

AI Confidence by Design

Accelerating AI transformation from vision to value

FinTech Bay, Arcapita

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Hosted by:

Bahrain
FinTech
Bay

... Following on from 1st session

- Organizations believe they've done the right things.
 - Governance exists
 - Controls are activated
 - Tools deployed
- Yet friction is rife.
- Uncertainty becomes risk exposure rather than solutioning
- Confidence drops.
- Momentum gets lost and AI initiatives stall

The gap between perception of **what** 'we do' to scale AI and the lived experience of **how** 'we approach AI', is the design problem we're here to explore.

AI BINGO

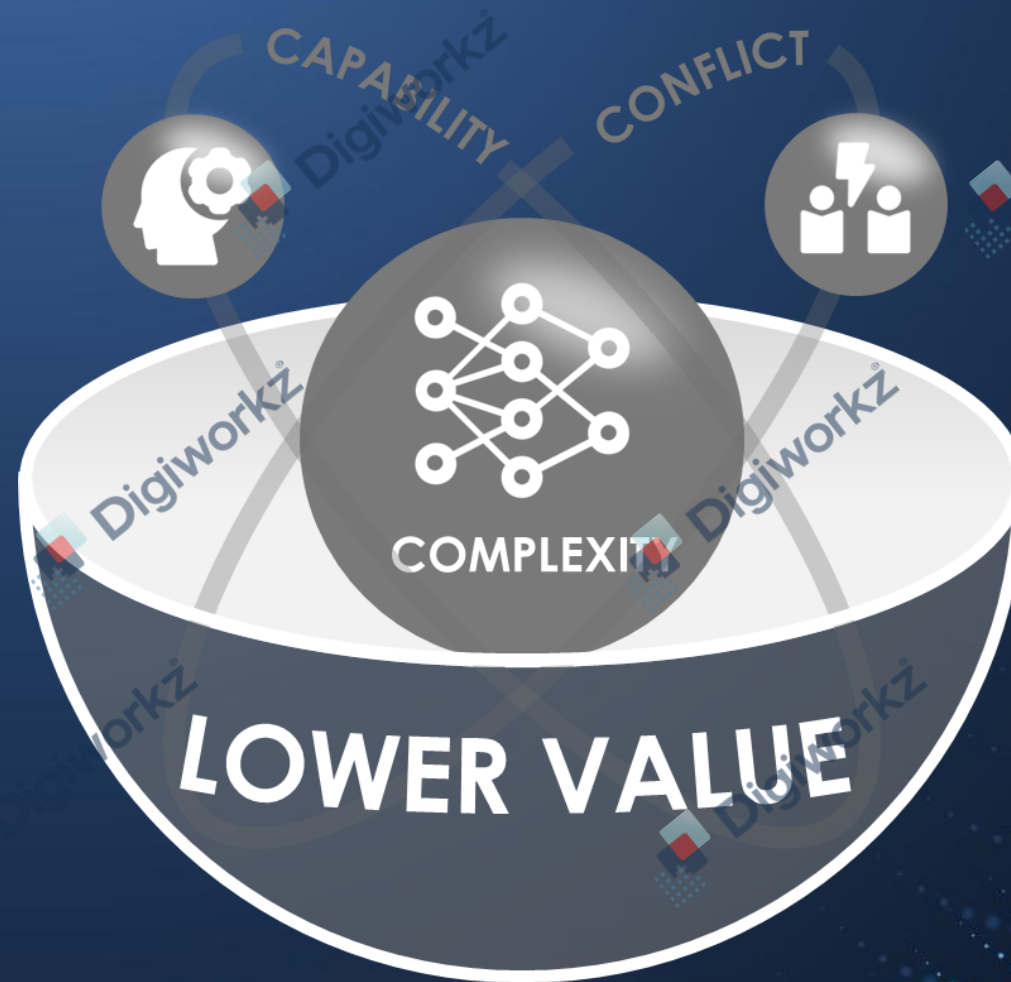
Use Case Library		Rapid POCs		Value Metrics
	AI Skills Training	AI Fin Ops		Synthetic Data
Data Lineage		Claude Code	Solution Sims	
	AI Process Heatmaps			Data Factory
	Labs & Hackathon		AI Data Stewards	

What is AI Confidence by Design

Complexity and capability are hard but manageable. **Conflict** is what most often slows organizations down:

- *Speed vs control,*
- *Experimentation vs assurance*
- *Strategic ambition vs operational reality.*

This session is about designing for that tension, not pretending it can be removed or ignored.





Teams must be the focal point for scaling AI because 75% of cross-functional project groups are dysfunctional.

- They fail to:**
- Meet planned commercials
 - Stay on schedule
 - Adhere to specifications
 - Meet customer expectations
 - Maintain alignment with corporate goals

Summary of today's discussion

- We've explored the tensions that hinder efficiency and effectiveness of AI initiatives
- We've framed the interventions and key principles needed to make a difference
- We've related AI scaling to a more systematic approach to the management of an intelligence value chain
- We've recognized that inputs, ingredients, processes, methods and teams all blend to form your specific 'culture of intelligence'

Final Thought... are the concepts and insights shared today, on the radar of your Executive Leaders and Existing AI teams, or is more work needed to build literacy around these topics?

SuperTeam Diagnostic · Six Dimensions		DYSFUNCTIONAL TEAM	SUPERTEAM
01	GOVERNANCE STRUCTURE	Formulaic Compliance <i>Rules are followed when observed, routed around when not — structure exists on paper only.</i>	Intrinsic Commitment <i>The team has internalised why governance exists and applies it intelligently without supervision.</i>
02	PSYCHOLOGICAL SAFETY	Selective Manipulation <i>Voices are raised strategically to score points or protect territory, not to surface truth.</i>	Relentless Transparency <i>Bad news travels fast, mistakes are shared openly, and honesty is the non-negotiable operating norm.</i>
03	SHARED MENTAL MODEL	Siloed Fragmentation <i>Each function holds a different version of reality — the team is arguing from incompatible maps.</i>	Unified Purpose <i>All functions share one picture of the programme, its constraints, and what success looks like.</i>
04	CONFLICT RESOLUTION	Political Positioning <i>Disputes are resolved by whoever holds the most senior sponsor — not the best answer.</i>	Collective Consensus <i>Conflict is routed through a structured mechanism, decisions are owned collectively, and no function leaves ambushed.</i>
05	LEARNING LOOPS	Institutional Amnesia <i>Failures are fixed quietly, never documented — the same mistakes recur at compound cost.</i>	Compounding Intelligence <i>Every failure is codified into the programme's operating system, making the team structurally smarter over time.</i>
06	IDENTITY & ACCOUNTABILITY	Functional Allegiance <i>Primary loyalty is to the department — being proven right matters more than the programme succeeding.</i>	Shared Ownership <i>Accountability has no functional boundary — every member is measured by programme outcomes, not departmental defence.</i>

Example: Assessment of the gap between current AI team traits and those attributes needed to be more efficient and effective

Resources relevant to this session



AI Confidence by Design

Whitepaper outlining a new architecture for scaling AI in Financial Services

SuperTeam Diagnostic - Six Dimensions		DYSFUNCTIONAL TEAM	SUPERTEAM
01 GOVERNANCE STRUCTURE	Formulaic Compliance Rules are followed when observed; routed around when not — structure exists on paper, deep	Introspect Commitment The team has introspection why governance exists and applies it intelligently without supervision	
02 PSYCHOLOGICAL SAFETY	Selective Manipulation Spoken are what strategically to score the best result; honesty is not to surface truth	Relentless Transparency Bad news travels fast, mistakes are shared openly, and honesty is the non-negotiable operating norm	
03 SHARED MENTAL MODEL	Siloed Fragmentation Each function has its own version of reality — the team is not one	Unified Purpose All functions share one picture of the programme, its constraints, and what success looks like	
04 CONFLICT RESOLUTION	Political Posturing Decisions are resisted by whoever holds the most senior position — not the best answer	Collective Consensus Conflict is routed through a structured mechanism, decisions are owned collectively, and no function leaves ambushed	
05 LEARNING LOOPS	Institutional Amnesia Failures are fixed quietly, never documented — the same mistakes recur if compounded	Compounding Intelligence Every failure is codified into the programme's operating system, making the team structurally smarter over time	
06 IDENTITY & ACCOUNTABILITY	Functional Allegiance Primary loyalty is to the department — being proven right matters more than the programme succeeding	Shared Ownership Accountability has no functional boundaries, every member is measured by programme outcomes, not departmental defence	

AI SuperTeam – Quick Diagnostic

Structured framework for quickly assessing team priorities for effectiveness uplift

AI Innovation Process Taxonomy — Lab, Launchpad, Lattice, Ledger.			
STAGE 1: LAB BORN	STAGE 2: LAUNCHPAD RELEASED	STAGE 3: LATTICE WIDENED	STAGE 4: LEDGER EARNING
01 Ideation Identify customer problem/opportunity 11 Opportunity Screening & Validation 12 User Case Generation & Capture 13 User Case Review & Approval 14 Business & Regulatory Fit Check 15 Intuitive Portfolio Management 16 Initial Value & Cost Hypothesis	02 Build & Validate Experiment on an artificial reality 21 Model Data Representation 22 Data Labeling, Annotation & Verification 23 Model Development & Training 24 Model Evaluation & Performance 25 Model Deployment & Integration 26 Model Monitoring & Feedback	03 Scale & Operationalise Productionise the solution, integrate with 31 Training Readiness & Cross-Role Rollback 32 Productionisation, Standardisation & Pattern Library 33 Work & Process Re-Design 34 Operating Model & Role Re-Definition 35 Capability Building & Centre of Excellence 36 Enterprise Architecture & Systems Integration 37 Model Data Ownership in Production 38 AI-First at Scale	04 Account & Realise Account for measure needed for value 41 AI-First Training & Performance Measurement 42 Security, Resilience & Risk Reporting 43 AI-First Realisation of AI Assets 44 AI-First Reporting & TCO 45 Cash of AI Adoption & Change Back 46 Lifecycle Management & Asset Retirement 47 Customer Optimisation & Reinvestment 48 Strategic Portfolio Review
05 Conceptual Design Define design artefacts on digital canvas 51 Problem Statement & Scope 52 Solution Architecture & Design 53 Architecture & Design Review 54 Architecture & Design Approval 55 Architecture & Design Implementation 56 Architecture & Design Monitoring	06 Deploy & Launch Deploy and operationalise solution 61 Production Readiness Assessment 62 Deployment & Release Management 63 Regulatory Approval & Go-Live Sign-Off 64 Change Management & Adoption Planning 65 L1 & L2 Customer Training & Enablement	07 Steward & Govern Keep supplied AI safe, performant, compliant 71 Model Performance, DPM & Degradation Monitoring 72 Responsible AI: Governance & Decision Rights 73 Model Data Lineage & Quality Surveillance 74 Third-Party & Regulatory Compliance Monitoring	08 Disclose & Assure Prove & disclose AI build & use 81 Internal Audit & Compliance 82 External Audit & Compliance 83 Incident Reporting & Investigation 84 Model Data Lineage & Quality Surveillance 85 Third-Party & Vendor Compliance Reporting 86 Incident Reporting & Regulatory Escalation

AI Scaling Architecture - Available With Workshop Exercises

End-to-End L4 process taxonomy and methodology



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