**PMI Chapter-led AI Project Management Experience Showcase**

**Case study**

We invite you to share your invaluable experiences in managing projects involving Artificial Intelligence, whether as a core solution or a facilitating tool. This initiative aims to gather key insights, successes, challenges, and lessons learned, with a special focus on understanding how AI project management may differ from non-AI projects. Your input is crucial in evaluating overall project performance, highlighting best practices, and providing essential insights for future AI-related projects and initiatives. We also hope that this template will prove personally useful for you to document your experience.

We deeply appreciate your commitment of time and effort.

* **Submission deadline: March 1st, 2024**
* **Please send your completed case study to** [**ai@pmi-se.org**](mailto:ai@pmi-se.org)

1. **PERSONAL INFORMATION**
   1. Name:
   2. Email:
   3. Role:
   4. Head office location (please click on the checkbox to select from the options below)

|  |  |
| --- | --- |
| ☐ | Africa |
| ☐ | Asia |
| ☐ | Europe |
| ☐ | North America |
| ☐ | Oceania (Australia, New Zealand & Micronesia) |
| ☐ | Latin America |

1.5 Recommended by:

(Please enter the name of the person who shared this case study invitation with you. If your case study is selected, we will acknowledge them as a contributor)

1. **COMPANY BACKGROUND**
   1. Company size:
   2. Industry:
   3. What is the core business of your company? (150 words)

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1. **AI IMPLEMENTATION OVERVIEW**
   1. **Project Overview:** What was the primary goal or objective behind implementing AI in your software solution or process? (150 words)

* 1. **AI Solution Description:** Could you describe the AI tool or software solution that was implemented? (150 words)
  2. **Project Timeline:** What was the duration of the AI implementation project, from planning to deployment? (150 words)
  3. **Budget:** What was your budget? (please click on the checkbox to select from the options below)

|  |  |
| --- | --- |
| ☐ | USD 0 - 100,000 |
| ☐ | USD 101,000 - 500,000 |
| ☐ | USD 501,000 - 1,000,000 |
| ☐ | USD 1,100,00 - 5,000,000 |
| ☐ | More than USD 5,000,000 |
| ☐ | Prefer not to answer |

1. **ALIGNMENT WITH BUSINESS STRATEGY**
   1. How closely aligned is the AI implementation with the overall business strategy of the company? (150 words)

1. **CHALLENGES AND SOLUTIONS**
   1. **Initial Challenges:** What challenges or issues prompted your organization to consider implementing AI? (150 words)
   2. **Solutions Implemented**: How did your company address these challenges through the implementation of AI? (150 words)
   3. **Risk management:** Did you identify any risks with integrating AI? Such as ethical issues, gender equality, legal or other? If yes, how did you manage them? (150 words)
2. **STAKEHOLDER MANAGEMENT** 
   1. **Stakeholder involvement:** How were stakeholders involved in the decision-making process for AI implementation? (150 words)
   2. **Stakeholder expectations and concerns:** What were the expectations and concerns of key stakeholders? How were they addressed? (300 words)
3. **SELECTION AND INTEGRATION**
   1. **AI Tool Selection:** How did you select the specific AI tool or solution for your needs? (150 words)
   2. **AI Tool Development:** Was your tool developed in-house, an off-the-shelf solution or a mix, and why? We would like to understand the prioritization of factors that might influence such a decision. (150 words)
   3. **Collaboration with AI Providers:** If the AI solution involved collaboration with external vendors or AI service providers, how was this partnership managed? Were there any challenges or advantages in working with external AI expertise? (300 words)
   4. **Integration Process:** Can you provide insights into how the AI solution was integrated into your existing systems or workflows? (150 words)
4. **OPERATIONAL AND COMPLIANCE ASPECTS** 
   1. **Scalability:** How scalable is the implemented AI solution, and what considerations were made for future scalability? (150 words)
   2. **Regulatory Compliance:** Did you encounter any regulatory challenges related to AI implementation, and how did you navigate them? (150 words)
   3. **Data Security and Privacy:** How was data security and privacy addressed during the AI implementation process? (150 words)
5. **DATA HANDLING AND PREPARATION**
   1. **Data Sources:** What types of data were utilized in the AI implementation? (150 words)
   2. **Data Protection:** Were there any specific measures taken to ensure compliance with data protection regulations? (150 words)
6. **USER ADOPTION AND TRAINING**
   1. **User Training:** How did you train your employees to use and interact with the AI solution? Did your organization implement any other AI-related training or skill development? (150 words)
   2. **Resistance to change:** Was there any resistance in the organization related to AI implementation? If so, how did you handle it? (150 words)
   3. **Talent recruitment:** Did you recruit specialized talent for AI-centric projects? What approaches did you take? (150 words)

1. **PROJECT TEAM**
   1. **Roles**: Which roles were represented in the project team? For e.g., SME, data scientist, etc. (150 words)
   2. **Inclusivity:** Did you consider balance of gender/culture/age and other factors in the team? (150 words)
   3. **Team preparation:** What strategies were deployed to ready project teams for AI integration? (150 words)
2. **IMPLEMENTATION RESULTS** 
   1. **Key Metrics:** What key performance metrics were used to measure the success of the AI implementation? (150 words)
   2. **Return on Investment (ROI):** Can you share insights into the financial or operational benefits realized post-implementation? (150 words)
   3. **Business Impact:** How has the AI implementation positively impacted your business processes or outcomes? (150 words)
3. **LESSONS LEARNED**
   1. **Challenges Faced:** Were there any unexpected challenges or setbacks during the AI implementation? (150 words)
   2. **Documentation and Knowledge Sharing:** How was knowledge about the AI project documented and shared within the organization? (150 words)
   3. **Lessons Learned:** What valuable lessons did your organization learn from the AI implementation? (150 words)
   4. **Advice for Others:** What advice would you give to other companies considering a similar AI implementation? (150 words)
4. **FUTURE OF YOUR AI SOLUTION**
   1. How will you maintain your AI solution, including fresh data sets and further development? (150 words)