

AI Outlook

Are IT teams prepared for Al's mainstream moment?

More than 2 in 3 IT leaders believe AI-enabled technology will make work models and employees more efficient. But while IT leaders are seeing the potential impact of AI-powered solutions for their organizations, organizational readiness levels vary dramatically.



These emerging views of optimism and caution were key takeaways from a recent AMD survey of 2,500 global IT leaders, which explored their anticipation and concerns about the broad adoption of AI-powered solutions and how it will transform the enterprise.

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of IT leaders are optimistic AI can help them accomplish more, alleviate work pressures, and manage security 50%

of IT leaders say their organizations are ready for AI adoption 5 Years

IT believes it will take up to five years to fully build AI into the enterprise

illullillundidlulu KEY FINDINGS

- IT leaders **recognize Al's potential** and are ramping up their investment, with **more than two-thirds of IT leaders amassing budget** for Al project implementation.
- Most believe new AI tech can address operational issues, especially security and efficiency. Seven in 10 think AI can improve the automated detection capabilities of cybersecurity threats.
- Even with this optimism, **Al is moving faster than the enterprise can handle**. More than 50% of IT leaders say they have not experimented with the latest natural language processing apps yet.
- But organizations are investing now and those who hesitate may be leaving big opportunities on the table. Of those surveyed who say they are already prioritizing AI, nearly 90% are seeing improved workplace efficiency.

There's growing recognition among IT leaders of the potential offered by AI-enabled technologies—and they are ramping up investments accordingly

Today's IT teams are under intense (and growing) pressure to invest in new technologies that promise to transform their organizations. They are feeling the demand, with the top overall priorities of respondents including increasing system speed and performance (66%) and bolstering data privacy and security (60%).



And they are even more optimistic about Al's impact on their own day-to-day work. Nearly 8 in 10 (78%) say Al will allow them to accomplish more tasks in a day and 70% believe that it will improve their work-life balance.

In response, **more than two-thirds of IT leaders** say their organization is allocating budget specifically to Al implementation projects.

Despite this potential, AI development is outpacing organizational readiness

In the past six months alone there has been a marked advancement in AI tech. Wide availability of new, advanced generative AI tools has launched the technology into the mainstream, prompting many organizations to consider where AI fits in their existing digital transformation roadmaps and introducing a range of new concerns.

This blistering pace of development is both a challenge and opportunity for IT leaders. Despite 97% of those surveyed being familiar with AI, many lack first-hand experience using the latest AI applications. More than half (52%) say they haven't used natural language processing apps, for example, while 47% and 36% say the same for facial recognition systems and process automation software, respectively.

This speed is also impacting organizations' readiness and willingness to embrace Al. Nearly half (46%) of global IT leaders say their organizations aren't ready to implement Al. Just 19% say their organization will prioritize Al within the next year and 44% forecast between one and five years.

AI TIMELINE

Smaller organizations

are more likely to move quickly, prioritizing AI within the next six months

Larger Organizations

have longer timelines



So, what's standing in the way?

IT leaders point to three factors:

1 Potential security risks.

Despite optimism about how AI can improve automated detection of security threats, 67% of IT leaders also worry AI tools will introduce a new type of risk to security and governance policies.

"[I have] security concerns surrounding inexperienced users. Putting proper protections in place to ensure it [AI] would not be a security threat." – U.S. IT leader "Security is a big consideration as we deal with lots of sensitive customer data and we need to be confident this can be secured."

- U.K. IT leader

2 The infrastructure is not ready.

More than half (52%) of IT leaders say their organizations don't have the IT infrastructure to effectively handle Al workloads

"I [am] concerned about having an outdated infrastructure and the ability to integrate into existing systems."

- U.S. IT leader

"[My biggest concern is] the hardware needed."

- U.K. IT leader

3 People need to be trained.

Making AI work across the enterprise will require a significant investment in training, though the full scale and scope required is still largely unknown.

"[My biggest concern is] the lack of staff with Al knowledge [to] truly understand and identify our Al needs."

- U.S. IT leader

"[My concern is] the amount of time and resources to train employees to implement artificial intelligence solutions."

- U.K. IT leader

Despite concerns, those who hesitate now are likely to be left behind

For IT leaders who say their organization is already prioritizing AI, the benefits have become clear.

Overall, those who express greater optimism about Al's benefits are the ones who are taking action right now. Nearly 75% of Al optimists believe that not investing in Al is the bigger risk if their organization gets left behind by the rest of their industry.

Learn more about how AMD is transforming the way enterprises think about hardware accelerated AI <u>here</u>.

~90%

of organizations that already prioritize AI say that they've seen it improve employee efficiency

85%

have seen benefits to helping work models run more efficiently

i. Online survey conducted by Edelman Data & Intelligence and commissioned by AMD, from May 3 to May 25, 2023, among n=2,500 IT Decision Makers in the U.S., U.K., Germany, France and Japan.