



Rialtas Áitiúil Éireann
Local Government Ireland

The Evolution of IT

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Overview

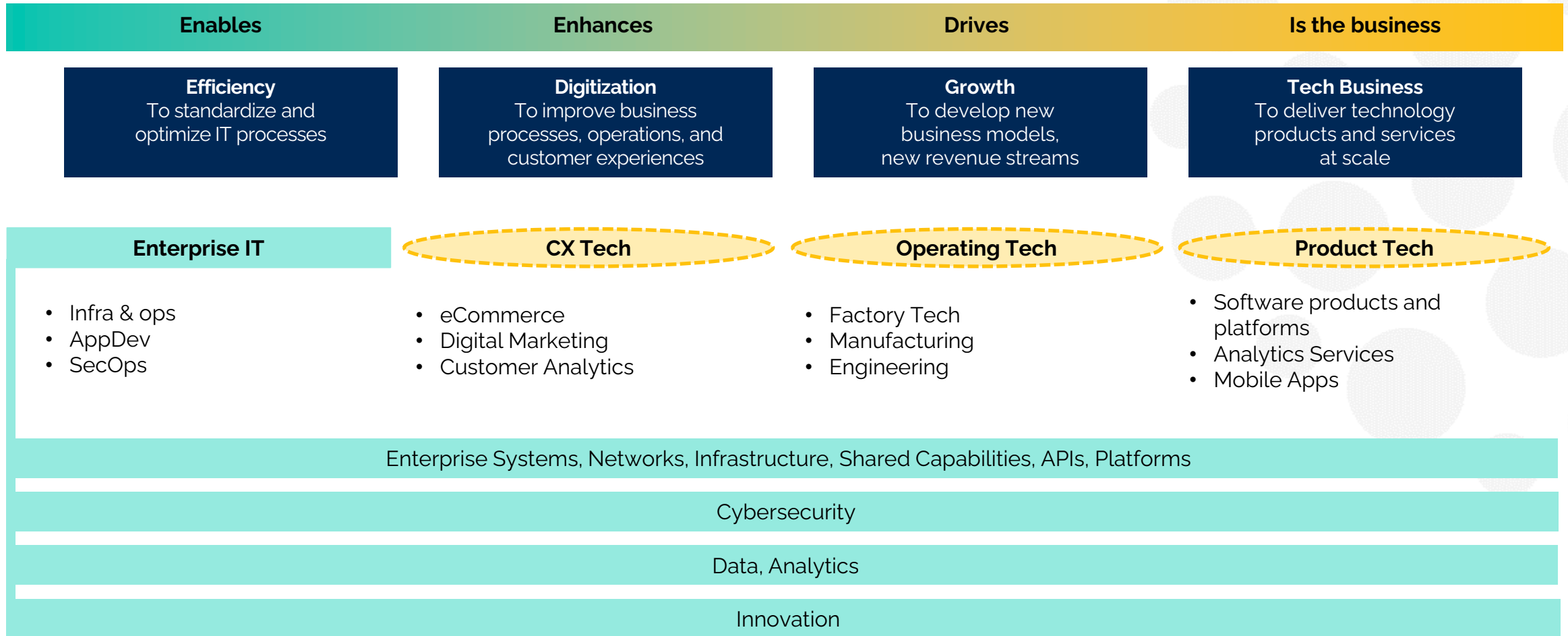
Technology is foundational for most, if not all, industries.

Tremendous rate of innovation and disruptive technologies require continuous evolution to ways of working.

Harnessing innovation is a joint responsibility between IT and the business.



Technology's impact on the Business





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Evolving Tech Leadership

Align the organization on technology's role in business strategy.

Foster co-leadership of tech...its not just IT's responsibility.

Enable co-delivery of tech across organizational siloes with fusion teams, cross-cutting experts, platforms and outcome-driven metrics.



Illustrative AI-Journey

	IT-led tech push	Business-led tech pull	Industry disruption
Description	AI investment is led by IT, focused on exploring initial AI capabilities.	AI interest proliferates enterprisewide, requiring new governance, training and prioritization efforts to get value.	AI drives industry reinvention, prompting executives to rethink business models and delivery of products and services.
Key Stakeholder	IT	Business areas	Executive leadership
Key question	Does AI really work?	Where should we use AI? What's the ROI of AI?	How will AI change our business model?



Key Considerations

How will AI impact our customer base? Our workforce?

How will AI affect our value proposition and brand?

What core business capabilities will remain or change because of AI?

How will AI transform existing workflows and value streams that support business capabilities?

Which decisions can be made by AI? What guardrails do we need for ethical AI use?

How does AI impact our workforce strategy? What technology or ecosystem partnerships do we need?



Incremental Approach to AI adoption

Crawl



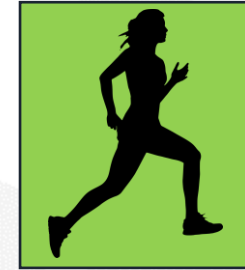
- Use of standard GenAI tools
- Focus on operational efficiencies
- Enables users by increasing usage, take-up, upskilling

Walk



- Expand and build on knowledge
- Explore use cases
- PoC, PoT of new GenAI tools
- Start to think about bigger picture

Run



- AI standard part of solution and delivery
- Advanced knowledge and usage
- Evolving ways of working
- What's next?



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Thank you

Any questions?

