

AI & Ledelse: Sådan spiser du AI-elefanten én bid ad gangen



AI FORANDRER ALT - ER DU MED,
ELLER BLIVER DU OVERHALET?

Program

01

Program

02

09.00 – 09.15 | Keynote:
Implementering af
GenAI – Lær af de
bedste v. *Øyvind Strøm,*
AI Transformation Lead
– *Chef Specialist,*
Nykredit

03

Hvordan Nykredit
integrerer AI i deres
organisation

04

Praktiske erfaringer
med AI-implementering

05

Konkrete eksempler på
gevinster og faldgruber

Program

01

09.15 – 09.45 |
Paneldebat: AI i
ledelse – fra strategi
til handling

02

Paneldeltagere

03

Casper Guldager –
KPMG Danmark,
Director i New
Technology

04

Mads Juul
Jørgensen – HR
Executive/MBA,
Tidligere HR
Direktør, Falck
Danmark & Head of
HR Operations,
Rambøll Danmark

05

Øyvind Strøm –
Nykredit, AI
Transformation Lead
– Chef Specialist

06

Facilitator: Christian
Sylvester – AI & HR-
strateg, Senior
Management
Konsulent, Direktør
& Founder af
Sylvester & co +
Partner hos
Jobposter.dk

Program

01

09.45 – 10.00 |
Q&A: Deltagerne
spørger panelet

02

Hvordan
kommer vi i
gang?

03

Hvilke AI-
løsninger giver
mest værdi i din
virksomhed?

04

Hvordan
overbeviser du
organisationen
om AI's
potentiale?

Deltagere fra offentlige og private virksomheder





Øyvind Strøm

AI Transformation Lead

Nykredit Banking Technology

GENERATIVE AI

Implementeringsstrategi

Nykredit

AI IMPLEMENTATION FRAMEWORK – 5 STAGES

Citizen
development

Community
development

Measure
progression

Automation

Business Process
Re-modelling

En metodik som

- Lærer alle medarbejdere at prompte
- Fremmer collaboration (få alle med)
- Måler progression
- Understøtter automation
- Understøtter Business Process re-modelling

GENERATIVE AI IMPLEMENTATION



?

GENERATIVE AI

Udfordringer

Værktøjets
begrænsninger

Governance

Ressourcer

Kompetencer

Frygt/Adaption

Compliance

GDPR

EU AI Act

DORA

§§§



Fordele

Kvalitetsforbedringer

Effektivitet

Strategiske

GENERATIVE AI - UDFORDRINGER

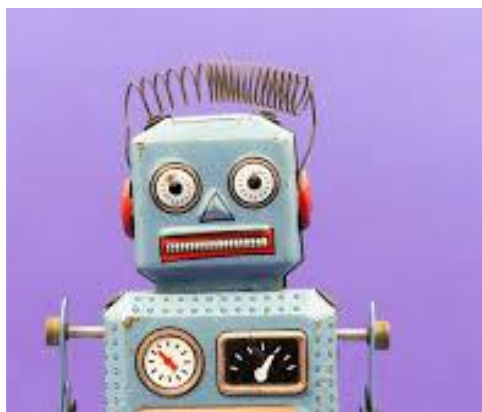
Udfordringer

Kompetencer
Frygt/Adaption



Fordele

Effektivitet



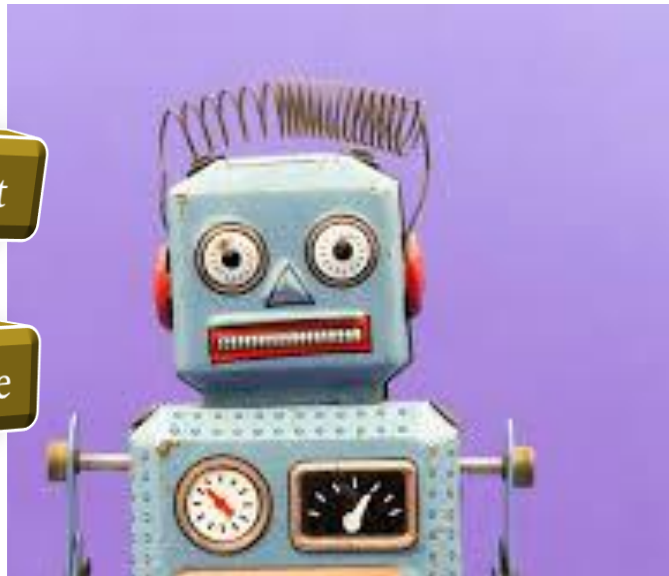
Hvordan bruge værktøj som ChatGPT/NykreditGPT/CoPilot?

Hvordan måler vi effektivitetsforbedringer?

SAMTALEPARTNER

Meget smart

Ved en masse



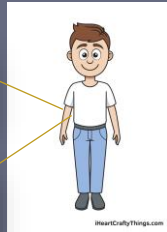
AI IMPLEMENTATION FRAMEWORK – STAGE 1

Vi er nødt til at on-board vores co-worker

Citizen
development

Prompt

Evaluate



Vi er nødt til at lære os Prompting.

AI IMPLEMENTATION FRAMEWORK – STAGE 1

Nogle skal lære os at Prompte.

AI staff



Empower

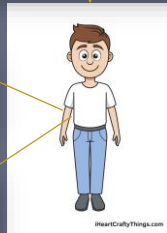
Training material

Prompt library

Citizen development

Prompt

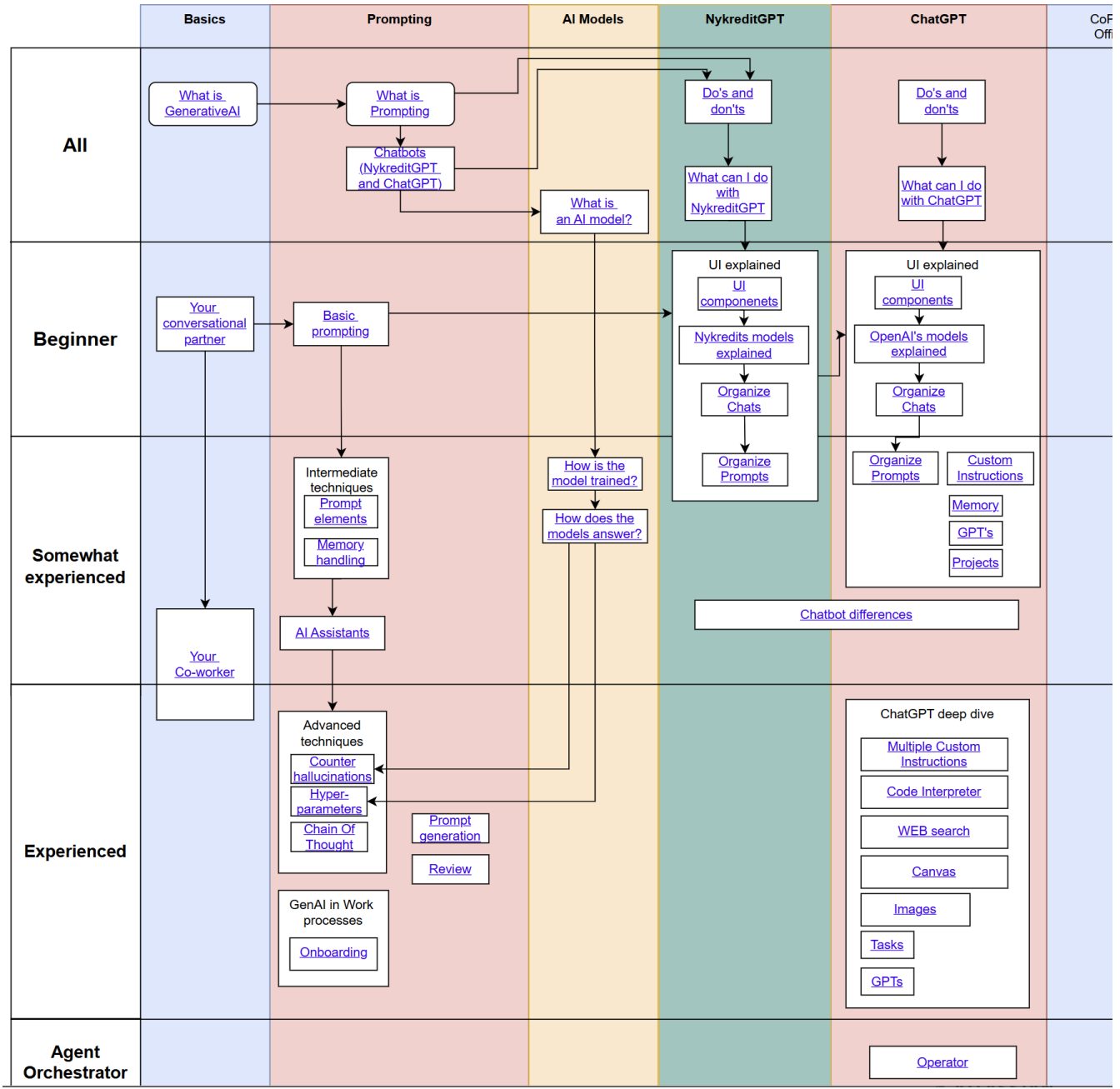
Evaluate



Vi er nødt til at lære os Prompting.

- Hyper/Inference parameters
- Chain Of Thought
- Prompt Generation
- Review
- Onboarding our GenAI
- GenAI training - AI Models
 - What is a generative AI model
 - How is the model trained
 - How does the model answer
- GenAI training - NykreditGPT
 - Do's and don'ts (NykreditGPT)
 - What can I do (NykreditGPT)
 - UI explained (NykreditGPT)
 - Nykredits models
 - Organize Chats (NykreditGPT)
 - Organize Prompts (NykreditGPT)
- GenAI training - ChatGPT
 - Do's and don'ts (ChatGPT)
 - What can I do (ChatGPT)
 - UI explained (ChatGPT)
 - OpenAI's models
 - Organize chats (ChatGPT)
 - Organize Prompt (ChatGPT)
 - Custom Instructions
 - Memory
 - GPT's
 - Projects
 - Chatbot differences
 - Multiple Custom instructions
 - Code Interpreter
 - WEB search
 - Canvas
 - Images
 - Tasks
 - GPT's advanced

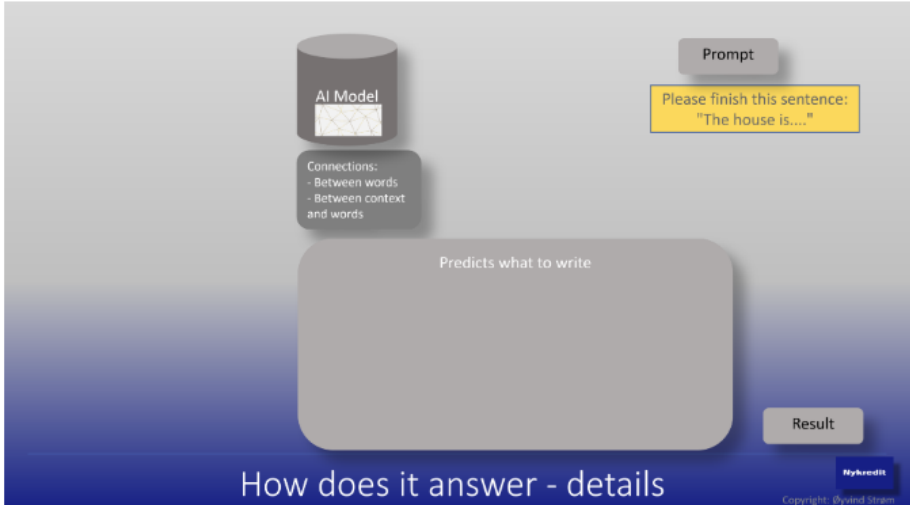
Training material

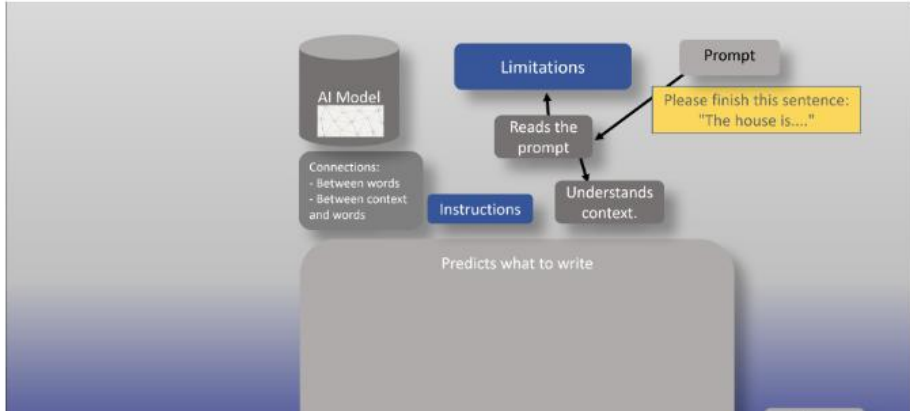


How does the model answer

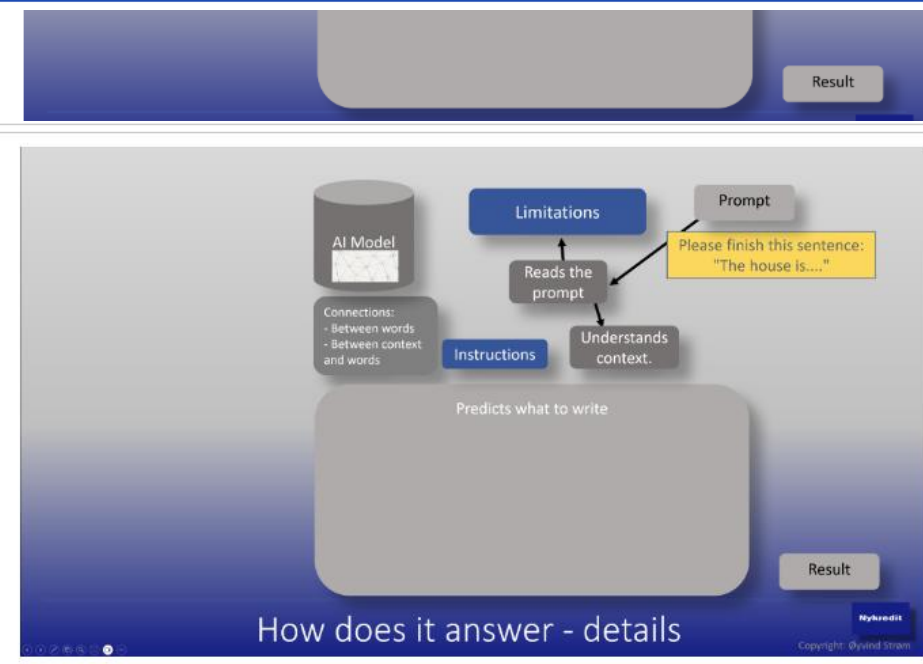
Created by Øyvind Strøm, last modified just a moment ago

After training, a generative AI model can understand prompts and produce coherent text—or other forms of output—through an **inference** process.

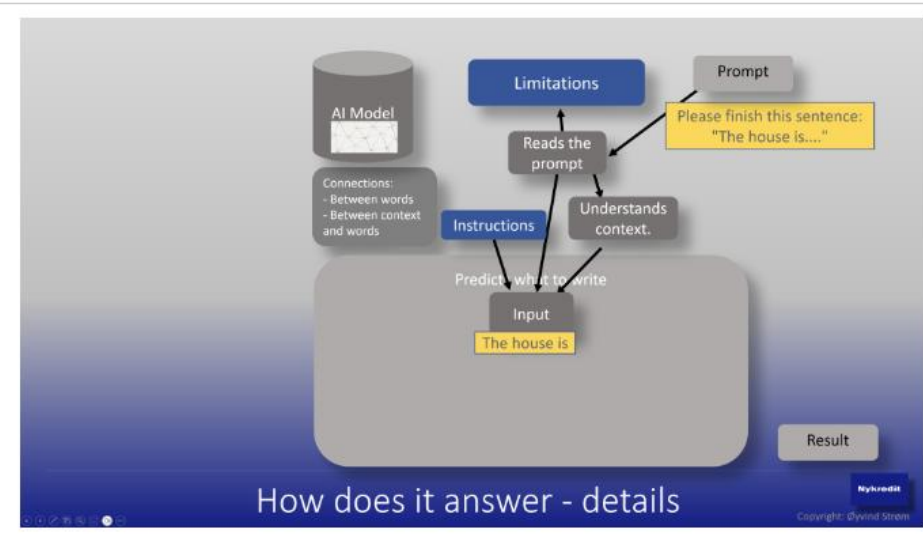
<p>Explanation</p> <p>We start by providing a prompt to the model</p>	 <p>How does it answer - details</p>
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<p>The model will:</p> <ul style="list-style-type: none"> Read the prompt Check for limitations Understand context Read its internal instructions 	
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- The model will:
- Read the prompt
 - Check for limitations
 - Understand context
 - Read its internal instructions



Input to the model is now:
"The house is"



the model builds an internal "Distribution table", ordered by a probability score.



Prompt library

Scrum Master Co-worker (Assistant) (GenAI prompt)

Created by Øyvind Strøm, last modified on Jan 15, 2025

Description

The audience for this Assistant is leaders and employees not too familiar with Scrum. It also serves as an example of a structure that can be used for other tasks

With this assistant, you can get explanations about scrum artefacts and keywords.

Start by writing HELP, to see what keywords it has been instructed to help with. It will provide a description for these keywords, and you can ask it to elaborate further, or explain how different tools can support others.

An example could be to ask how MIRO can be used in Retrospective.

Version history

Date	Author	Change
2025-01-15	OES	Established
2025-01-15	OES	For the keyword EXTRA, I instructed it to only provide one tip at a time.

Efficiency gains

	Estimated manuel execution (h)	Estimated AI execution (h)	Estimated gain (h)
1			
2			

NykreditGPT	ChatGPT
Copy the prompt, click the link below and paste it into NykreditGPT	Click the link below to start the GPT.
Start NykreditGPT	Start GPT

Prompt

Act as an expert Scrum master, that is tasked to help a leader perform Scrum proceedings in their team, or for team members to understand Scrum.

The team do not have a designated Scrum Master, but the Team may work by Agile principles, so it is really important that you provide assistance when needed. The tools at disposal is JIRA, Confluence, Teams and MIRO. Do not refer to other tools like Slack etc.

The user can initiate the conversation by writing one of the defined Keywords or write a Prompt.

Recognized keywords, and a short description:

HELP – shows what keywords this GPT understands

SCRUM – gives an short overview of Scrum principles.

ARTEFACTS – lists the different Scrum Artefacts

STANDUP – explain how Standup are used.

REFINEMENT – explain how Refinement is used.

PLANNING – explain how Planning is used

RETROSPECTIVE – explain how Retrospective is used.

JIRA – explain how JIRA can be used to organize and track tasks.

MIRO – explain how MIRO can be used to assist in a Retrospectiv setting

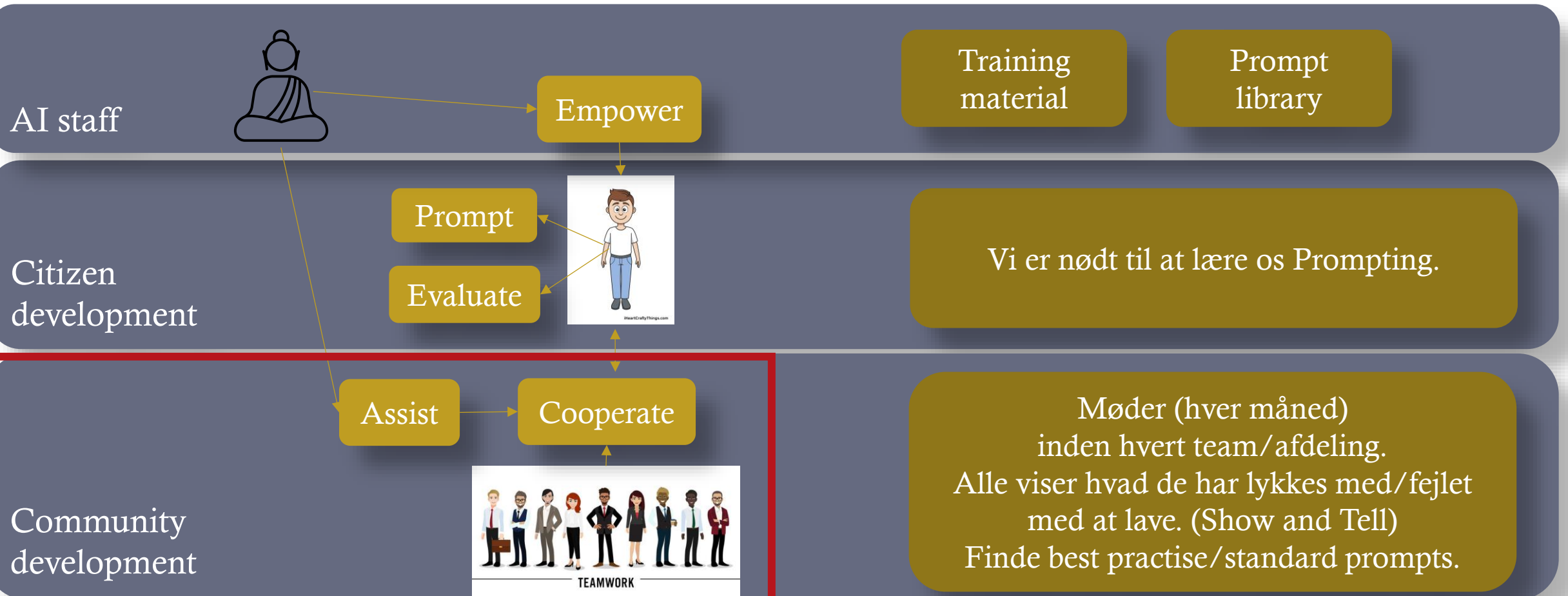
CONFLUENCE – explain how Confluence can be used for documentation.

EXTRA – additional tips

INVITATION – used after writing an Artefact name, to create an invitation text for scheduling a meeting.

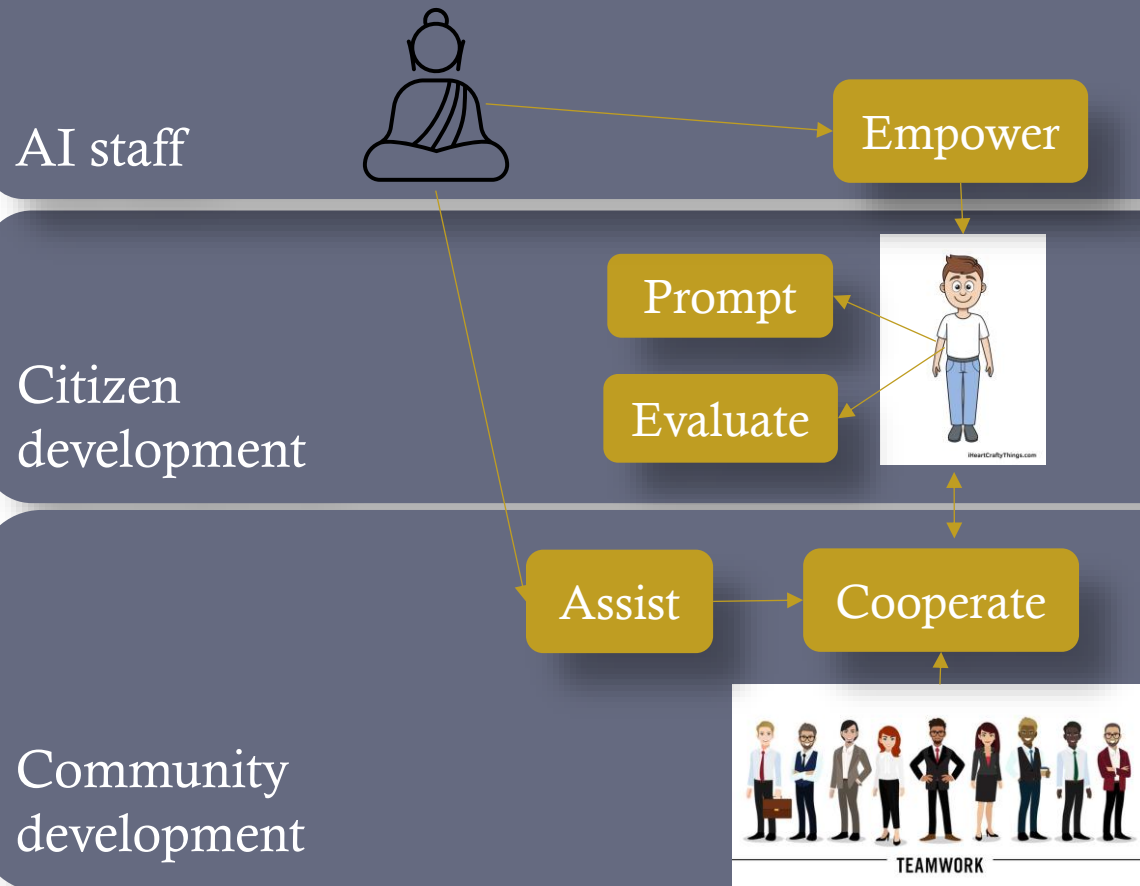
Used by	Date	Feedback

AI IMPLEMENTATION FRAMEWORK – STAGE 2



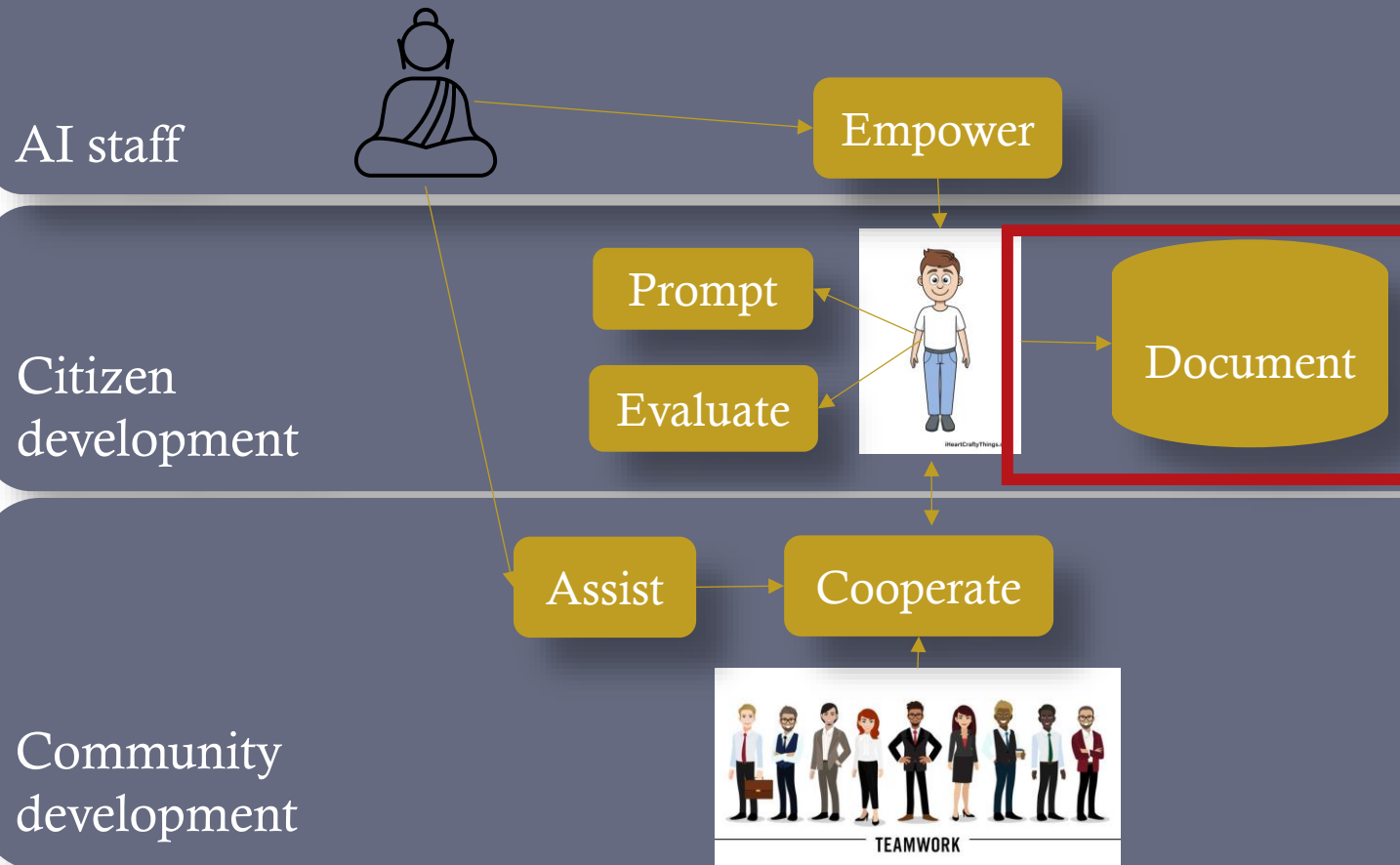
AI IMPLEMENTATION FRAMEWORK – STAGE 3

Ledere har interesse i at GenAI indsats dokumenteres, for at kunne se/rapportere progression



AI IMPLEMENTATION FRAMEWORK – STAGE 3

Ledere har interesse i at GenAI indsats dokumenteres, for at kunne se/rapportere progression



AI IMPLEMENTATION FRAMEWORK – STAGE 3

Ledere har interesse i at GenAI indsats dokumenteres, for at kunne se/rapportere progression

Business Process

Document

Step

Map

Prompt

Description

AI status

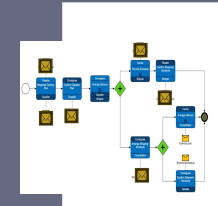
Manual execution time

Frequency

AI execution time

Manual execution time

Business Process Mapping



Link prompts mod Business process!!

AI IMPLEMENTATION FRAMEWORK – STAGE 3

Ledere har interesse i at GenAI indsats dokumenteres, for at kunne se/rapportere progression

Management



Evaluate

Report progress

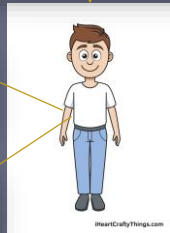
AI staff



Empower

Citizen development

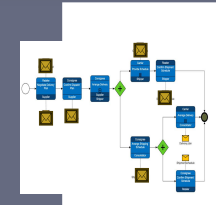
Prompt



Evaluate

Document

Business Process Mapping



Link prompts mod Business process!!

Community development

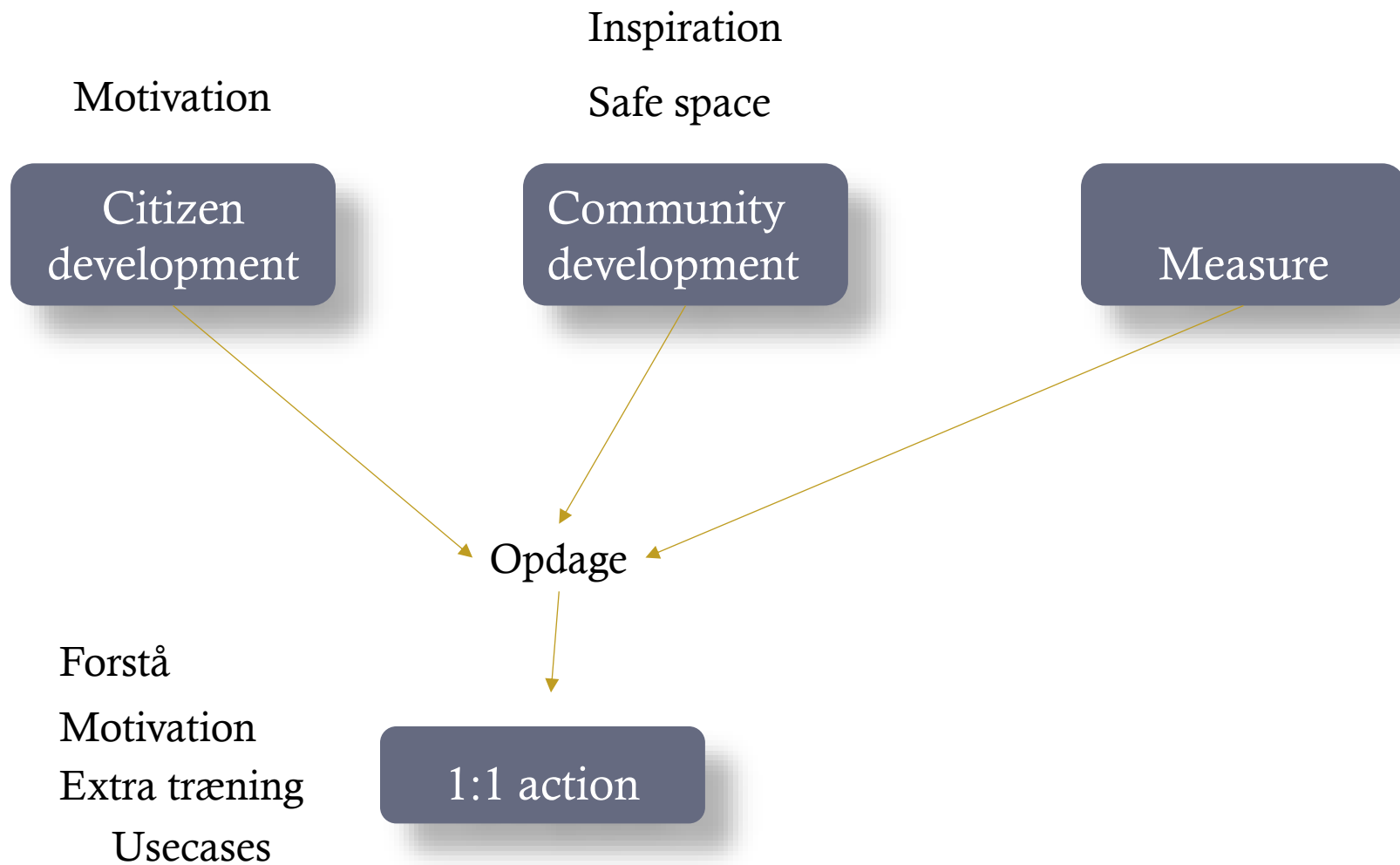
Assist

Cooperate



TEAMWORK

Frygt



AI IMPLEMENTATION FRAMEWORK – STAGE 3

Ledere har interesse i at GenAI indsats dokumenteres, for at kunne se/rapportere progression

Management



Evaluate

Report progress

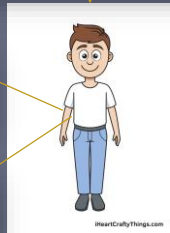
AI staff



Empower

Citizen development

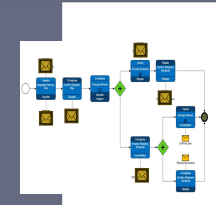
Prompt



Evaluate

Document

Business Process Mapping



Link prompts mod Business process!!

Community development

Assist

Cooperate



TEAMWORK

GENERATIVE AI IMPLEMENTATION

Top down Poc/Projekter

Tager mange måneder

Ingen intern kompetence

Ikke garanteret succes



Bottom up

Umiddelbare gevinster

1%, 2%, 5%, 10% X antal ansatte

Skaber intern kompetence – hvad kan teknologien

De ansatte ved hvor skoen trykker

AI IMPLEMENTATION FRAMEWORK – STAGE 4

Ledere har interesse i effektivisering. Sammen med medarbejdere og AI staff, finde kandidater for automatisering.

Management



Evaluate

Report progress

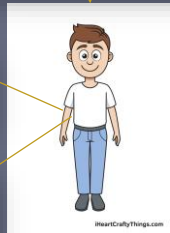
AI staff



Empower

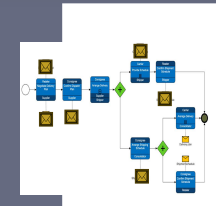
Citizen development

Prompt



Document

Business Process Mapping



Evaluate

Community development

Assist

Cooperate



TEAMWORK

AI IMPLEMENTATION FRAMEWORK – STAGE 4

Ledere har interesse i effektivisering. Sammen med medarbejdere og AI staff, finde kandidater for automatisering.

Management



Evaluate

Report progress

AI staff



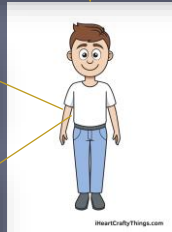
Empower

Automation

Backend development

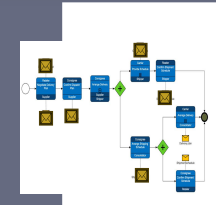
Citizen development

Prompt



Document

Business Process Mapping



Evaluate

Community development

Assist

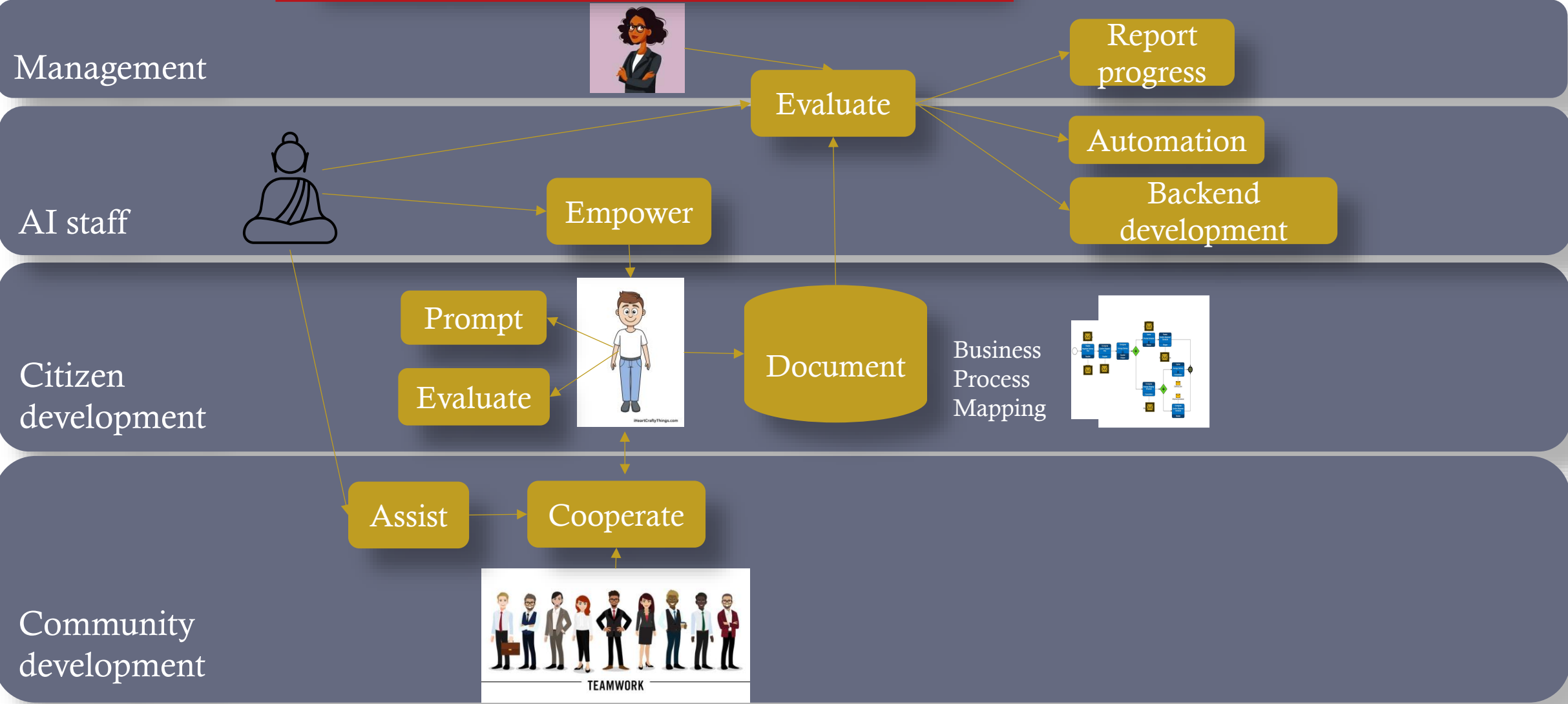
Cooperate



TEAMWORK

AI IMPLEMENTATION FRAMEWORK – STAGE 5

Kan man bruge dokumentationen til at kikke på arbejdsprocesserne med re-modelleringsøjne?

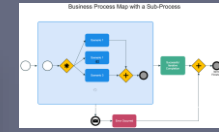


AI IMPLEMENTATION FRAMEWORK – STAGE 5

Business Process modelling

Kan man bruge dokumentationen til at kikke på arbejdsprocesserne med re-modelleringsøjne?

Re-model



Management



Evaluate

Report progress

Automation

Backend development

AI staff

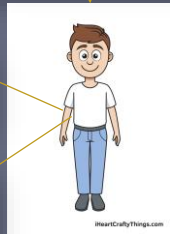


Empower

Citizen development

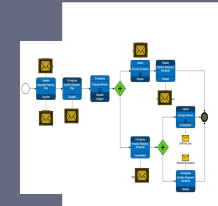
Prompt

Evaluate



Document

Business Process Mapping



Community development

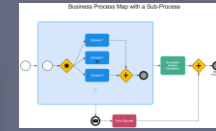
Assist

Cooperate



AI IMPLEMENTATION FRAMEWORK – OPSUMMERING

Business Process
modelling



Re-model

Management



Evaluate

Report
progress



Automation

AI staff

Non-GenAI
element

En metodik som

- Lærer alle medarbejdere at prompte
- Fremmer collaboration (få alle med)
- Måler progression
- Understøtter automation
- Understøtter Business Process re-modelling

Godt i gang

Community
development



AI ADAPTION – BANKING TECHNOLOGY

Foreløbig ingen mål for effekt

98% af de ansatte i Nykredit Banking Technology
bruger Generative AI



Øyvind Strøm

AI Transformation Lead

Nykredit Banking Technology

GENERATIVE AI

Implementeringsstrategi

Nykredit