



Delivering realised value
through the power of AI

AI in Human Resources:

Refocussing HR on Strategic Opportunities

AI in Human Resources

Since 2022, when ChatGPT, was launched 45% of companies have stated that AI technology is increasing the business impact and scalability of their HR functions.

Some AI early adopters have been successful, reporting increased employee engagement and more efficient, less manual processes, particularly in the talent acquisition area. **BUT** a large proportion of AI projects are failing to deliver on the expected business benefits and a survey of UK HR professionals found 91% of HR leaders believe HR professionals need further skill in using and applying technology like Generative AI.

There are major transformational benefits to doing AI well in HR, but potentially catastrophic risks if it is done poorly.

AI is streamlining HR processes, from recruitment through onboarding to employee management, enhancing efficiency and reducing administrative burdens

Example Benefits



Enabling workforce optimisation and personalisation capabilities



Automating repetitive manual tasks to speed up talent sourcing and acquisition



Support well-being and engagement initiatives, tracking sentiment of your workforce



Track performance and identify areas of improvement providing targeted personalised coaching and career dev

Example Risks



AI systems can accentuate bias and discrimination leading to unfair decisions



AI models can produce incorrect predictions, lack transparency and explainability and drift over time



Change management is required to overcome potential distrust and resistance to new AI systems

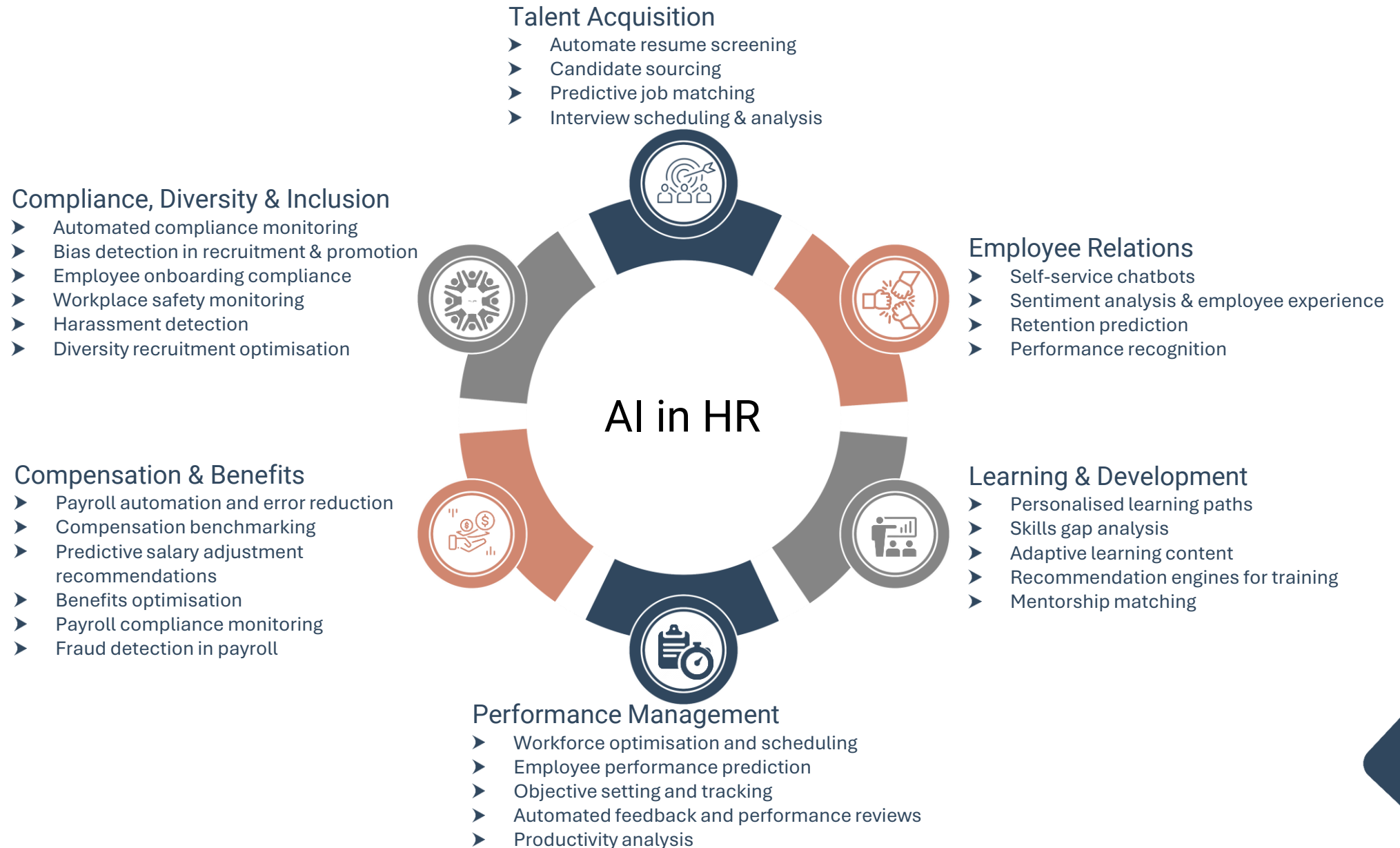


Regulatory risks from data sharing in algorithms through to EU AI Act

Inference Group can support HR teams understand their readiness to deploy AI, highlighting gaps, and providing training to upskill HR professionals in line with regulatory requirements in the EU



Examples of AI in Human Resources



Inference Group Services

Inference Group is a data and AI consultancy enabling companies to deploy AI solutions that align to their strategic objectives and generate realised economic value through our core capabilities in

Data & AI Strategy



Inference Group has dedicated resources to support development of AI strategic roadmaps, and maturity assessments to ensure that your organisation is set up to effectively and safely deliver productionised AI at scale. We will work with you to understand your key objectives ensuring alignment of your AI strategy to delivery incremental value.

Data & AI Engineering



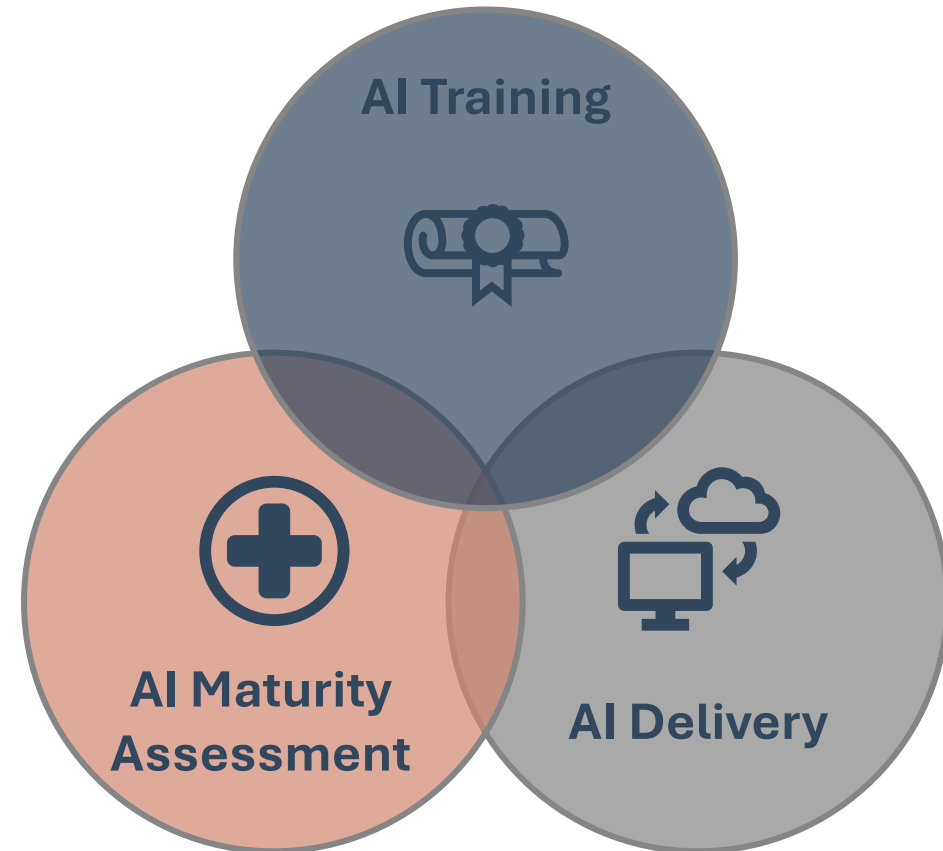
Inference Group has expert data and AI engineering teams. Capable of breaking down the silos of data in your organisation to fuel production AI solutions and putting data and insights in the hands of those making decisions. Our MLOps and AIOps teams ensure solutions work robustly and sustainable within the tools and technologies your colleagues & customers use every day.



The Opportunity

Inference Group can support companies to understand how AI can benefit them, and what they need to do to ensure successful delivery through the **AI Maturity Assessment**, then upskilling HR teams to use tools effectively through **AI Training** and deploy AI capabilities more effectively across their organisation through **AI Delivery**.

“91% of HR leaders believe HR professionals need upskilling to use and apply technology like Generative AI”



AI Education



Exec AI Education



Objective: Equip execs with strategic insights on AI's potential, risks and their regulatory and fiduciary responsibilities

Learning Outcomes

- Understand AI's strategic value
- Identify and mitigate AI risks
- Recognise ethical considerations
- Develop an AI roadmap

Core Topics:

- AI Opportunities: Case studies on data driven transformation
- Risk Mitigation: Addressing algorithmic bias, transparency and data privacy
- Regulatory Concerns: Focus on GDPR, EU AI Act etc
- Ethics and Governance: Frameworks for safe AI usage

Training Method: Workshops, panels and interactive demonstrations

HR AI Education



Objective: Enable HR teams to use AI tools in a fair, transparent and safe way to enhance workforce management

Learning Outcomes

- Gain expertise in AI policies & compliance
- Learn to use AI tools effectively for HR
- Establish guardrails to maintain human oversight and ethical best practice

Core Topics:

- AI Fundamentals: what AI is and different applications in HR
- AI Opportunities: how AI tools can be used in HR to enhance productivity
- AI Compliance in HR: Understand relevant laws e.g. GDPR and discrimination
- Human-in-the-loop: Techniques to ensure human oversight of high-risk systems

Training Method: Workshops, interactive demonstrations and labs

Full Workforce – AI Literacy



Objective: Empower everyone with basic AI literacy to improve productivity and ensure safe, ethical use of AI tools.

Learning Outcomes

- Understand how AI can be integrated into daily tools and processes
- Identify and report potential risks
- Understand the ethical implications of AI
- Develop methods for innovating with AI

Core Topics:

- AI Tools in the Workplace: Overview of AI tools available and how they can be used
- AI Safety: Understanding of key risks, how to mitigate and report them
- AI Guardrails: How to innovate safely with new AI tools to deliver faster route-to-live

Training Method: Video conferencing training with break-out sessions for ideating potential AI solutions and hands-on training of tools

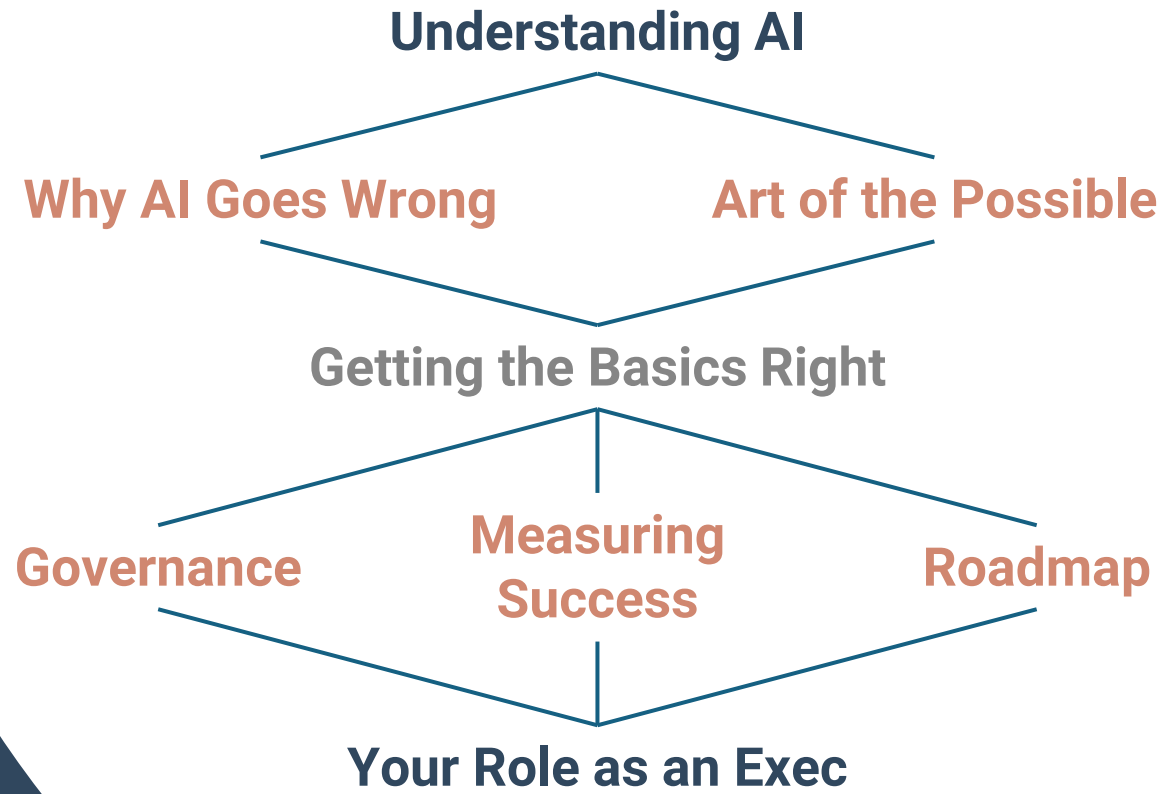
Board & Exec AI Education

“86% of businesses already use AI without their Board being aware of it”

“80% of boards do not have a process in place to audit the use of AI, many saying they don't know what questions to ask”

“65% of executives cannot explain how their AI models make decisions”

Inference Group have developed a full training session that can support Execs and Boards to understand what AI is, how it can benefit their business, and their role in ensuring it is used safely and in line with current regulatory requirements.



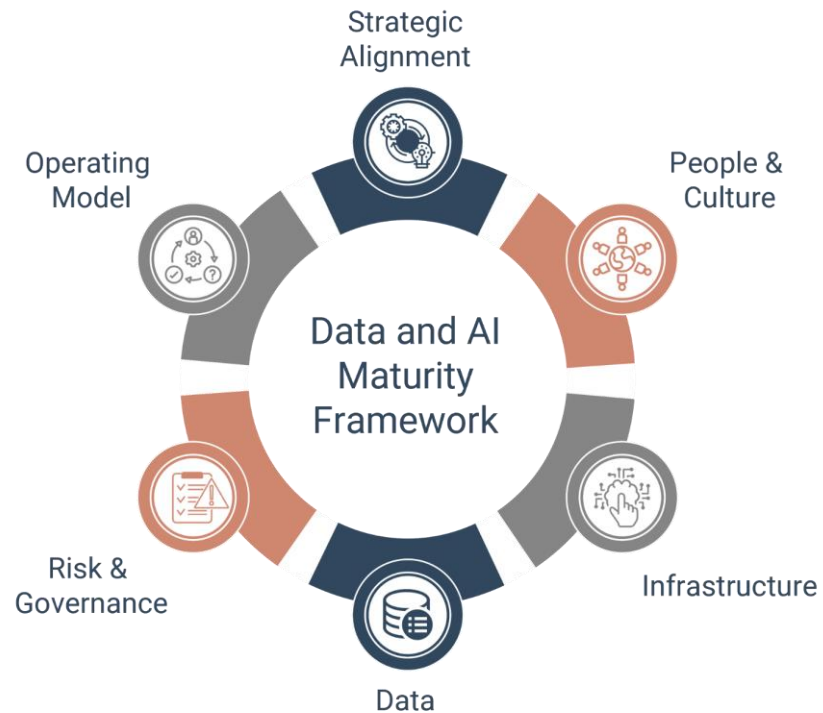
AI Demos
Supported with hands-on demos, practical applications and real-life examples at every stage

The training can culminate with an optional ideation session to develop a high-level roadmap of use cases for your organisation

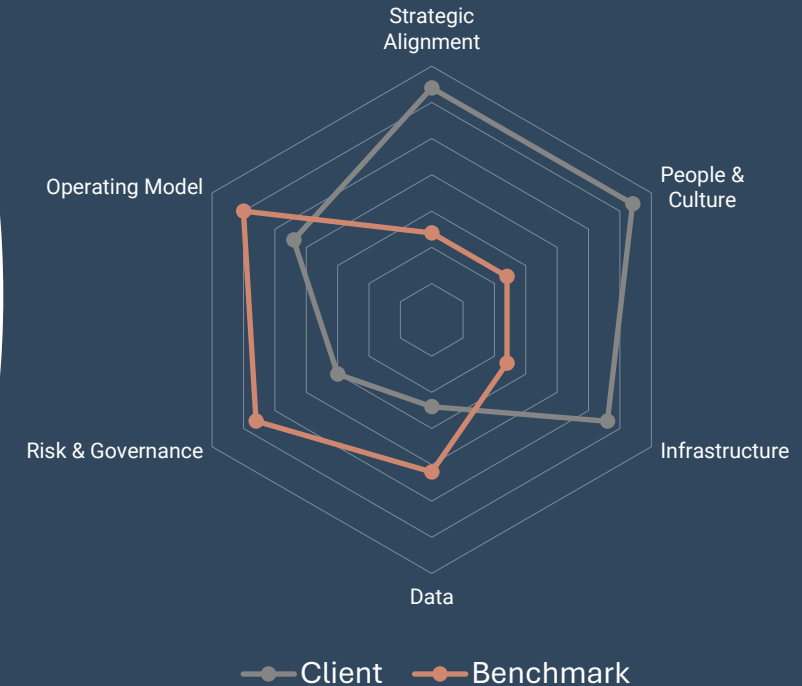


AI Health-Check

Inference Group have developed an AI Maturity Framework. This framework is based on best practice in data maturity and data management models. The health-check provides clients with the insights on how ready they are to deploy AI capabilities and delivers a roadmap of strategic opportunities for AI in HR



Sample AI Maturity Assessment



As part of the AI Maturity Assessment we measure the capability across these dimensions by performing a strategic review of documentation, surveying and interviewing people, and running technical assessments.



Breakdown of AI Maturity Framework Dimensions



Strategic Alignment

Assessing the alignment of data and AI initiatives with business goals and involvement of senior leadership in decision making. Ensuring there is sufficient value tracking and value-led prioritisation



People & Culture

Evaluating the technical resources and capabilities of the wider organisation to build, deploy and use data and AI effectively and safely. Understanding how embedded a culture of data, AI and innovation is within the organisation



Infrastructure

Investigation into the architecture used for data and AI and the appropriateness of the infrastructure considering the needs. This includes the tech tooling, access and practices



Data

Assessment of the availability and quality of relevant data. The level of automation and scalability of data pipelines, infrastructure and orchestration. The level of data governance and management including dictionaries and lineage information



Risk & Governance

Board level oversight of compliance and risk management. A clear risk framework (e.g. 3LoD) and a framework around the ethical use of AI. Compliance monitoring for data and AI policies and risk mitigation practice



Operating Model

Clear ownership and lines of responsibility for AI initiatives throughout the lifecycle. Effective cross-functional collaboration. Delivery model with scale, speed and quality of delivery, standardised use case lifecycle and automation through MLOps and AIOps

Get in touch with us

Example Benefits



Example Risks



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Key terms and Definitions

“Artificial Intelligence is the new electricity. It will transform every industry and create huge economic value”
Andrew Ng (Baidu)

“By 2025, AI will be involved in 50% of business decisions”
IDC



Term



Definition

Advanced Analytics (AA)

The term AA is used to denote all activities relating to delivering AI, including data engineering, machine learning engineering, data science, MLOps and others

Artificial Intelligence (AI)

The term AI refers to the algorithms that sit within the data science or machine learning part of the AA value chain; for the purposes of the health-check the terms AA and AI are used interchangeably

AI Maturity Framework

The AI maturity framework is a conceptual model of AI maturity; it covers 6 dimensions spanning strategy and value; operating model; people and culture; legal, ethics, risk and governance; infrastructure and tooling; and data

AI Health-Check

The health-check uses the AI Maturity Framework to assess and measure an organisations capability to deliver it's AI strategy. Underpinned by surveys, interviews, workshops and document reviews to assess against desired capability and benchmarked to external organisations

