



PMI Infinity: your AI-Powered Coach

Unlocking the Future of PM

For NTT Data

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PMI x AI

- Thought Leadership
- AI Online Courses
- PMI Digital Community
- PMI Infinity

PMIxAI: Thought Leadership

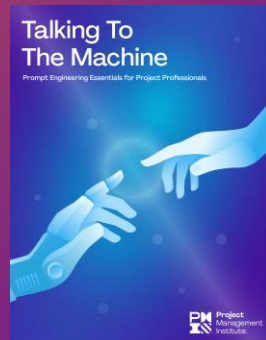
Stay ahead of the curve on how AI is transforming project management

A three-part report to **guide organizations on their AI transformation journey** and five key actions to start.



Strategies and recommendations for Project Professionals to start adopting GenAI in project management

Prompt Engineering Essentials . Insights to leverage GenAI for automating, assisting and augmenting project work.



Discover GenAI benefits, best practices, and factors that facilitate wider adoption with individuals and organizations.



Explore the **skills professionals are advancing** as they adopt GenAI and **what is next for users pushing the limits of GenAI adoption** in project management

PMixAI: AI Online Courses

Participate in the AI revolution and enable your organization to improve project success



The **free interactive learning course** explores the **impact of generative AI, with community member experiences**, and a variety of AI project management tools.



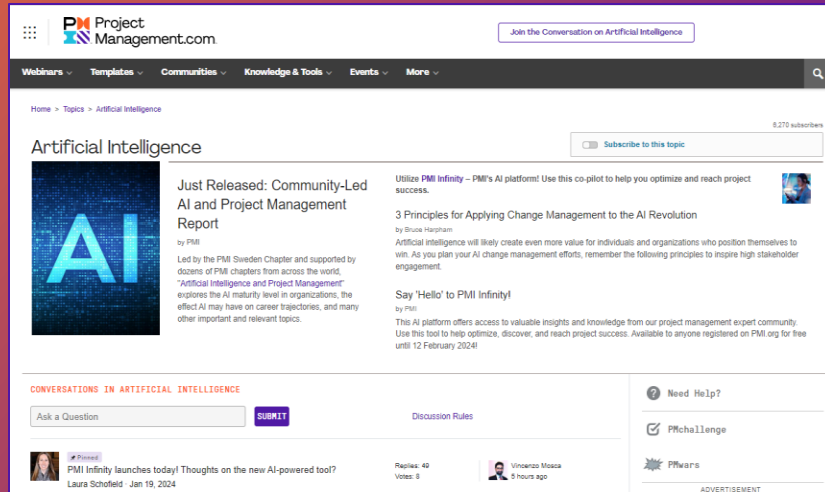
Deeper practical instruction on how to incorporate Generative AI (GenAI) in your work, further explore of how to work with data, and explore the GenAI canvas for project managers.



Provides tools and techniques to **leverage ChatGPT, PMI Infinity, and other Large Language Models (LLMs) effectively** and help project managers obtain relevant and insightful responses for their project needs.

PMIxAI: Community and events

Scale up AI learnings and adoption by connecting, engaging, asking, and sharing with the community



Thriving AI Community of 8,000+



AI content at In-person and Virtual Events



Connect with community from around the globe



Engage with AI virtual community on ProjectManagement.com



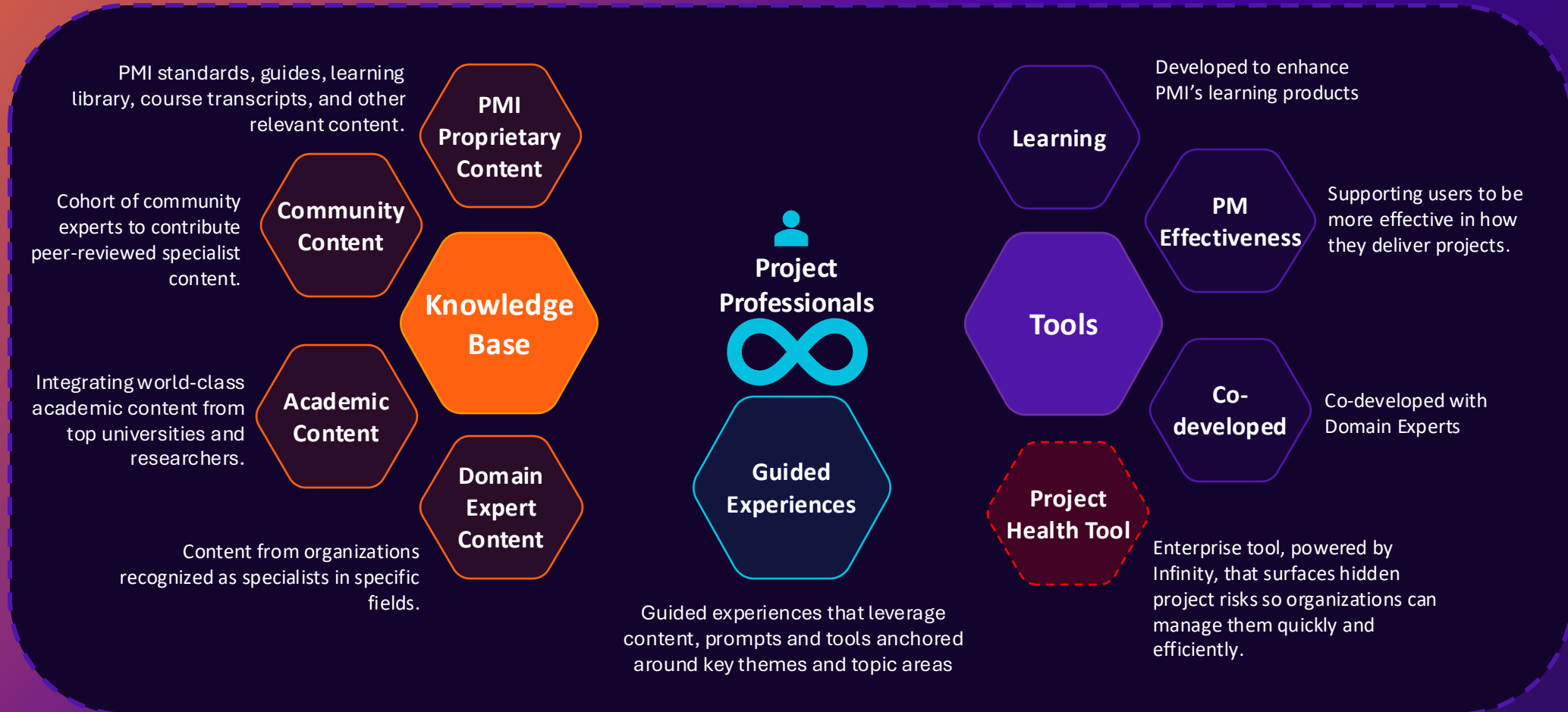
Ask your pressing questions on AI and Projects



Share your experience and expertise at PMI Events

PMIxAI: Infinity, Your AI-Powered Project Co-pilot

Vision: PMI Infinity Ecosystem to maximize project success



PMIxAI: Infinity, Your AI-Powered Project Co-pilot

Milestones and other AI releases

• Aug 2023

PMI Infinity idea conceptualization and development.

- **AI Course 1:** Gen AI Overview for PMs. Free course.
- ~200k learners as of 01.May.2024

• Jan 2024

PMI Infinity™ 1.0 Global launch. Ungated access of PMI Infinity to external community.

- **PMP Exam Simulator GPT** – Open AI store.
- Ranked in top 50 learning GPTs in OpenAI's store (Beetrove, Mar'24)

• Mar/Aug '24

Development of **new features and enhancements** to release at Global Summit LA on Sept.24

- **Thought Leadership:** Prompt Engineering Essentials for PMs.
- **AI Course 3:** Talking to AI: Prompt Engineering for PMs. ~27K learners, as of 31.Aug.24

• Oct 2023

PMI Infinity™ beta launched at Global Summit Atlanta. Tested by 300+ volunteers

Thought Leadership:

- Organizational PoV
- Practitioner PoV

• Feb 2024

Begin **PMI Member-only access** to PMI Infinity.

- **AI Course 2:** Data Landscape of Gen AI for PMs. 34K learners, as of 01.May.24

• Sep 2024

PMI Infinity™ 2.0 launched at Global Summit Los Angeles.

- **Standards and Publications** – AI Essentials for Project Professionals
- **Thought Leadership:** Gen AI Adoption



PMIxAI: Infinity, Your AI-Powered Project Co-pilot

Milestones and other AI releases



Smart navigation with 15,000+ pieces of PMI content



Community-generated knowledge platform



Trusted and Vetted Knowledge Base via Peer-reviewing



Cites original content sources for easy validation



Recommends Prompts for deeper exploration



Data Safety
Infinity exclusively learns from PMI proprietary content



Enjoy quicker analysis and tailored insights with the Document Upload Feature



Guided Experiences
Learn, Practice and Do through real-world scenarios



Experience improved efficiency with the GPT 4.o Upgrade



Create Project Charter documents with the Generator Tools feature



Get tailored project recommendations including Templates & Checklists



Now with new content from domain experts like Cognilytica, CCL and GPM

PMIxAI: Infinity, Your AI-Powered Project Co-pilot

Demo

Certifications Learning Resources Membership Get Involved Events PMI for Organizations About PMI Search

Home / PMI Infinity AI Tool

The AI-powered Assistant for Project Professionals

PMI Infinity™, your AI-powered co-pilot, is designed to help you achieve more. Leverage sources generated and vetted by the PMI global community, boost your understanding of complex topics and gain detailed responses for a unique learning experience

[Already a PMI Member? Visit Infinity](#)

PMIxAI: Infinity, Your AI-Powered Project Co-pilot

Lessons Learned

1 Agile Approach

- Ambitious timeline for an MVP to do user testing
- Cross-functional nature of an agile team was crucial to having a chance at delivery.
- Team was parallelly defining requirements and designing while the development team was building it out

2 Constraints

- Tight timeline - 60 calendar days to meet the challenge of developing an AI assistant powered by PMI's content and knowledge.
- Required team to be resourceful: Early UX guidelines were done in MS Paint while design team worked on high fidelity versions and vision
- Making PMI's content format consistent (pdfs, articles, web pages, articles, learning library) to feed PMI Infinity. Required collaboration across the organization in building a content inventory.

3 Early Tech Choices

- PMI's knowledge base would be paramount to PMI Infinity, and early decided to implement a RAG (Retrieval Augmented Generation) framework to avoid having to custom train our model and to help ground our answers and provide context.
- Securing access and privacy of customers: None of PMI Infinity's user data goes to OpenAI's
- Continued to rely on Azure environment. Strong Microsoft-OpenAI partnership benefits us for the future.

4 Improvement and Testing

- Took multiple approaches to testing:
- Experimented with chunking strategy on source documents and evaluated impact on response accuracy and relevance.
 - Ran semantic similarity scoring of platform's output vs context documents.
 - Extensive A/B testing to get real user feedback for performance analysis.

Moving from manual evaluation to RAGAs evaluation:

- Past evaluations, referred above, have been relatively manual
- Implementing the RAGAs to evaluate performance at a component-level, while scaling through cost-effectiveness and speed

Thank you!

Let's continue the conversation!



Claudia Alcelay

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Management Institute | PMP®, PMI-ACP, CS...

