Activity around artificial intelligence

On my radar or actively researching AI technology — **50%**

Piloting new AI initiatives — **24%**

Have implemented AI technology within our business unit — **13%**

Have implemented AI technology enterprise-wide — **8%**

Upgrading/refining our AI technologies — **5%**
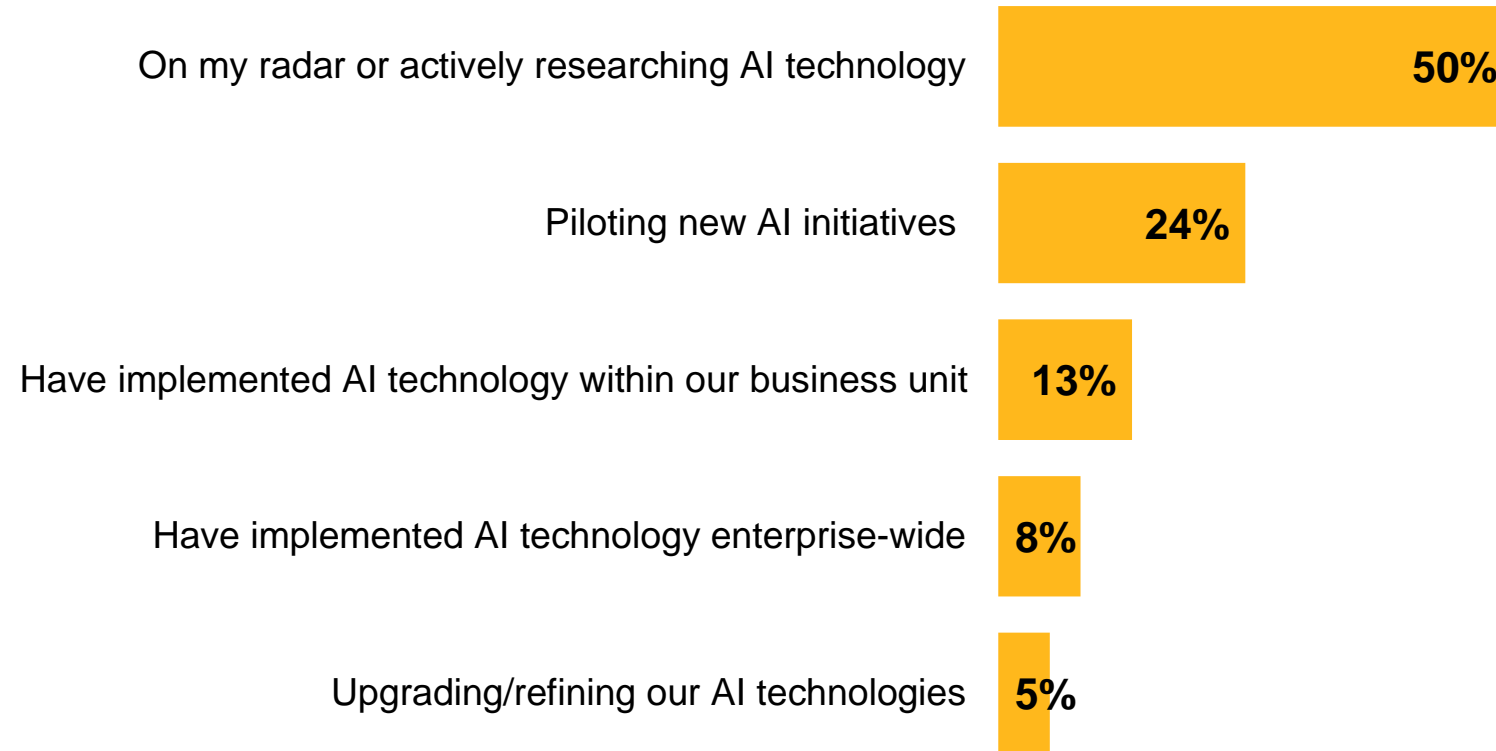
Question: Which option best describes your current activity with Artificial Intelligence (AI) technology?

FOUNDRY

Employee productivity and innovation driving AI investments

Business objective	Percentage
Improving employee productivity	48%
Enabling innovation	43%
Gaining a competitive edge	41%
Improving customer support or services	38%
Development of new products or services	35%
Expanding revenue opportunities	26%
Speed of development	25%
Greater flexibility to react to changing market conditions	21%
Need for real-time information	20%
Increased customer retention	17%
Reducing resource waste	14%
Lower total cost of ownership (TCO)	12%
Replacing on-premise legacy technology	11%
Faster return on investment	10%
Enabling disaster recovery & business continuity	5%
Savings on CAPEX (capital expenditures)	5%

Question: What business objectives are driving AI investments at your organization?

What's expected from AI?

54%
agree that AI capabilities have the ability to and will enable workforce reduction

44%
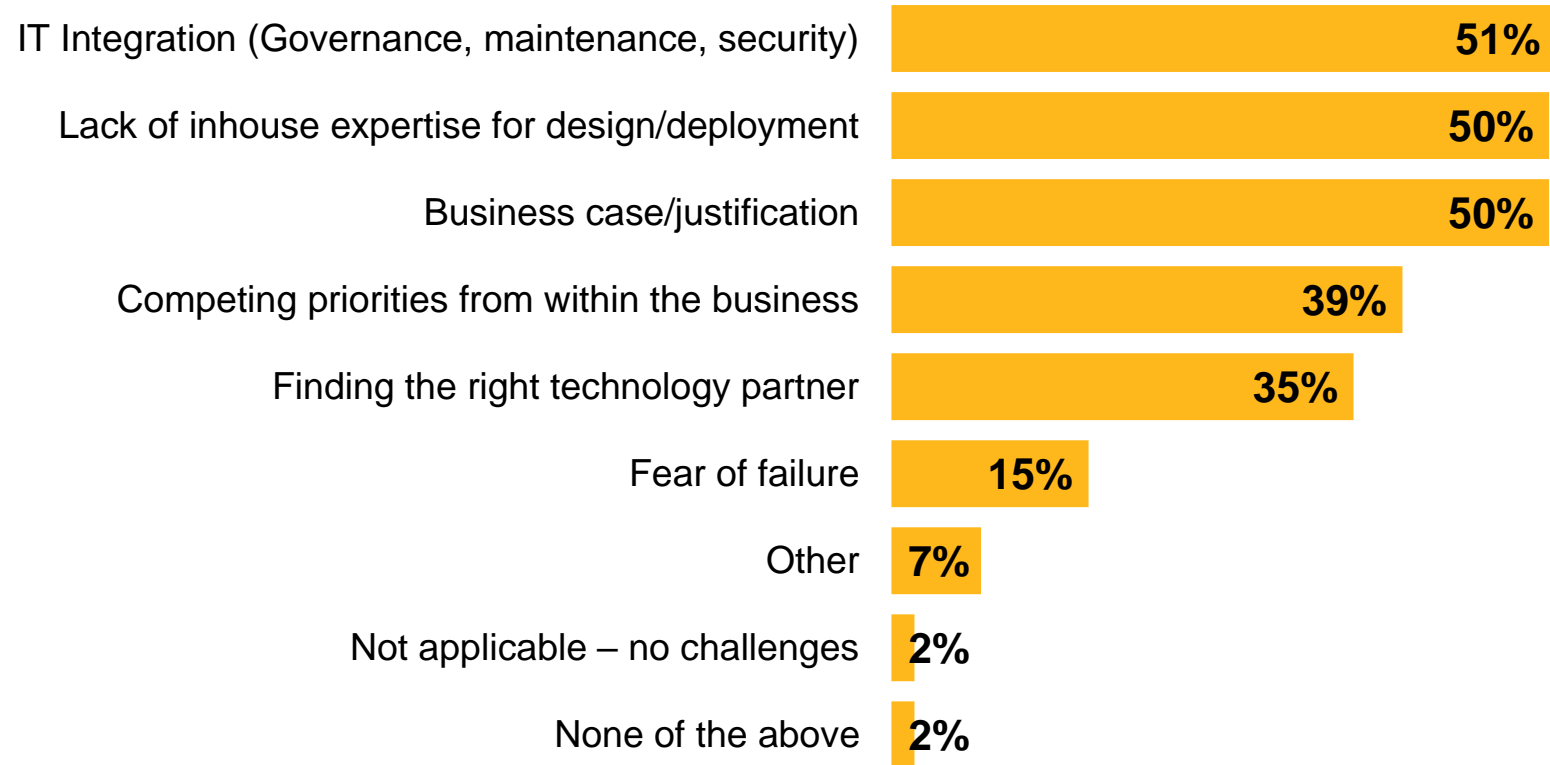agree that their organization is willing to pay more for AI-infused products from vendors

34%
agree that their organization currently has the right data and technology in place to enable effective AI
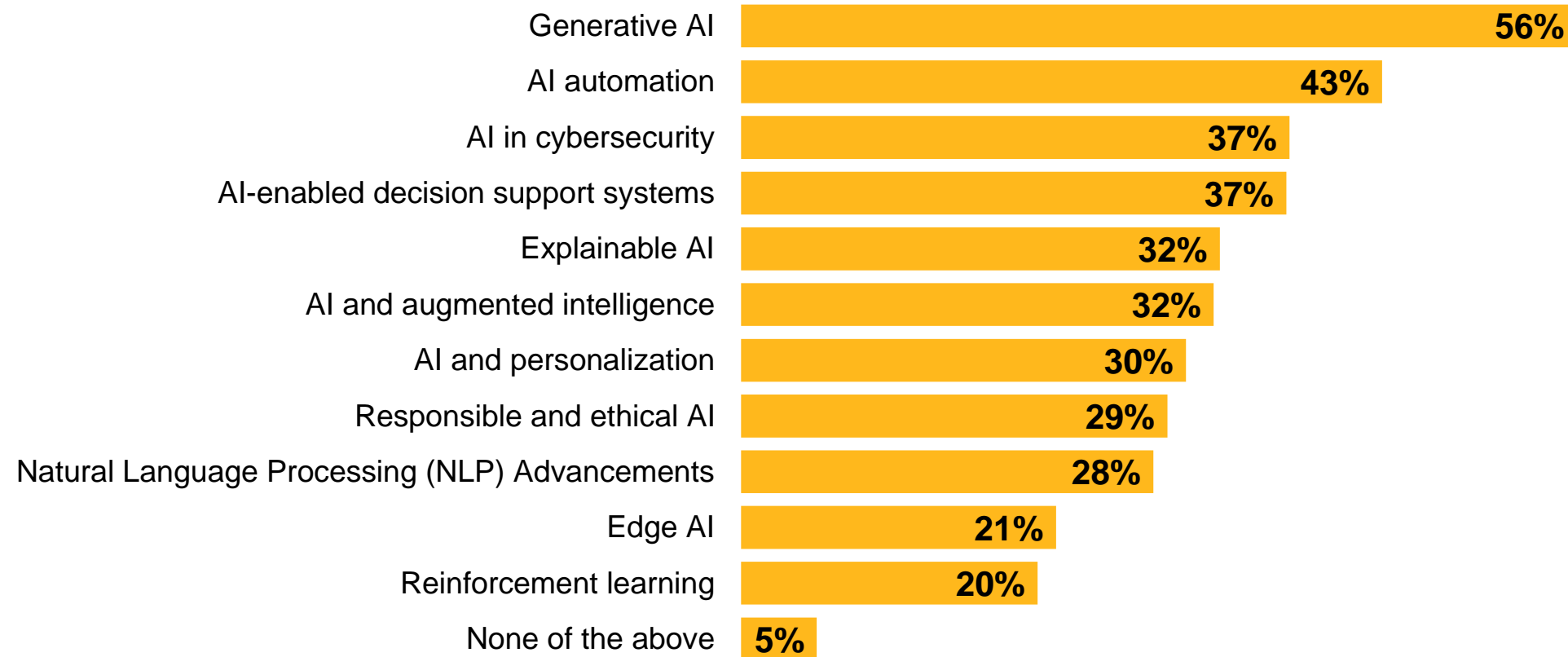
Question: Please rate your level of agreement with the following statements:

Source: Foundry AI Priorities Study, 2023

Challenges when implementing AI initiatives

IT Integration (Governance, maintenance, security) — **51%**

Lack of inhouse expertise for design/deployment — **50%**

Business case/justification — **50%**

Competing priorities from within the business — **39%**

Finding the right technology partner — **35%**

Fear of failure — **15%**

Other — **7%**

Not applicable – no challenges — **2%**

None of the above — **2%**

Question: What are the top challenges you need to overcome when implementing new AI initiatives?

IT decision-makers eager to learn about Gen AI and AI automation

Topic	Percentage
Generative AI	56%
AI automation	43%
AI in cybersecurity	37%
AI-enabled decision support systems	37%
Explainable AI	32%
AI and augmented intelligence	32%
AI and personalization	30%
Responsible and ethical AI	29%
Natural Language Processing (NLP) Advancements	28%
Edge AI	21%
Reinforcement learning	20%
None of the above	5%

Question: Which of these topics would you like to learn more about, if any?

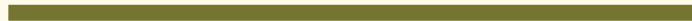# Gen AI beneficial to productivity and business outcomes

58%

agree that they see Gen AI playing a large role in employee productivity and are starting proof of concepts to test

55%

agree that generative AI infused products create better business outcomes
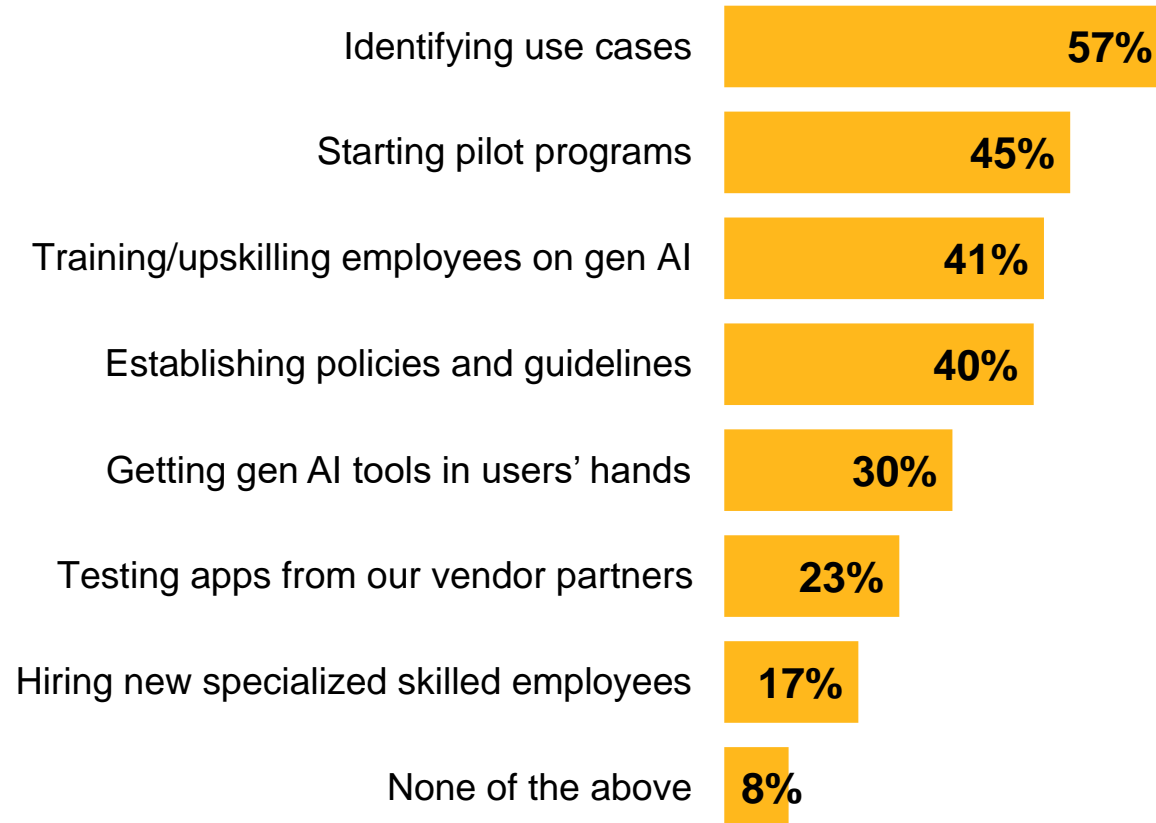
55%

agree that generative AI is allowing for employees to refocus on high value-adding tasks
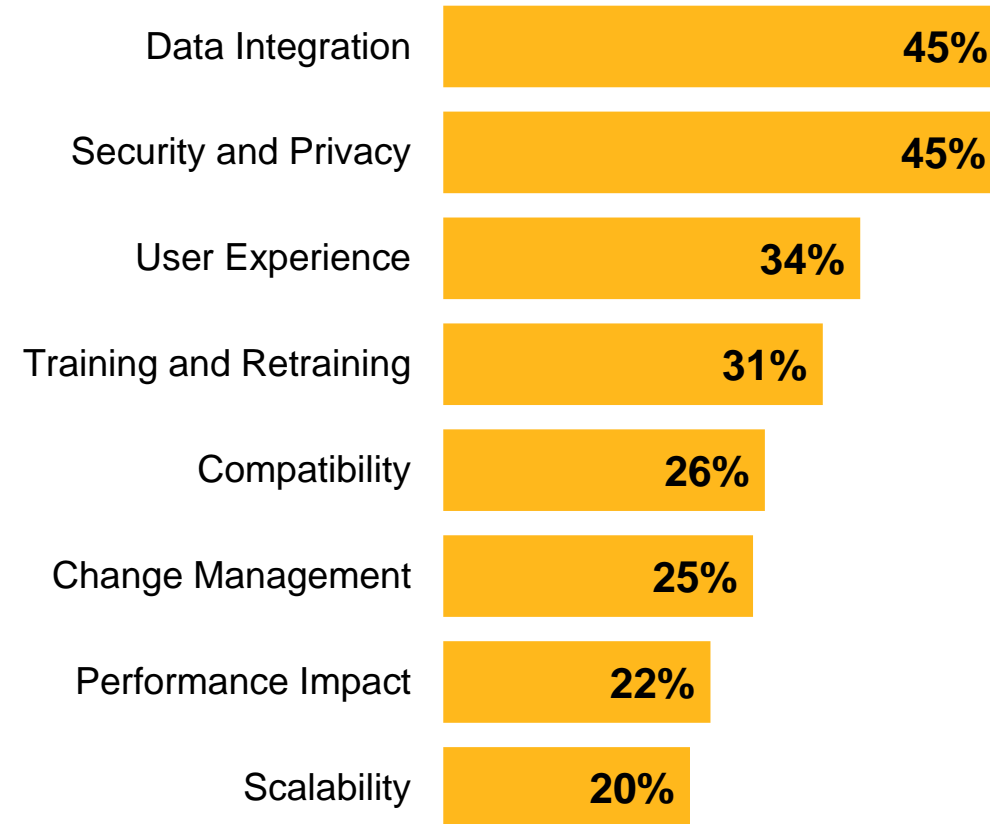
Question: Please rate your level of agreement with the following statements in regard to Gen AI:

FOUNDRY

IT organizations are identifying Gen AI use cases

Identifying use cases	**57%**
Starting pilot programs	**45%**
Training/upskilling employees on gen AI	**41%**
Establishing policies and guidelines	**40%**
Getting gen AI tools in users' hands	**30%**
Testing apps from our vendor partners	**23%**
Hiring new specialized skilled employees	**17%**
None of the above	**8%**

Question: What is your IT organization doing to prepare for generative AI, if anything?

Data integration & security concerns impacting Gen AI integration

Data Integration	45%
Security and Privacy	45%
User Experience	34%
Training and Retraining	31%
Compatibility	26%
Change Management	25%
Performance Impact	22%
Scalability	20%

Question: What factors impact the integration of generative AI technology with your existing systems most?

FOUNDRY