AI/GenAI for Project Management:
a very short overview

Fayçal BOUJEMAA

Technology Strategist

Orange Innovation / Data&AI

faycal.boujemaa@orange.com

orange™

Lead the Future (ambition #3)
Place the Data and AI at the heart of our Innovation Model

Smarter Networks

personal, adaptive, efficient, resilient, sustainable and secure with AI

Reinvented Customer Experience and Management

simplicity, expertise, for fluid customer journey with AI

Greater Operational Efficiency

for more profitable Orange with AI

Responsible and Sustainable AI

trustworthy, green, regulation-compliant, aligned with our "Human-inside" mission

AI: examples of Orange use cases (non exhaustive)

AI for Technical Agility

- Smart Network Planning
- Network resource allocation optimization
- Network operation and management
- (Cyber) Security and infrastructure protection
- Predictive maintenance
- Energy saving
- Information Syst. & Business Process optimiz.
- Information System operation (AIOps)

AI for Business Agility

- Marketing and Sales action enhancement
  - e.g. Next Best Action, Customer Segmentation / Targeting…
- Customer Knowledge & Customer Relationship
- Customer support (e.g., Bots-based)
- Customer experience (AI-based interfaces & interaction)
- Recommendation Engines & Hyperpersonalization
- Product & Service Pricing

AI for Service Innovation

- *Home product and service innovation*
- *Communication & Collaborative service innovat.*
- *Health service innovation*
- *Banking service innovation*
- *Cloud AI service innovation*

AI for Support Functions Agility

- Human resource & Gr. Real estate management
- Legal text mining and decision-making
- Financial decision-making & Fraud Detection
- Risk Management
- Project Management
- Employee empowerment
- *Procurement decision-making & Logistics*

AI/GenAI-based assistance with Project Management (non exhaustive)

- **Project planning**
  prediction and continuous adjustment of plannings using Machine Learning and Time Series Forecasting techniques

- **Project cost estimation**
  prediction and continuous adjustment

- **Project risk management**
  prediction / anticipation and mitigation of risks

- **Report generation / reporting**

- **Coding workforce augmentation**
  In software development project context with "virtual" pair programming (e.g., using Microsoft GitHub Copilot)
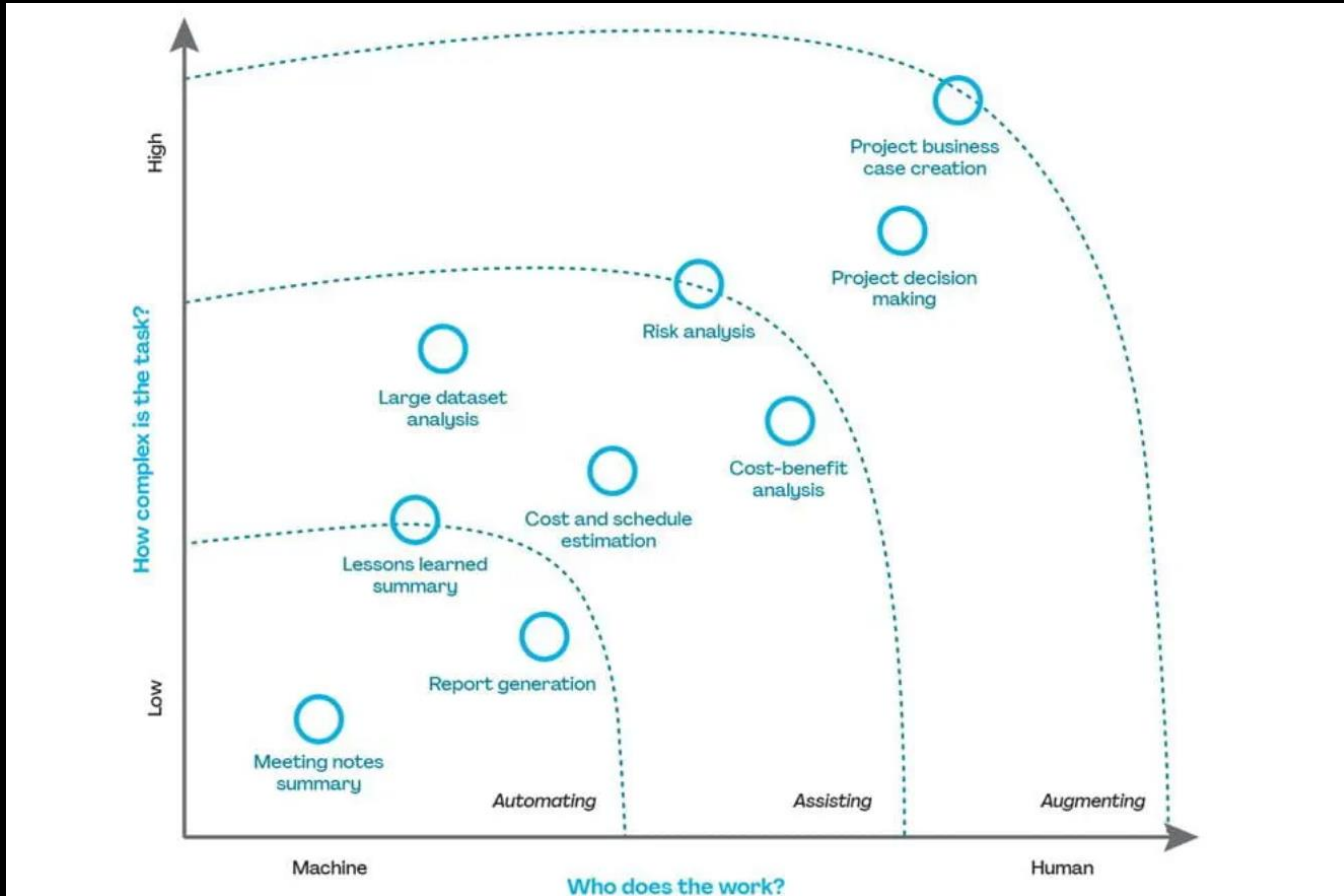
N.B. the underlying data collection during the project life cycle is key for machine learning and continuous improvement

AI/GenAI-powered tasks for Project Managers (non exhaustive)

- **Transcription and summarization of Project Managment meetings**
  with automatic multi-language translation during and after the meetings

- **Data analysis of the meetings and projects**
  for project manager to improve the way of working, and enhance capitalization on past projects

- **Ideation / brainstorming support for the project steps and sprints**
  Dealing with backlogs and suggestions about upcoming steps

- **Advanced project documentation support**
  using new advanced features of the Microsoft Office Suite (Microsoft 365 Copilot)

Human / AI collaboration: who does the work?
Complexity vs. potential automation

Source: Project Management Institute

11 Ways Project Managers can use OpenAI ChatGPT

Usable via Orange Dinootoo Toolbox (refer to slide 14 in the Annex)

1. Improved Risk Management
GPT can analyze past project data to help predict potential risks. This allows project managers to identify and mitigate potential issues before they become critical threats.

2. Scope Management
GPT can help manage project scope by tracking changes in project requirements and maintaining updated documentation. This can be useful in reducing scope creep and keeping the project on track.

3. Resource Allocation:
Project managers can use GPT to evaluate and allocate resources effectively based on project requirements. It can help identify underutilized resources and provide data-driven insights for optimal distribution.

4. Stakeholder Engagement
ChatGPT can generate stakeholder-specific communications, keeping stakeholders informed about the project's progress. This can lead to better stakeholder relationships and improved project outcomes.

5. Better Project Documentation
GPT can help with project documentation tasks, generating minutes from meetings, and maintaining organized and up-to-date project files.

6. Project Estimation
Using AI, project managers can gain more accurate project estimations. GPT can analyze data from past projects to provide estimates on the time and resources needed for similar projects in the future.
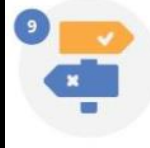
7. Project Reporting
GPT can automate the creation of project reports, including status reports, financial reports, and final project evaluations. This saves project managers considerable time and ensures reports are detailed and consistent.
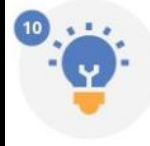
8. Task Prioritization
By feeding the AI with project tasks and their details, project managers can ask it to suggest the best order to handle tasks based on various factors like deadlines, task dependencies, and available resources.

9. Decision Support
Using data analysis and predictive capabilities, GPT can provide project managers with information and predictions that can support strategic decision-making.

10. Knowledge Management
GPT's ability to process and remember large volumes of information can be a boon for project managers. It can serve as a knowledge base, offering insights from previous projects and industry best practices.

11. Team Collaboration
GPT can also facilitate better team collaboration. By integrating with project management tools, it can assist in task assignments, status updates, and facilitating communications, ensuring that all team members are on the same page.

Examples of AI-powered Project Management Tools and features
Part of them are built on top of ChatGPT

	TRELLO	NOTION	ASANA	WRIKE	MOTION	FIREFLIES	PERSONAL AI	MAILBUTLER	MONDAY AI (Beta)	CLICKUP
Automation	✔	✔	✔	✔	✔	✖	✔	✔	✔	✔
AI Writing Assistant	✔	✔	✔	✔	✖	✔	✔	✔	✔	✔
AI Task Manager	✔	✔	✔	✔	✔	✖	✖	✔	✔	✔
AI Conversation	✖	✖	✖	✖	✖	✖	✔	✔	✖	✔
AI Summarization	✖	✔	✔	✔	✖	✔	✔	✔	✔	✔
AI/Smart Calendar	✔	✔	✔	✖	✔	✖	✖	✖	✖	✖
Predictive Analysis	✖	✖	✔	✔	✔	✔	✔	✖	✔	✖
Idea generator	✖	✔	✖	✔	✔	✔	✔	✖	✔	✖

FLUENT FORMS

Thanks

faycal.boujemaa@orange.com