

End-to-end AI services value chain | generative AI-EXCEL framework

As generative AI has its pros and cons, governance becomes crucial to safeguard enterprises against the potential drawbacks



Champion AI operations	Lead AI change management and governance	
MLOps- and LLMOps-as-a-service (upgrade to account for the complexity of generative AI models)	Leadership support and communication	Responsible AI strategy, principles, and change management
Model deployment and orchestration	Employee training and upskilling	Data governance (accountability – lack of source attribution and degree of confidence)
Model monitoring and drift analysis (for potential biases that generative AI can produce)	Obtaining buy-in from stakeholders	Model explainability and traceability
Accelerators and applications	Process to increase AI adoption rate	Sustainability and AI for good
End-to-end studios	Change reinforcement (recognizing generative AI initiatives and contribution)	Compliance, validation, and auditing

Generative AI-specific change levers