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*When you see software fail is when a business process **doesn't change** or keep up with it.*

Livia Hayes

Director of digital, Oliver Wyman Vector



BEFORE THE AI PILOT

Five questions for the *hangar floor*

- ✓ Which *process* changes on day one?
- ✓ Who owns the *data*, by name?
- ✓ Which *step* does the tool replace?
- ✓ Who signs the *new routine*?
- ✓ What is the *baseline* today?