

# Strategic IT management - 37E00200

## Case Nokia

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## Video

- <https://youtu.be/HGzglv0lO5g>

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## Choose Assignment A or Assignment B or both

- Customer perspective – Assignment A: Viviana Rich (G Telecom)
  - A1: Analyze the organizational change required to implement Telco AI
  - A2: Address the managerial issues pertaining to the implementation especially from human-AI collaboration standpoint
- System provider perspective – Assignment B: Product manager (Nokia Software)
  - B1: Create a service roadmap to analyze what role should Nokia take in offering Telco AI to their customers
  - B2: Create a product roadmap to address barriers of adoption and detrimental effects on employees' skill set

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## Use the lecture material and write a case report

- Useful lectures and related articles to keep in mind
  - Defining artificial intelligence 20.11.2023 (augmentation – automation)
  - Explainable AI 22.11.2023 (inscrutability and intractability of AI systems)
  - Deskillling 27.11.2023 (erosion of skills; skill transformation)
- Max 5 pages (including appendices and references if there are any) + title page
- Due on Friday 1<sup>st</sup> December at 5 pm

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