

Interreg Knowledge Fair 2024

AI tools for general programme management

Stoyan Kanatov/ Interact / 05.03.2024

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The **Future** of Project management is the perfect blend of **AI and human ingenuity.**

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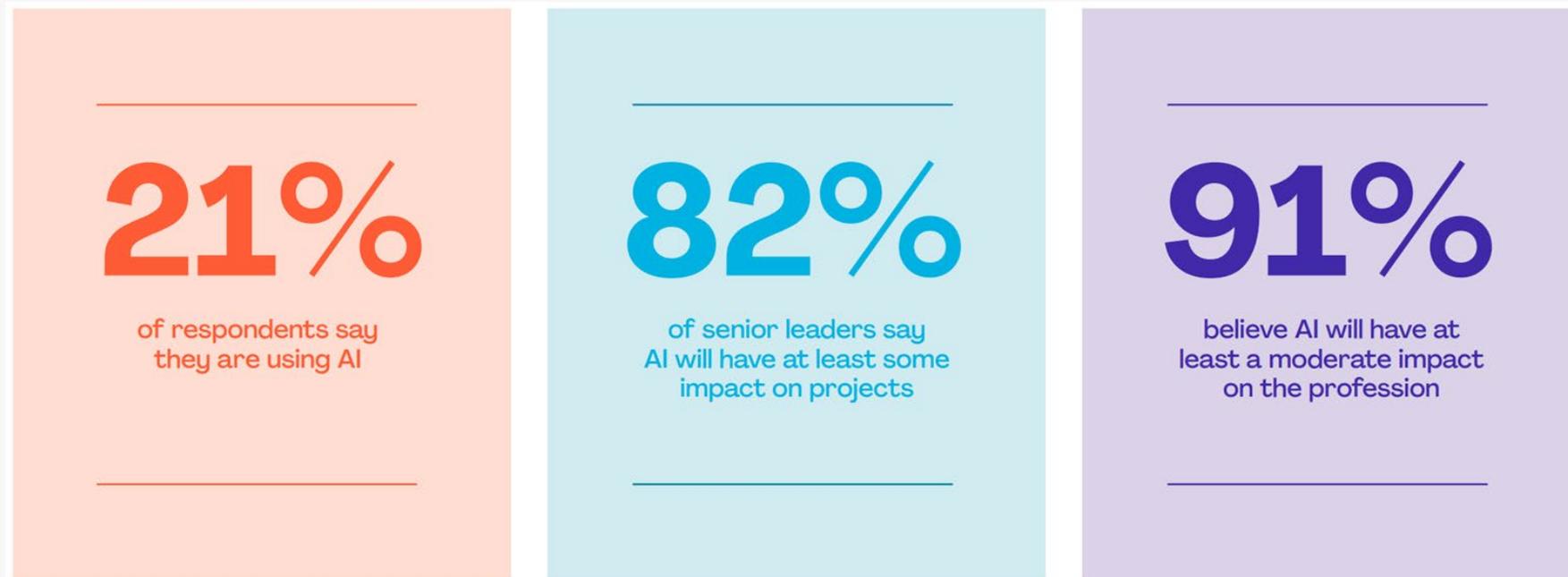


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Testing the waters

AI has been impacting the work of project managers since its debut. And surely this **impact will only continue to grow.**

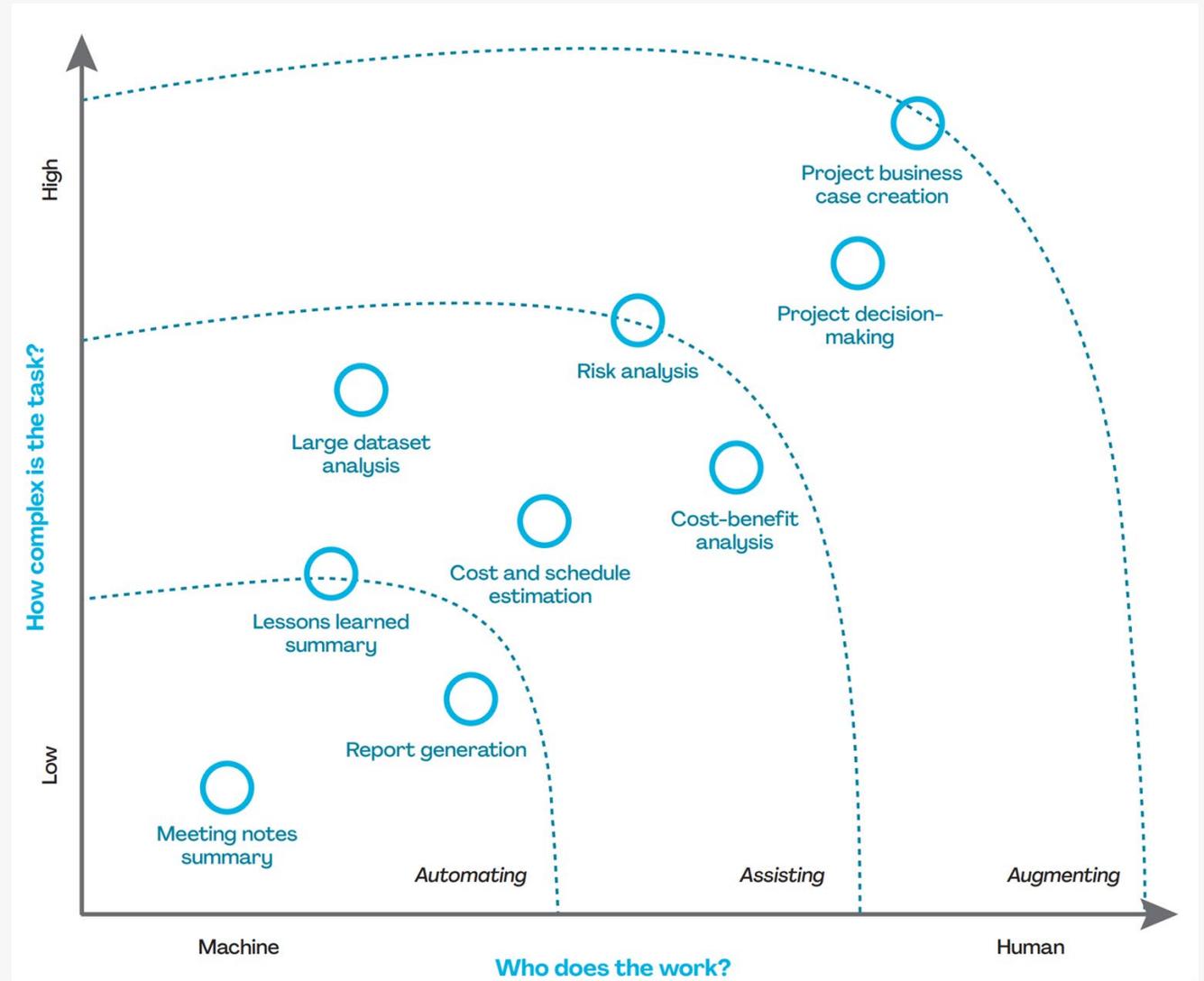


*PMI research, October 2023

How to check our AI needs?

If you want to pin down your programme needs in the vast sea of existing **AI tools**, you should evaluate the **level of complexity** and **degree of human integration** of the tasks and deliverables you wish the AI to cover.

*PMI research conclusions



Different AI levels

Automation

for low complexity tasks, that require little human intervention.

Example: generating reports, analyzing documents with all types of data, summarizing meeting notes and performing calculations.

Assistance

AI getting first drafts of reports for review, testing and refinement by experts and iteratively build the expected output for a particular task.

Example: creating a first draft of a cost-benefit analysis, performing a data analysis with scope change recommendations, creating scheduling plans and performing a risk analysis.

Augmentation

Programme staff can enhance existing management capabilities and develop new ones.

Example: to perform more complex and strategic tasks, creating outstanding cases for projects and supporting complex decision-making with many variables.

How to plan our AI needs?

Choose the skills you would like to develop, then map them to your learning needs relative to AI tools and concepts, with the goal of achieving your expected results.

	Management approach	Technical skills	Programme management acumen
Enhanced Skills	What practices do you want to enhance? - become more efficient in risk management - adopt a more data-driven approach to programme implementation.	What skills can you enhance with the AI tools? - faster problem-solving or better communication.	What PM skills do you want to improve with the use of AI tools? - improving the alignment of project results with Programme's strategy.
Learning Needs	What do you need to learn about AI to improve your skills? - master prompt engineering tactics.	Identify the specific learning needs for acquiring of skills.	Identify the specific learning needs for development of PM acumen.
Expected Benefits	What benefits do you expect by adopting these tools in your daily project activities? - reduce time spent on non-strategic tasks.	Identify the specific learning needs for acquiring of skills.	Identify the specific learning needs for development of PM acumen.

Example for project application & selection

	Tasks	AI Tool	Applications	Expected Impact
Management approach	Scope definition	ChatGPT Gemini MS Copilot Show me	Generate plans, refine scope description, analyze historical data, generate diagrams, Gantt charts, etc.	<ul style="list-style-type: none"> - Faster assessment - Less inconsistencies / errors - Better use of historical data
Management approach	Estimate effort, duration, costs	ChatGPT Gemini Smartsheet	Automate calculations, optimize schedules, generate comprehensive analysis	<ul style="list-style-type: none"> - More productivity - Better documentation quality
Technical skills	Develop communication plan	ChatGPT Gemini MS Copilot	Understand communication needs and create a plan, analyze previous plans for trends and omissions	<ul style="list-style-type: none"> - Improved communication - Better use of historical data - Increased interest
PM acumen	Create business case	ChatGPT Gemini	Define the project needs, evaluate regional context, prioritize activities, identify positive / negative trends	<ul style="list-style-type: none"> - Faster assessment - Improved analysis - Better alignment between needs and resources

Natural language processing (NLP)

As a branch of artificial intelligence, NLP uses **machine learning to process and interpret text and data**. Natural language recognition and natural language generation are types of NLP. With NLP, organizations can **analyze text and extract information** about people, places, and events to better understand social media sentiment and customer conversations.

Examples: Customer sentiment, account and invoice understanding, document analysis, content classification and trend spotting.



Image by <https://www.synthesia.io/>

Chatbot

A chatbot is a computer program that can use algorithms like AI, machine learning, natural language understanding (NLU), and NLP to **simulate a human conversation** with users via text messages in the chat window.

The key task of chatbot is to provide conversational responses to queries **without human intervention**.

Examples: advertising, customer support, interactive Q&A.



Augmented programme expert

Intelligence Augmentation technology works **to help people improve** their intelligence and decision-making abilities. It revolves around enhancing rather than replacing humans.

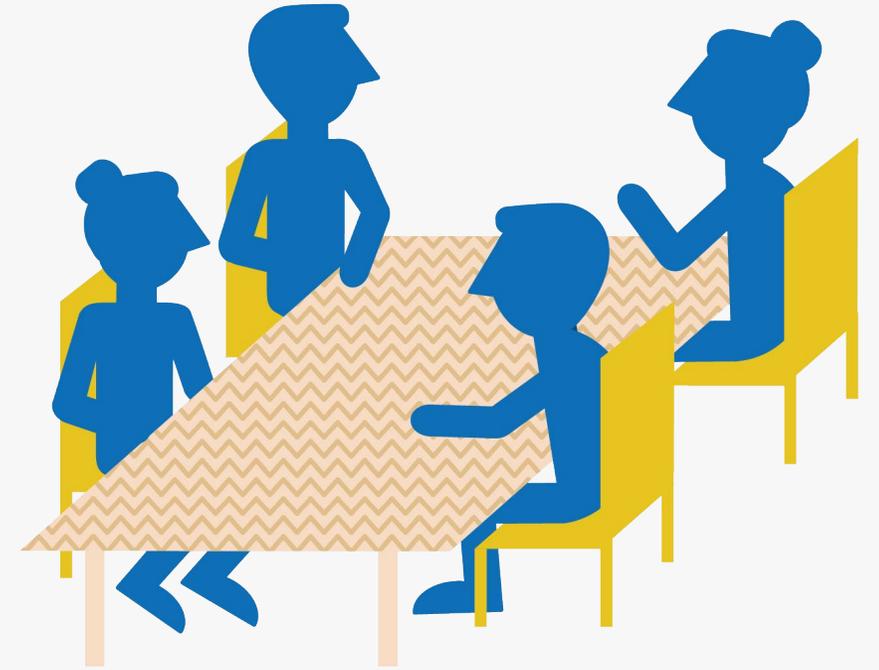
Intelligence Augmentation can help with **complex tasks**: risk identification and assessment, forecasting, greater understanding of data.

Examples: Predict customer behavior and preferences, identify service options, generate autopilot options.



Floor is open for discussion

Assign a reporter. Take notes, to report at the end.
Discuss the following three points in group in 15 minutes:



- What are the potential areas for the use of AI tools in the programme?
- Which are the potential tools/models for specific purposes?
- What are the practical, legal and ethical concerns?

Cooperation **works**

All materials will be available on:

Interact website