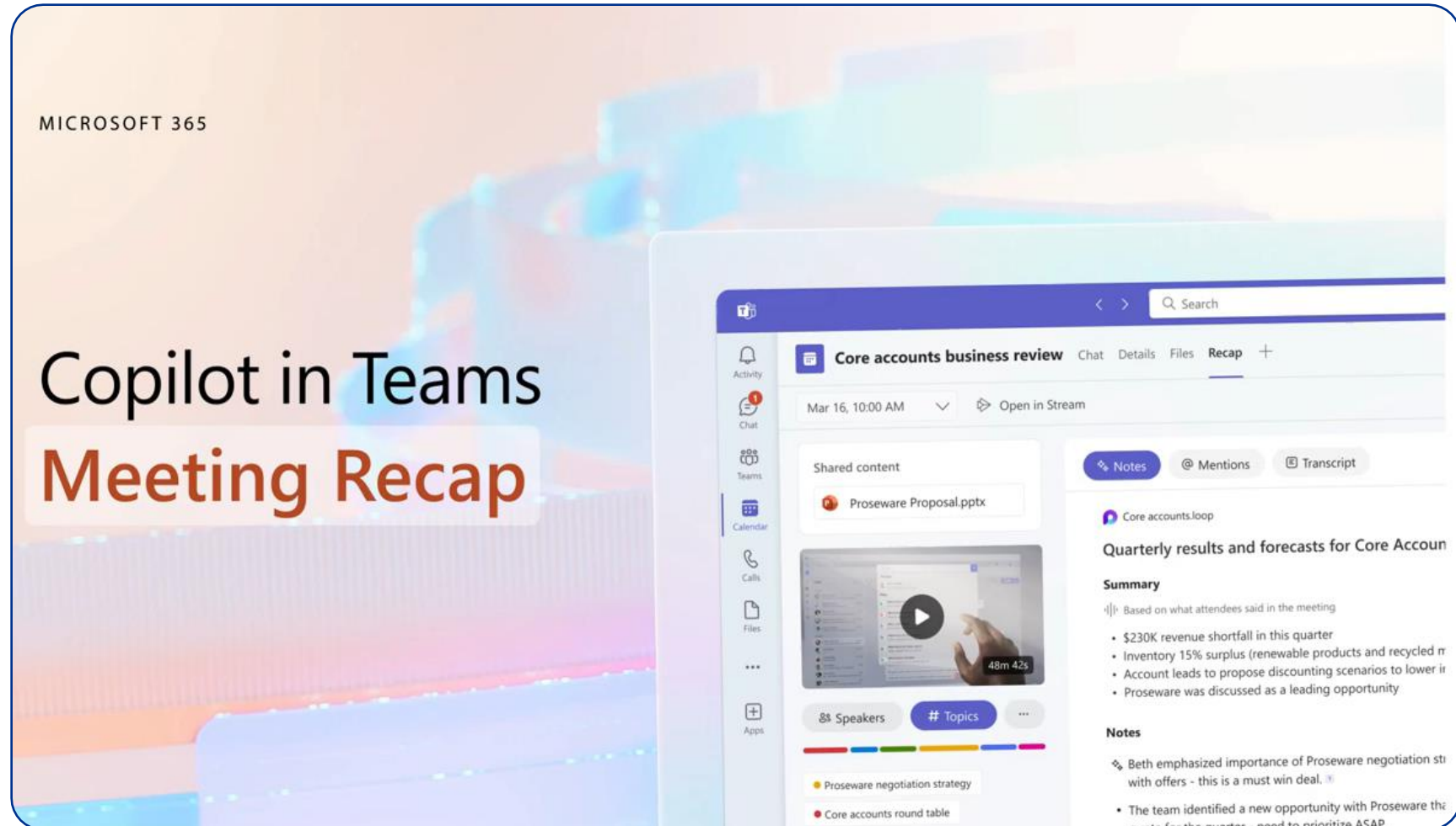
Accept Suggestion Start Conversation

Page 1 of 1 59 of 350 words English (U.K.) Text Predictions: On Editor Suggestions: Showing Confidential 100% Fit Give Feedback to Microsoft

# På tværs af organisationen: Copilot i Teams laver referater og fortæller om beslutninger og meninger

## Eksempel prompts du kan spørge Copilot:

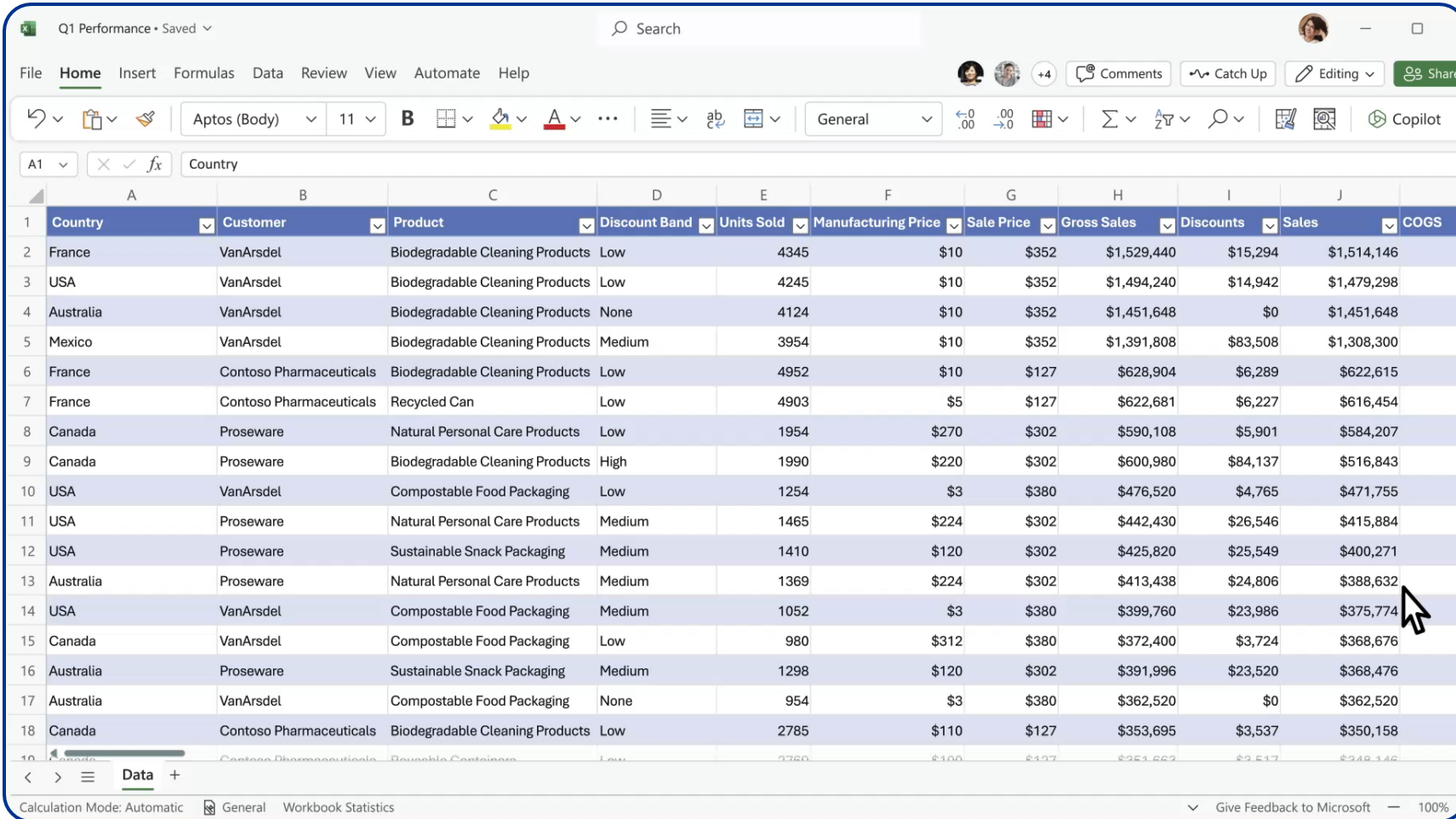
- Opsummer konklusionen af mødet
- Hvad synes person X om projektet?
- Hvad er de næste skridt for projektet?



# Analyser og spørg ind til data (her: Co-pilot in Excel)

## Eksempel prompts du kan spørge Copilot:

- Giv et breakdown på salg fordelt på kanaler
- Visualiser salg i grafer
- Modellér hvordan vækstraten influerer bruttoavancen



|    | A         | B                       | C                               | D             | E          | F                   | G          | H           | I         | J           | K    |
|----|-----------|-------------------------|---------------------------------|---------------|------------|---------------------|------------|-------------|-----------|-------------|------|
| 1  | Country   | Customer                | Product                         | Discount Band | Units Sold | Manufacturing Price | Sale Price | Gross Sales | Discounts | Sales       | COGS |
| 2  | France    | VanArsdel               | Biodegradable Cleaning Products | Low           | 4345       | \$10                | \$352      | \$1,529,440 | \$15,294  | \$1,514,146 |      |
| 3  | USA       | VanArsdel               | Biodegradable Cleaning Products | Low           | 4245       | \$10                | \$352      | \$1,494,240 | \$14,942  | \$1,479,298 |      |
| 4  | Australia | VanArsdel               | Biodegradable Cleaning Products | None          | 4124       | \$10                | \$352      | \$1,451,648 | \$0       | \$1,451,648 |      |
| 5  | Mexico    | VanArsdel               | Biodegradable Cleaning Products | Medium        | 3954       | \$10                | \$352      | \$1,391,808 | \$83,508  | \$1,308,300 |      |
| 6  | France    | Contoso Pharmaceuticals | Biodegradable Cleaning Products | Low           | 4952       | \$10                | \$127      | \$628,904   | \$6,289   | \$622,615   |      |
| 7  | France    | Contoso Pharmaceuticals | Recycled Can                    | Low           | 4903       | \$5                 | \$127      | \$622,681   | \$6,227   | \$616,454   |      |
| 8  | Canada    | Proseware               | Natural Personal Care Products  | Low           | 1954       | \$270               | \$302      | \$590,108   | \$5,901   | \$584,207   | \$   |
| 9  | Canada    | Proseware               | Biodegradable Cleaning Products | High          | 1990       | \$220               | \$302      | \$600,980   | \$84,137  | \$516,843   | \$   |
| 10 | USA       | VanArsdel               | Compostable Food Packaging      | Low           | 1254       | \$3                 | \$380      | \$476,520   | \$4,765   | \$471,755   | \$   |
| 11 | USA       | Proseware               | Natural Personal Care Products  | Medium        | 1465       | \$224               | \$302      | \$442,430   | \$26,546  | \$415,884   | \$   |
| 12 | USA       | Proseware               | Sustainable Snack Packaging     | Medium        | 1410       | \$120               | \$302      | \$425,820   | \$25,549  | \$400,271   | \$   |
| 13 | Australia | Proseware               | Natural Personal Care Products  | Medium        | 1369       | \$224               | \$302      | \$413,438   | \$24,806  | \$388,632   | \$   |
| 14 | USA       | VanArsdel               | Compostable Food Packaging      | Medium        | 1052       | \$3                 | \$380      | \$399,760   | \$23,986  | \$375,774   | \$   |
| 15 | Canada    | VanArsdel               | Compostable Food Packaging      | Low           | 980        | \$312               | \$380      | \$372,400   | \$3,724   | \$368,676   | \$   |
| 16 | Australia | Proseware               | Sustainable Snack Packaging     | Medium        | 1298       | \$120               | \$302      | \$391,996   | \$23,520  | \$368,476   | \$   |
| 17 | Australia | VanArsdel               | Compostable Food Packaging      | None          | 954        | \$3                 | \$380      | \$362,520   | \$0       | \$362,520   | \$   |
| 18 | Canada    | Contoso Pharmaceuticals | Biodegradable Cleaning Products | Low           | 2785       | \$110               | \$127      | \$353,695   | \$3,537   | \$350,158   | \$   |

# Eksempel: Hurtigt lokaliser dokumenter i organisationen



February 13, 2024 at 02:18 PM

I need to facilitate a workshop about physical work environment. Do we have any presentation I can use?

Yes, there is a PowerPoint presentation titled "Work environment workshop - Current state approach" that you can use. It was authored by you and was last modified just now. The presentation discusses the importance of a productive work environment and how it affects employee well-being and engagement. It includes a current state analysis of the office space layout, lighting, temperature, noise levels, and furniture and equipment for ergonomic design. There is also a brainstorming session where employees are invited to share their ideas and concerns. <sup>1</sup>

 Copy

1 reference ^

● 1/30 AI-generated content may be incorrect  

<sup>1</sup>  Work environment workshop - Current state approach 

Copilot finder og opsummerer hurtigt de vigtigste organisationsdokumenter om ethvert emne for dig!





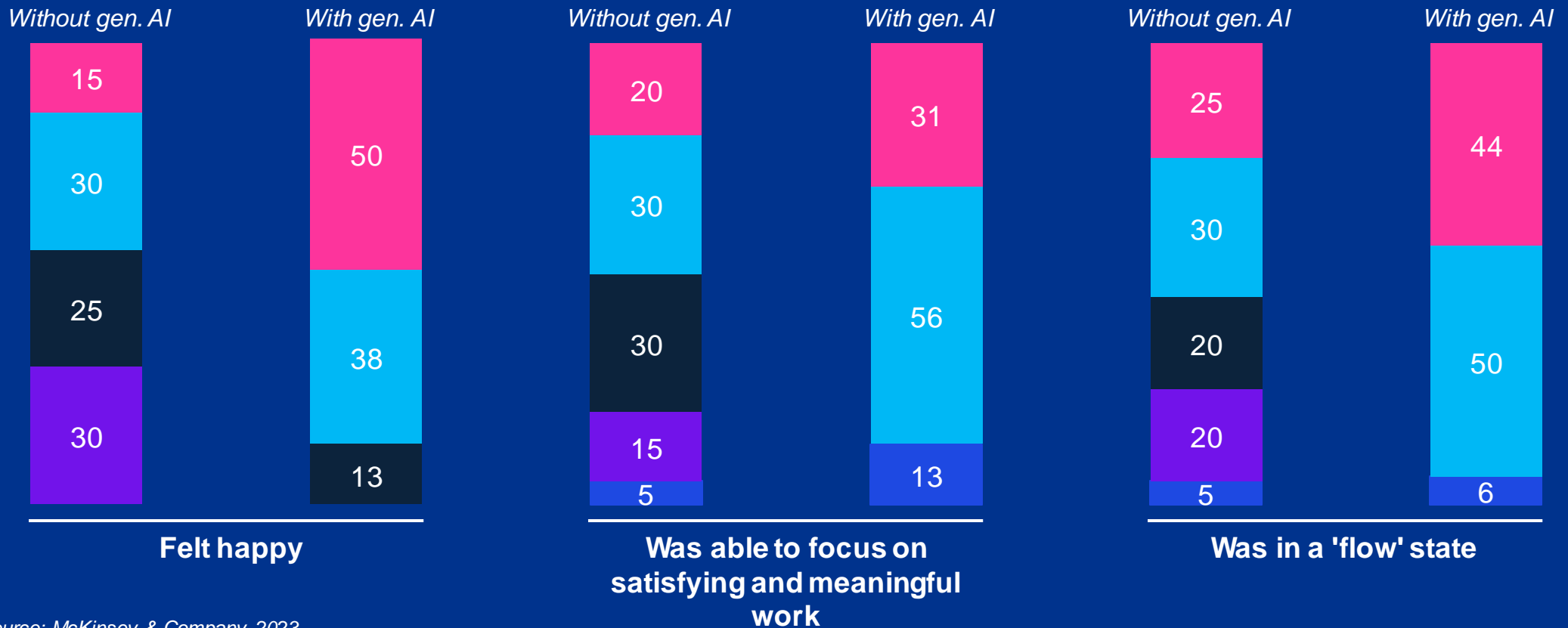
# Brug af generativ AI giver øget trivsel og meningsfyldt arbejde

Developer sentiments,  
% of respondents

Strongly disagree  
Somewhat agree

Somewhat disagree  
Strongly agree

Neither agree or disagree



Source: McKinsey & Company 2023



© [year] [legal member firm name], a [jurisdiction] [legal structure] and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Document Classification: KPMG Public

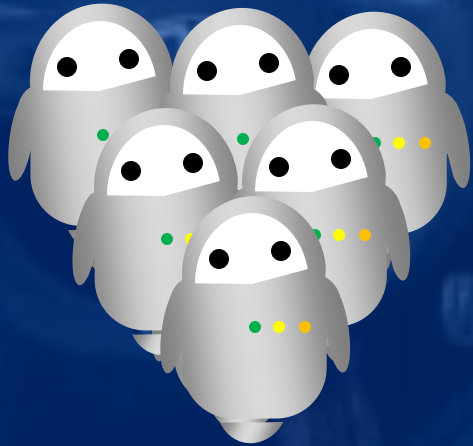
03

# Hvilke (nye) kompetencer vil der blive behov for?

KPMG



**Bankansatte vil bruge mindre tid på selv  
at lave arbejdet og mere tid på at  
validere arbejde udført af AI**



# Tekniske kompetencer vil forblive nødvendige på trods af at programmering vil være en af de mest påvirkede kompetencer af GenAI\*



\*Based on KPMG Research for the Confederation of Danish Industry. Picture by ChatGPT4



# Bankkompetencer vil også forblive nødvendige og samtidigt øges behovet for medarbejdere som har god sprog- og menneskeforståelse



\*Based on KPMG Research for the Confederation of Danish Industry. Picture by ChatGPT4

# At stille spørgsmål er den nye nøglekompetence

Svar-kompetencer bliver mindre vigtige (kodning, statistik, paragraf-lære..)

Evnen til at forstå problemet og stille spørgsmål bliver nøglen

## Problem-finding is the new premium skill

The most essential human skill is going to shift from problem-solving to problem-finding.

This contrasts with how workplaces have functioned since the Industrial Revolution. For decades, the emphasis has been on taking an obvious problem and finding an unobvious solution. But AI — when combined with human ingenuity — has unprecedented problem-solving power, so much so that it may free humans to spend more time in creative pursuits. The real challenge of applying AI productively is going to be “use case” discovery: identifying cross-disciplinary urgent problems that are best suited to AI technology.

One good illustration of a surprising application of AI is boosting the productivity of salmon farming — a crucial step towards promoting sustainable aquaculture. Fish farmers are now using AI and machine perception tools (that can take in and process sensory information) to automate feeding time in accordance with the hunger levels of the fish. This reduces wasted feed, trimming a significant carbon emissions source, while improving salmon growth metrics.

A recent collaboration between Tidal AI (a project inside X, Alphabet’s Moonshot Factory) and Cognizant will build on the initial success and expand to other sectors of what’s known as the Blue Economy, including shipping and



04

# Hvordan man bedre forberedt til AI alderen?

**KPMG**

# Uanset teknisk løsning, så er evnen til at "tale AI" vigtig og den kræver øvelse og gentagen brug

01

Mennesker

Lær at "tale AI"

Tech

Custom AI løsninger



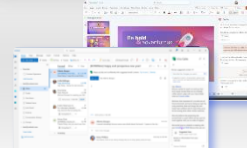
Data portal



Generativ Chatbots



Co-pilots



Systemer



02

Data

Find de gyldne data i organisationen



# Allerede ved at bruge DanskeGPT ud af boksen kan betydelige produktivetsløft opnås

X Output | Quality

NewPractice

70%+

Contextualised GenAI

Smartassistants

30-70%

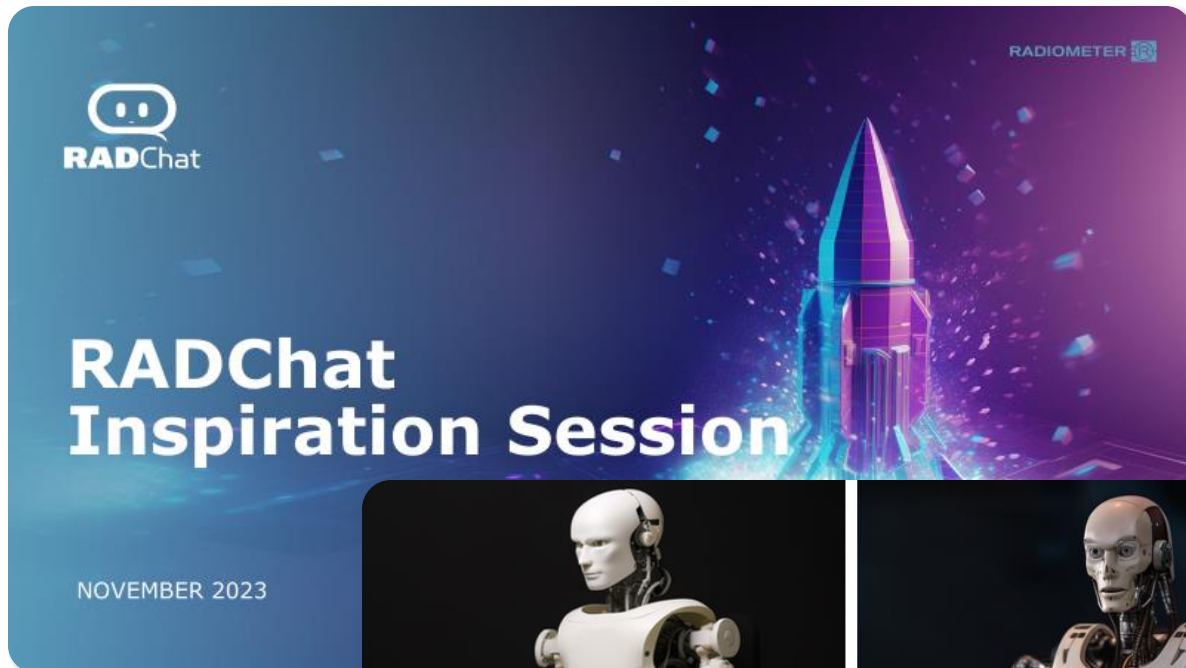
General GenAI

DanskeGPT

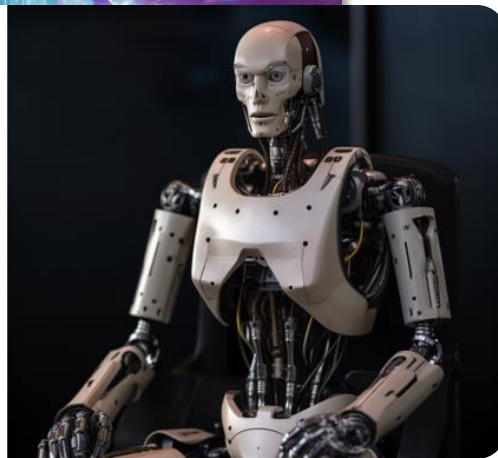
10-30%

Time





**Human prompt:**  
Humanoid robot sitting on a chair



**ChatGPT prompt:**  
Photo of a sleek silver and white humanoid robot with blue white eyes, sitting straight up on a modern chair in a well-lit room with dark background. The robot's posture is straight, and its hands are resting on its lap.

**Gå til GenAI træning**  
lær at "tale GenAI". Lær at identificere muligheder for GenAI og anvendelse inden for banken, start med dit eget daglige arbejde.

Priming

Opportunity recognition

How to apply GenAI

Use cases

Prompt Engineering

**Fremskridt og værdiskabelse:  
Skriv gerne op hvordan det går. Hvor meget hurtigere og hvor meget bedre kvalitet. Og spørg eksperterne!**

**KPMG**

## GenAI - Value Case Calculator Guide

The goal of this GenAI Business Case calculator is to measure selected processes over a three-week period to give an impression on the organization as a whole.

To provide a clear overview of the impact of GenAI on the organization, the calculator will submit data to the organization's internal systems. Once the data is submitted, the calculator will generate a report.

### Step 3: Sparring Session

Use for sparring session with client [Refresh all data](#)

[Before](#) [During](#) [After](#)

### Step 4: Business Case

Presentation and Statistics on Business Case [Refresh all data](#)

| Weekly hours before GenAI | Weekly hours after GenAI | Change |
|---------------------------|--------------------------|--------|
| 667 h.                    | 240 h.                   | 427 h. |

| Change | Focus group | Change pr. rep. |
|--------|-------------|-----------------|
| 427 h. | 33          | 13              |

| Org. Early Adopters* | Org. Early Majority* | Total % |
|----------------------|----------------------|---------|
| 16%                  | 34%                  | 50%     |

| Early Adopters est. | Early Majority est. | Total employee group |
|---------------------|---------------------|----------------------|
| 400                 | 850                 | 1250                 |

| Use-case description   | Hours | Impact | Category                                |
|--|-------|--------|---|
| 1 Construction of Power Automate workflows.                  | 10    | ●      | Specific use interacting with data      |
| 2 Construction of Power Apps including script commands.      | 20    | ●      | Other AI Ideas using vision models etc. |
| 3 Construction of formula expressions in the Power platform. | 10    | ●      | Specific use interacting with data      |
| 4 Construction of Powershell scripts.                        | 10    | ●      | Other AI Ideas using vision models etc. |

# Udviklere: Husk EU's AIA og dit ansvar. Brug Trusted AI: Ti kerneprincipper til at guide din tilgang til ansvarlig AI på tværs af AI-livscyklussen. Aflæg [Aipledge.dk](https://aipledge.dk).



## Fairness

Ensure models are free from bias and equitable.



## Transparency

Ensure transparent, responsible reporting for stakeholder clarity across their lifecycle.



## Explainability

Ensure AI can be understood, documented, and open for review.



## Accountability

Ensure mechanisms are in place to drive responsibility across the lifecycle.



## Data Integrity

Ensure data quality, governance, and enrichment steps embed trust.



## Reliability

Ensure AI systems perform at the desired level of precision and consistency.



## Security

Safeguard against unauthorized access, corruption, or attacks.



## Safety

Ensure AI does not negatively impact humans, property, and environment.



## Privacy

Ensure compliance with data privacy regulations and consumer data usage.



## Sustainability

Ensure solutions are energy-efficient and support a cleaner environment.



# BRUG GenAI

# F.eks. til at sparre med om dine opgaver



Sidste råd:  
Lyt til  
Tech Talk  
mfl. og følg  
med i AI

Spørgsmål?

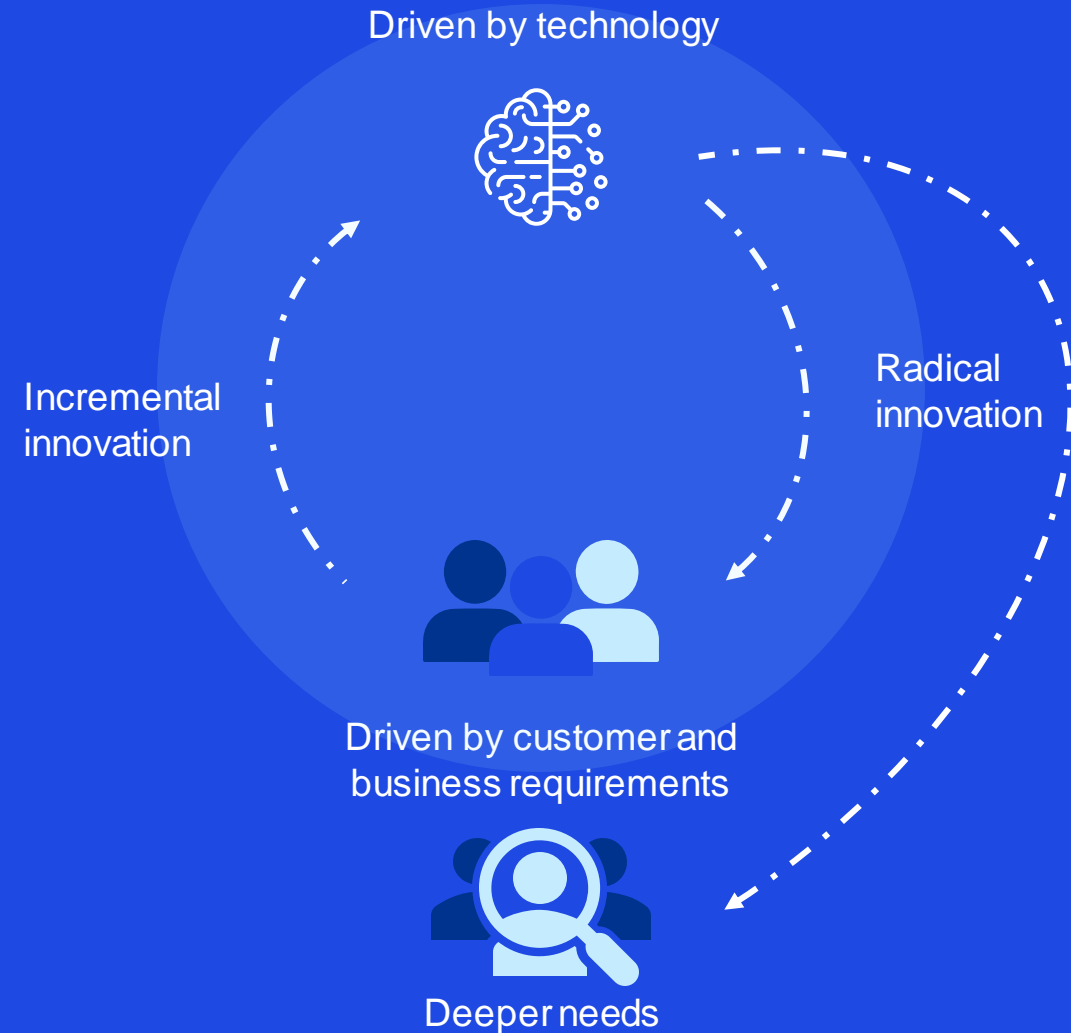


Podcast about future technologies

**KPMG**

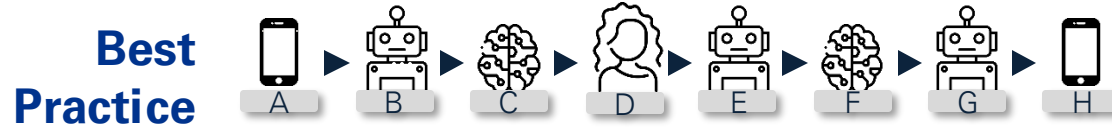
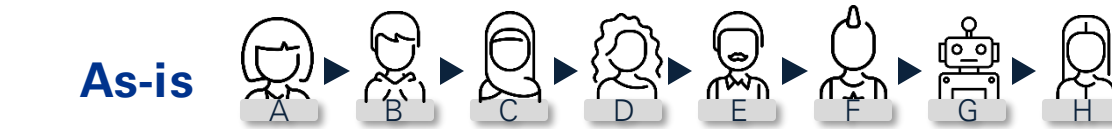
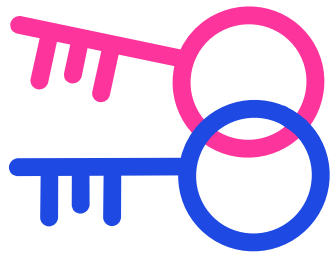
**NewPractice driver radikal innovation ved at tænke fra AI-teknologi og udad, dette skaber nye måder at skabe værdi på**

## New ways of delivering value



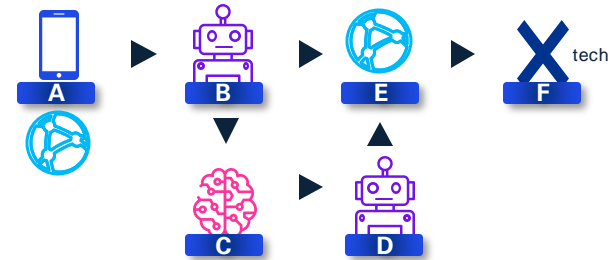


# NewPractice er nøglen til at kunne arbejde på en ny måde: AI-drevet processer



5-15%  
Automation

## NewPractice



30-100%  
Automation

