



Emerging Technology Introduction

Oct 22, 2025

Agenda

Opening Remarks and Introduction

The What

The Why

The How

Current State Update

Q&A

Emerging Technology Council – The What

- Idea generation incubator
- Sharing and listening forum
- Gain awareness of initiatives across GLWA
- Build evangelists for Emerging Technology adoption at GLWA
- Direct pilots leveraging emerging technologies
- Establish processes for idea validation, prioritization, vendor selection, piloting, and operationalization
- Develop enterprise skilling plan

Emerging Technology Council – The Why

- Modernize and/or optimize operations
- Future proof GLWA
- Upskill workforce with AI and other emerging technologies
- Empower and improve Team Member experience
- Preventive maintenance, reduce outage occurrences
- Reduce cost of delay, data quality, timeliness & rework

Emerging Technology Council – The How

- Built a framework for the Emerging Technology pilot projects
- Nominated team members as Emerging Technology Evangelists
- GLWA data and information security as a core focus
- Industry partnerships with Microsoft, InfoTech and Isle utilities
- Higher education & peer partnerships
- AI Policy & Enterprise AI learning curriculum in collaboration with OD

Emerging Technology Updates

- Emerging Technology initiatives pipeline
- Enterprise AI Policy approved by CEO and ELT, to be published
- Enterprise AI training curriculum reviewed with ELT, to be rolled out
- Emerging Technology Roadmap

Emerging Technology Updates - Roadmap

2025

- Focus on Foundational work
- Publish AI Policy
- Launch AI for All Training
- Build Data Charter
- Deploy M365 copilot chat
- Pilots – 2 to 3
- Operationalize – 1

2026

- Build Enterprise Data Lake foundation
- Build content search chatbot
- Pilots – 2 to 3
- Operationalize – 2 to 3
- Measure ET Program success

2027

- Build Enterprise Data Lake – cont'd
- Pilots – 2 to 3
- Operationalize – 2 to 3
- Measure ET Program success

2028

- Operationalize Enterprise Data Lake
- Pilots – 2 to 3
- Operationalize – 2 to 3
- Measure ET program success



Q & A