

Today. Tomorrow. Together

AGENDA

01. De senaste trenderna och utvecklingen inom AI-området

02. De vanligaste fallgroparna som leder till misslyckade AI-projekt – och hur de kan undvikas

03. Metoder för AI-projekt

04. Hur fungerar AI-agenter?

World Economic Forum – Davos 2025

- **Generative and agentic artificial intelligence (AI)** are set to revolutionize industries by automating tasks, enhancing decision-making and enabling hyper-personalized solutions; however, adoption remains uneven.
- Scalable and responsible AI integration depends on fostering collaborative ecosystems, building trust and prioritizing workforce reskilling and cybersecurity.

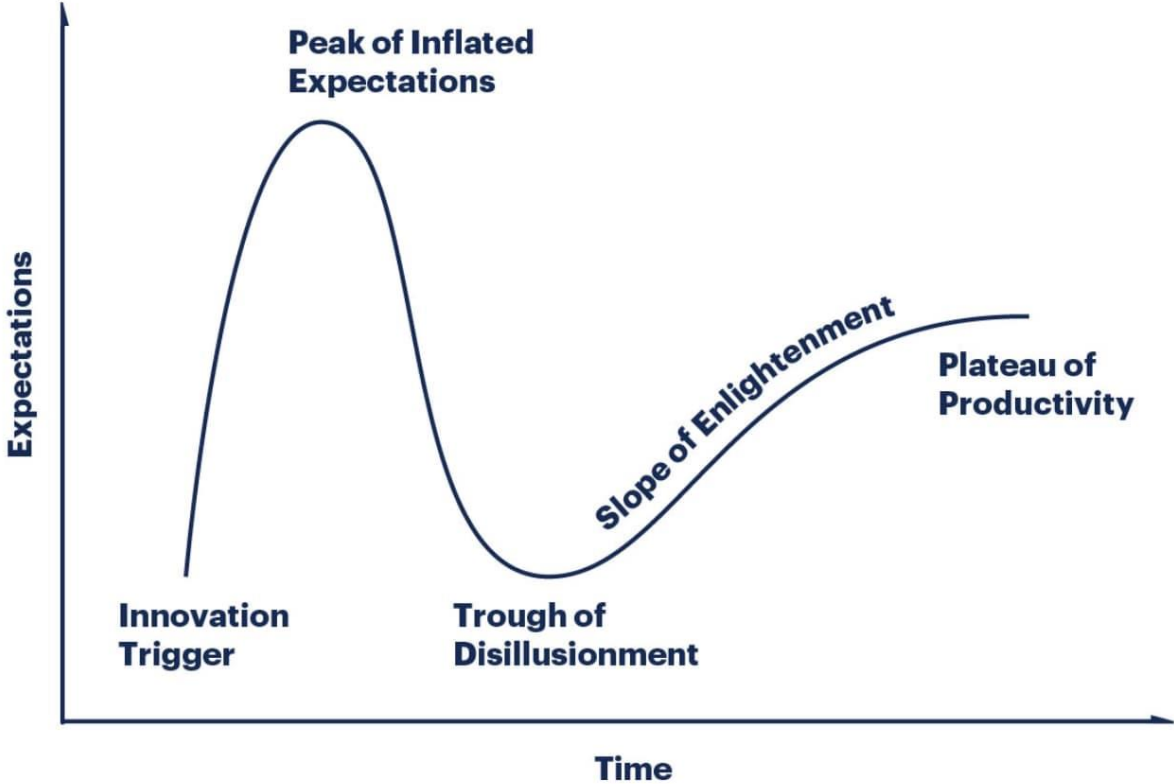


Radar - AI Sverige idag

AI-användningen i svenska företag och organisationer är fortfarande i **ett tidigt skede**. Strategisk användning och implementering av AI har stor potential för ökad effektivitet, produktivitet och tillväxt. Dock finns risker och osäkerheter som integritetsfrågor, informationssäkerhet och juridiska utmaningar.



Gartner Hype Cycle



GARTNER – TOP 10 STRATEGIC TECHNOLOGY TRENDS 2025

1. **Agentic AI**
2. AI Governance Platforms
3. Disinformation Security
4. Post-Quantum Cryptography
5. Ambient Invisible Intelligence
6. Energy-Efficient Computing
7. Hybrid Computing
8. Spatial Computing
9. Polyfunctional Robots
10. Neurological Enhancement



”Under gårdagens AI-toppmöte i Paris lanserade EU-kommissionen **InvestAI** där man vill mobilisera 2 250 miljarder kronor, i att bygga en AI-infrastruktur där bland annat 20 miljarder euro ska användas för att bygga fyra gigafabriker som ska kunna träna de mest komplexa, mycket stora AI-modellerna.”

Källa: Computer Sweden

Report: **80%** of AI projects fail, doubling regular IT project failure rates

– Executives can take most of the blame



Vanlige orsaker

∞ Brist på strategisk koppling

AI-strategi som en integrerad del av den övergripande strategin





Vanliga orsaker

- ∞ Brist på strategisk koppling
- ∞ Orealistiska förväntningar
- ∞ Fokus på teknik istället för användare
- ∞ Bristande kontroll över sin data

Hur kan vi öka förutsättningarna
för att lyckas?

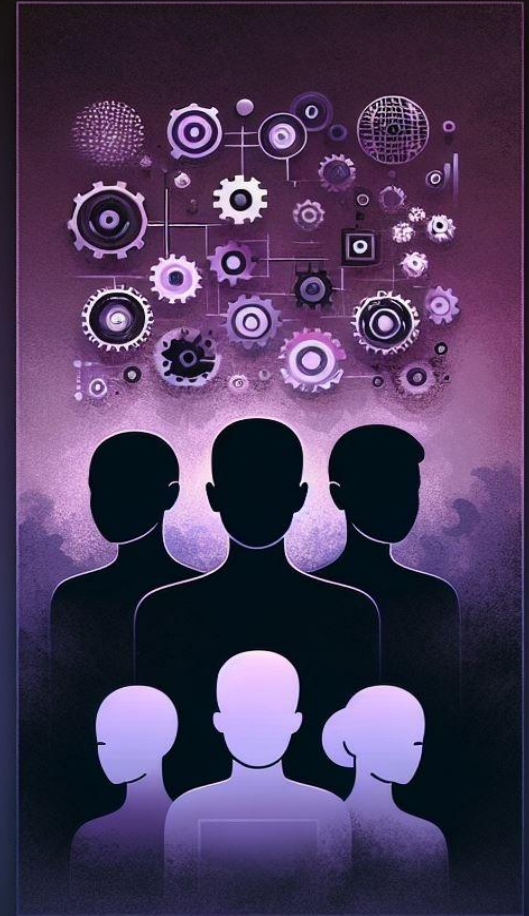
AI-PROJEKT I PRAKTIKEN

1. Implementering av Generativ AI till alla

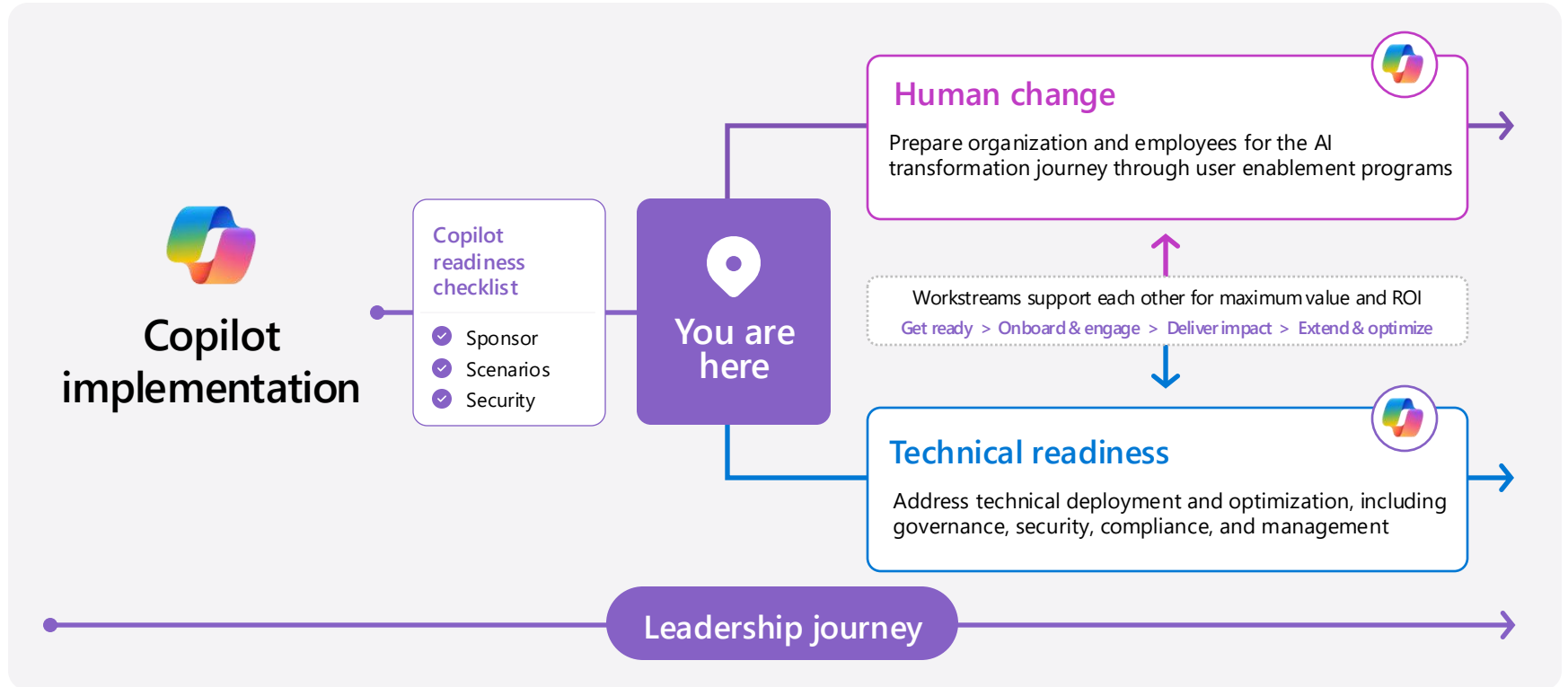
Ex. Copilot, ChatGPT, DeepSeek

2. Automatiserade delprocesser med AI agenter

Low-code, pro-code och AI-agenter



Implementation av Copilot Microsoft 365



Copilot für Microsoft 365

Implementation

Get ready

User Enablement Workstream

- ✓ Secure exec sponsorship, create AI Council, and define RAI principles
- ✓ Identify Champions, and early adopter cohorts
- ✓ Detail high value scenarios and personas
- ✓ Decide the responsibility for the pilot group members
- ✓ Define success criteria, KPIs, and success measurement plan

Onboard & engage

- ✓ Workshop to identify use cases and business requirements
- ✓ Define communication and feedback channel
- ✓ Design and deploy training and engagement community
- ✓ Onboard Champions and key stakeholders
- ✓ Deliver user Champions and support staff training

Training & Adoption

- ✓ Review success measures and workshop results
- ✓ Conduct feedback and reporting analysis
- ✓ Deliver extended training and adoption support
- ✓ Identify additional optimization scenarios
- ✓ Gather and amplify success stories

Proof of Value

- ✓ Assessment of Co-pilot's impact on productivity and workflow
- ✓ Identify areas to refine and scale Co-pilot usage.
- ✓ Documentation of insights, best practices, and recommendations.
- ✓ Plan for extended deployment and integration into daily processes.

USER
ENABLEMENT

Technical Readiness Workstream

- ✓ Perform the Copilot for Microsoft 365 Optimization Assessment
- ✓ Address data security, governance, and data access questions
- ✓ Build shared Copilot for Microsoft 365 implementation plan with User Enablement team

- ✓ Ensure appropriate Data Security controls are in place
- ✓ Prepare your organization for Copilot for Microsoft 365 with setup guide: deploy Microsoft 365 apps, if needed; assign licenses
- ✓ Assign permissions by role to provide access to the Copilot for Microsoft 365 usage report

- ✓ Establish service management plan
- ✓ Analyze Copilot for Microsoft 365 usage reports and the Microsoft Copilot Dashboard to observe user adoption, retention, and engagement

- ✓ Design, build, and publish plugins to deliver unique experiences
- ✓ Build your own copilots

Extend to new high value scenarios

TECHNICAL
READINESS

Copilot für Microsoft 365

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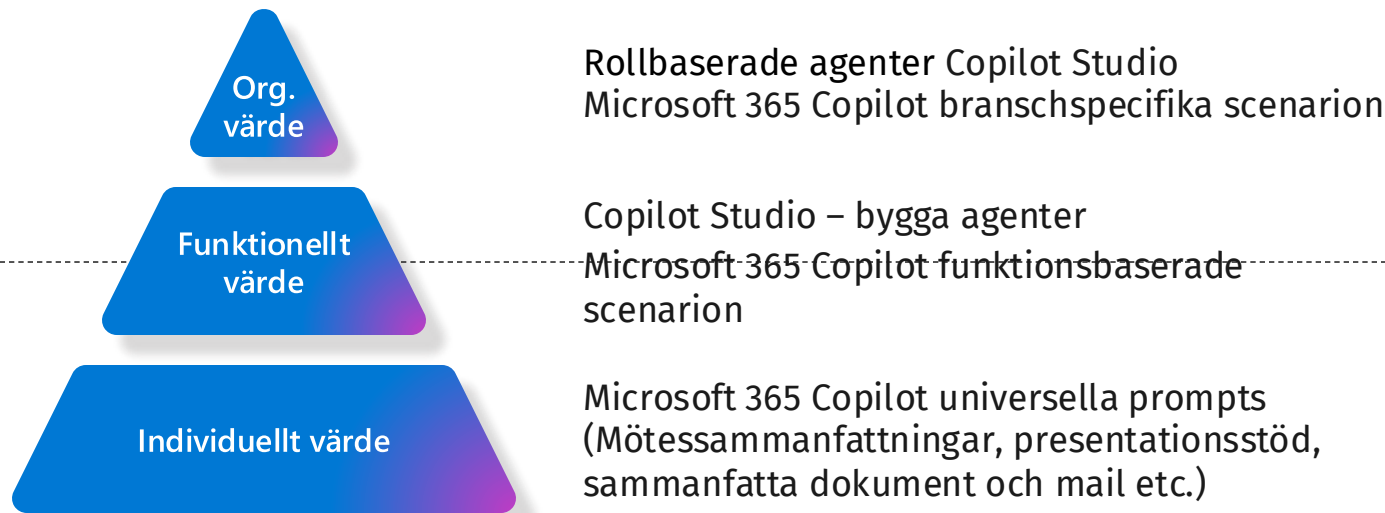
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Extend to new high value scenarios

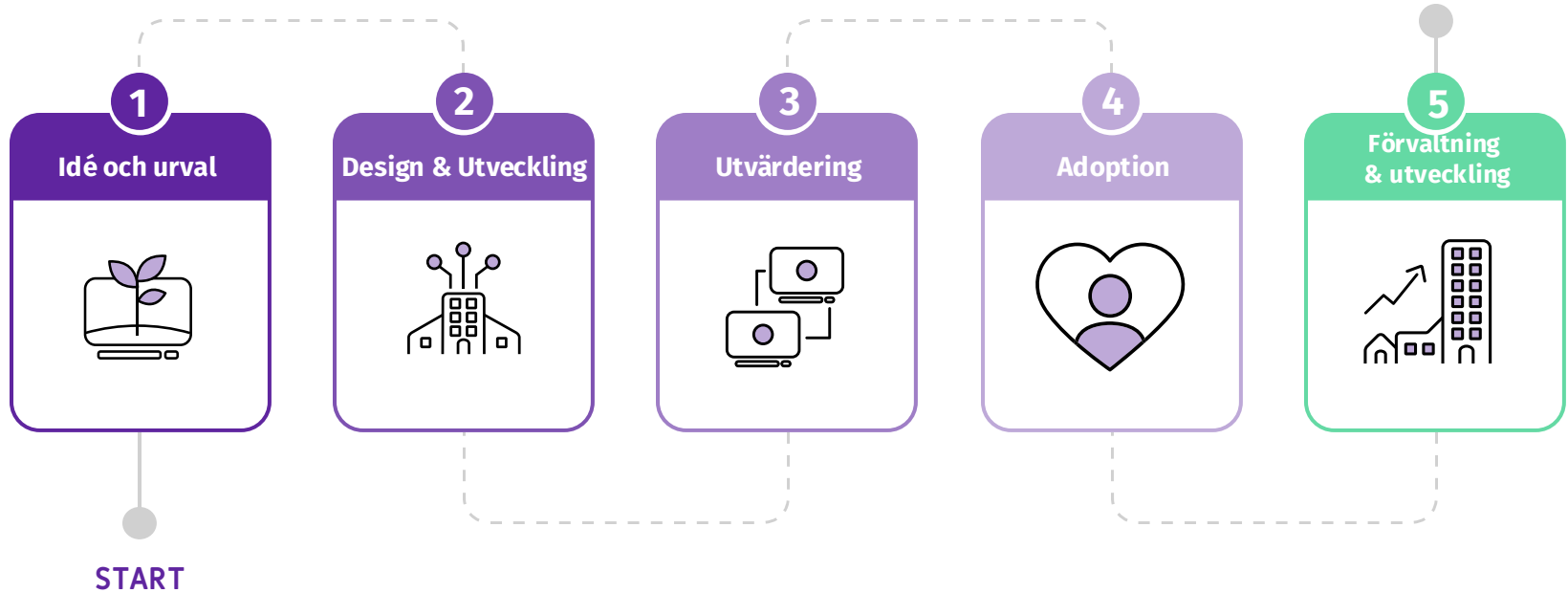
TECHNICAL
READINESS

Så skapar du värde med Copilot

Säkerställ en stabil grund av användning och individuell produktivitet och utöka successivt etablering av AI-agenter för att skapa värde på organisatorisk nivå.



Projekt typ 2 – Automatisering & AI agenter



Idé och urval - **Verksamheten vet bäst**



Hitta bra use cases

Klar problemdefinition

Engagera intressenter

Förstå verksamheten

Innovationsforum

Design och utveckling

Förstå arbetsprocessen

Använd rätt plattform

Ställ rätt kontrollfrågor

ROI

MVP



Utvärdering

Proof of Value

Återbesök och validera ROI-kalkyl

Tidig användarfeedback

Testning



Adoption

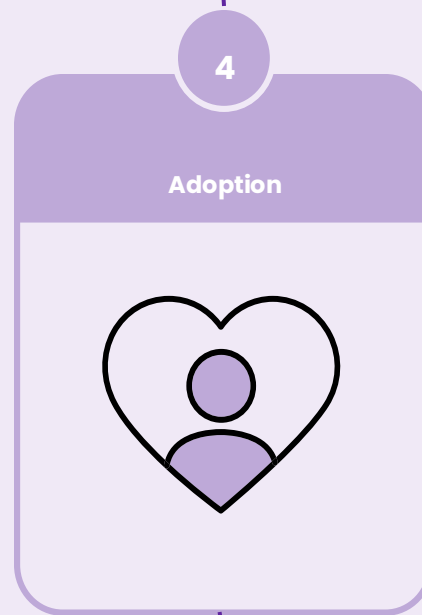
Releaseplan

Kommunikation

Utbildning

Feedback

Processoptimering



5

Förvaltning och
utveckling



Förvaltning och utveckling

Verksamhetsförvaltning och ansvar

Teknisk förvaltning

Kontinuerlig förbättring

Välj rätt plattform

Azure AI Foundry



Copilot Studio



Visual Studio



GitHub



Azure AI
Foundry SDK



Model Catalog

Foundational models

Open-source models

Task models

Industry models



Azure OpenAI
Service



Azure
AI Search



Azure AI
Agent Service



Azure AI
Content Safety

Evaluations

Customization

Governance

Monitoring

Observability

Find the right model to build your custom AI solution

Check out models

[Read blog](#)

with customization.

Check out models

[Read blog](#)

Check out model

[Read blog](#)

Check out model

[Read blog](#)

Check out model

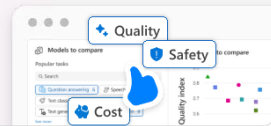
Check out model

New model benchmarks available now in model catalog

Model benchmarks are integrated into model catalog for easier navigation. Compare benchmarks across models and datasets available in the industry to assess which one meets your business scenario.

[Compare with benchmarks](#)

[How model benchmarks are scored](#)



Collections
Industry
Capabilities
Deployment options
Inference tasks
Fine-tuning tasks
Licenses

[Compare models](#)

Search

Models 1831

o3-mini
Chat completion

DeepSeek-R1
Chat completion

Phi-4
Chat completion

gpt-4o-mini-audio-preview
Audio generation

gpt-4o-mini-realtime-preview
Audio generation

o1
Chat completion

o1-mini
Chat completion

gpt-4o
Chat completion

gpt-4o-mini
Chat completion

gpt-4o-audio-preview
Audio generation

gpt-4o-realtime-preview
Audio generation

Gretel Navigator-Tabular
Chat completion, Data generation

o1-preview
Chat completion

Llama-3.3-70B-Instruct
Chat completion

tsuzumi-7b
Chat completion

Bria-2.3-Fast
Text to image

Ministral-3B
Chat completion

Prism
Zero-shot image classification

Virchow
image-feature-extraction

Virchow2
image-feature-extraction

Cohere-embed-v3-english
Embeddings

Cohere-embed-v3-multi...
Embeddings

Llama-3.2-11B-Vision-Ins...
Chat completion

gpt-4
Chat completion

gpt-4-32k
Chat completion

Phi-3-small-8k-instruct
Chat completion

AI21-Jamba-1.5-Mini
Chat completion

AI21-Jamba-1.5-Large
Chat completion

Cohere-command-r-08...
Chat completion

Cohere-command-r-plus...
Chat completion

Cohere-rerank-v3-english
Text classification

Cohere-rerank-v3-multiling...
Text classification

text-embedding-3-large
Embeddings

text-embedding-3-small
Embeddings

tts
Text to speech

tts-hd
Text to speech

whisper
Speech recognition

Deci-DeciLM-7B-instruct
Text generation

Deci-DeciLM-7B
Text generation

Deci-DeciCoder-1b
Text generation

snowflake-arctic-base
Text generation

dall-e-3
Text to image

dall-e-2
Text to image

text-embedding-ada-002
Embeddings

davinci-002
Completions

gpt-35-turbo-16k
Chat completion

gpt-35-turbo-instruct
Chat completion

gpt-35-turbo
Chat completion

babbage-002
Completions

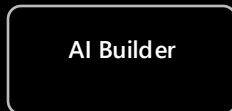
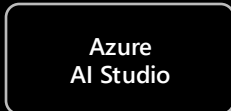
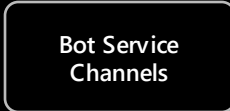
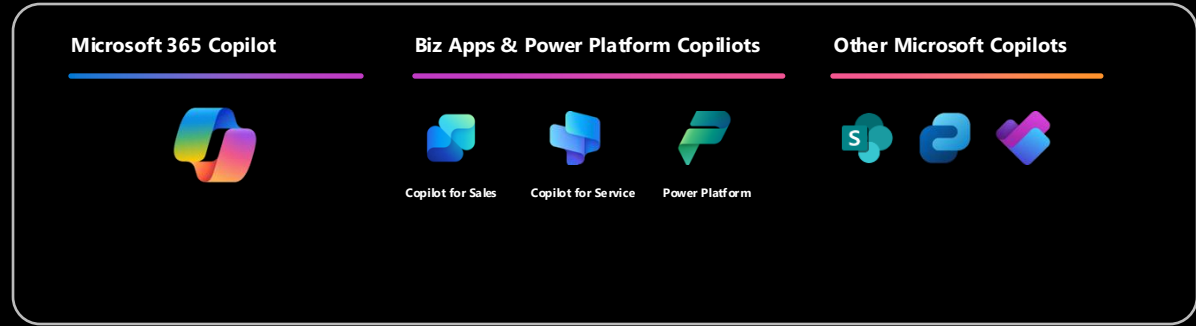
- Overview
- Model catalog**
- Playgrounds
- AI Services
- Build and customize
- Agents PREVIEW
- Code PREVIEW
- Fine-tuning
- Prompt flow
- Assess and improve
- Tracing PREVIEW
- Evaluation
- Safety + security
- My assets
 - Models + endpoints
 - Data + indexes
 - Web apps

Microsoft Copilot och agenter

Bygg dina egna



Utveckla och optimera redan existerande Copilots



DEMO – AI AGENTER





Home



Copilot



Pages



Create



OneDrive



Apps



New chat



Copilot

Agents

Visual Creator

itm8 Service Agent

AI Transformation Coach

Get agents

Create an agent

Recent chats

Hjälp mig att skapa en detalje 14:44

Hjälp mig att skapa en detalje 14:42

Hur kan vi säkra upp vår infor 14:04

Vilka tjänster, assessments el 14:04

Hjälp mig att skapa en detalje 14:03

[See more](#)

AI Transformation Coach

AI transformation plan

Hjälp mig att skapa en detaljerad plan för att implementera AI verktyg baserat på mina nuvarande krav och affärsmål.

GAP analys

Analysera mitt företags nuvarande förmåga och kompetens och identifiera eventuella luckor som vi behöver fylla för att komma vidare med att införa Generativ AI och Copilot i vår verksamhet.

itm8 Services

Vilka tjänster, assessments eller workshops skulle du rekommendera för vårt företag för att nå våra affärsmål med hjälp av AI??

Cloud transition advice

Vi funderar på att flytta våra tjänster till molnet och börja använda AI för datadrivna beslut. Finns det något itm8 kan hjälpa oss med?

Säkerhet och Compliance

Hur kan vi säkra upp vår information och efterleva nya regleringar med hjälp av itm8?

Performance improvement

Hur kan vi öka vår performance och förbereda för framtida möjligheter?

View prompts

Message Copilot

0 / 16000



Marknadsagenten och produktbladskontrollen



Analys och research

In the first phase, we focused on conducting customer research to discover gaps in the current functionality of our feature. Stay tuned for the research report!



Skapa produktblad

Our design team has already started creating prototypes based on initial feedback shared during customer interviews. After internal design reviews, our team will share the final prototype in

Välkommen! Öka din produktivitet med denna agent. Starta en konversation genom att ställa en fråga eller välja en av de föreslagna uppmaningarna.

🗉 Sammanfatta de viktigaste höjdpunkterna

🗉 Skapa en FAQ baserat på dessa resurser

🗉 Hur kan jag använda dessa resurser?

Ask Agent för produktblad a question





New Chat



New chat
Cloud Solutions Architect

Current Persona: Cloud Solutions Architect



Cloud Solutions Architect



11-02-2025 14:59:56

Hello m8! I'm your Cloud Solutions Architect assistant. What cloud-related challenges are you facing?

11-02-2025 15:01:22



Mikael Roos (itm8)



I would like to use Copilot for Microsoft 365. Do I need to move all my data to the cloud?



Cloud Solutions Architect



11-02-2025 15:01:24

Hello Mikael! No, you don't need to move all your data to the cloud to use Microsoft 365 Copilot, but it is designed to work seamlessly with cloud-based data. Here's a breakdown of the considerations:

Requirements for Using Microsoft 365 Copilot

To make the most of Microsoft 365 Copilot, you can combine both on-premises and cloud data. However, it works better when your data is accessible to the cloud systems for AI processing.

Scenarios where cloud data is needed:

- **Microsoft 365 Apps (Word, Excel, Outlook, PowerPoint, etc.):** Data stored in OneDrive, SharePoint, and other Microsoft cloud services offers better integration

Type a message...





Nästa version av GPT modellen

- ∞ Förbättrade multimodala funktioner
- ∞ Förbättrat resonemang och noggrannhet
- ∞ Större kontextuell förståelse
- ∞ Autonomt utförande av uppgifter
- ∞ Framsteg mot artificiell generell intelligens (AGI)

Key Takeaways

1# **Strategisk koppling**

Säkerställ att AI-strategin stöder organisationens mål och övergripande inriktning

2# **Tydlig metodik (taktik)**

Applicera en praktisk metod för att identifiera AI-initiativ med klar problemdefinition och ROI-beräkning

3# **Framgångsrik transformation**

Fokusera på kommunikation, utbildning och kontinuerlig optimering.

No change today.
No victory tomorrow.

Tack för din uppmärksamhet

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Therése Andén

Managementkonsult

thand@itm8.com

itm8[®]

Today. Tomorrow. Together.