



互联网教育智能技术及应用
国家工程实验室

互联网教育智能技术及应用 国家工程实验室



北京师范大学
BEIJING NORMAL UNIVERSITY



清华大学
Tsinghua University



中国移动
China Mobile



网龙华渔教育



科大讯飞
iFLYTEK



认知中国

描绘中国人工智能发展蓝图

IBM Institute for Business value

IBM Institute for Business Value

Anthony Marshall

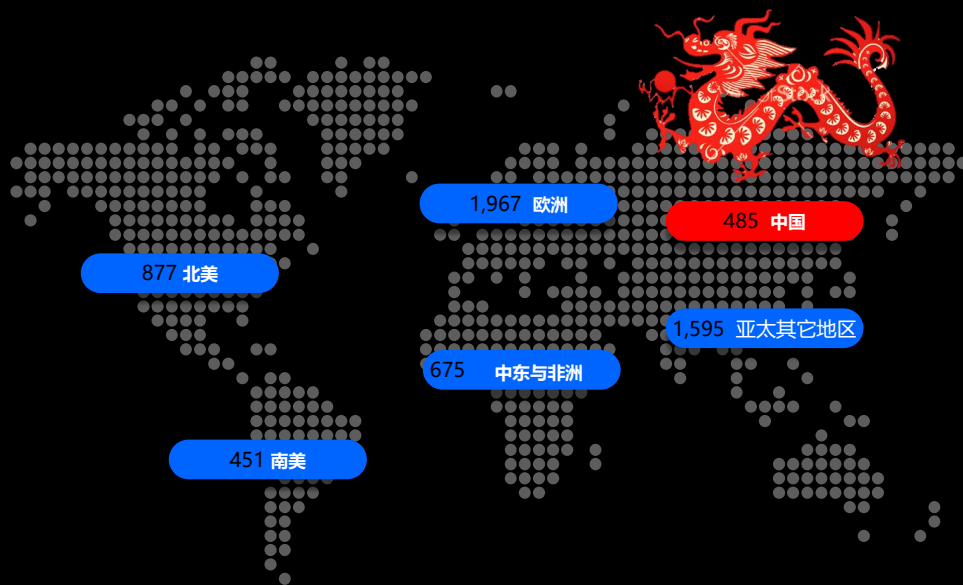
IBM 商业价值研究院研究总监



Mail: anthony2@us.ibm.com

LinkedIn: www.linkedin.com/in/anthonyejmarshall/

本次调研覆盖全球 40 多个国家或地区，6,000 多位受访者，
其中 8% 来自于中国





认知中国

描绘中国人工智能发展蓝图

IBM 商业价值研究院

这份关于《认知中国》
的报告即出自此次
调研结果

ibm.biz/cognitivechina

认知计算



理解

认知系统可以
像人类一样理
解非结构化信
息



推理

认知系统能够
进行推理，形
成假设，推断
并提取想法



学习

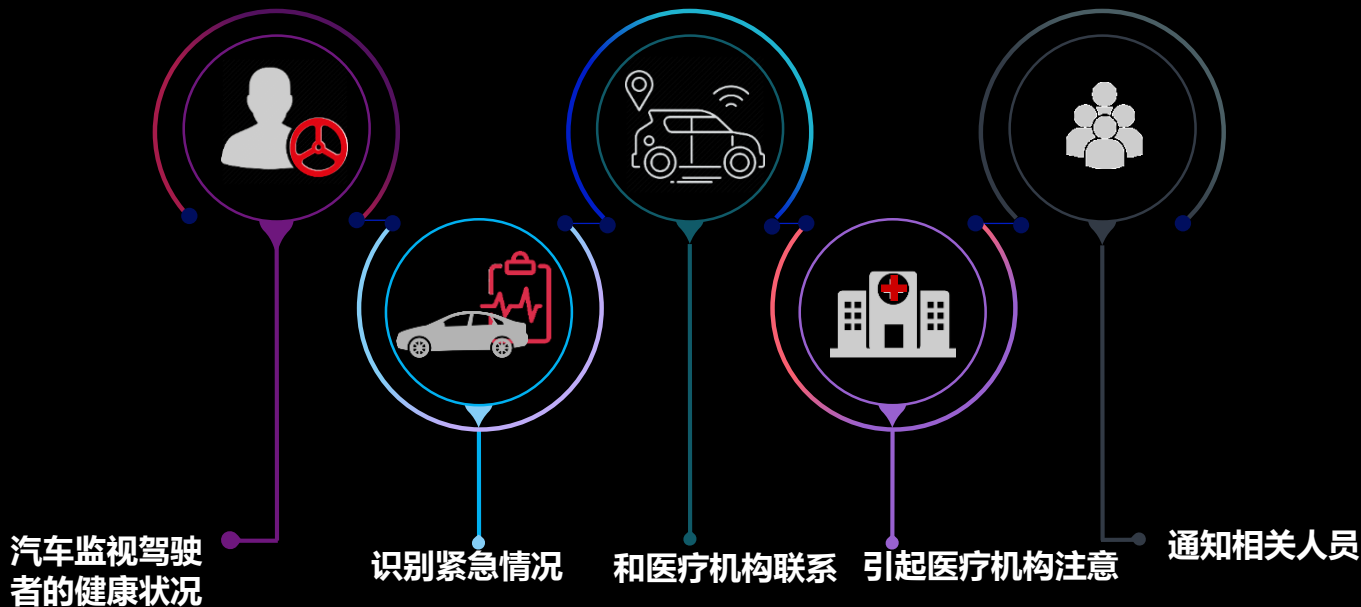
认知系统可以
从过去的结果
中学习



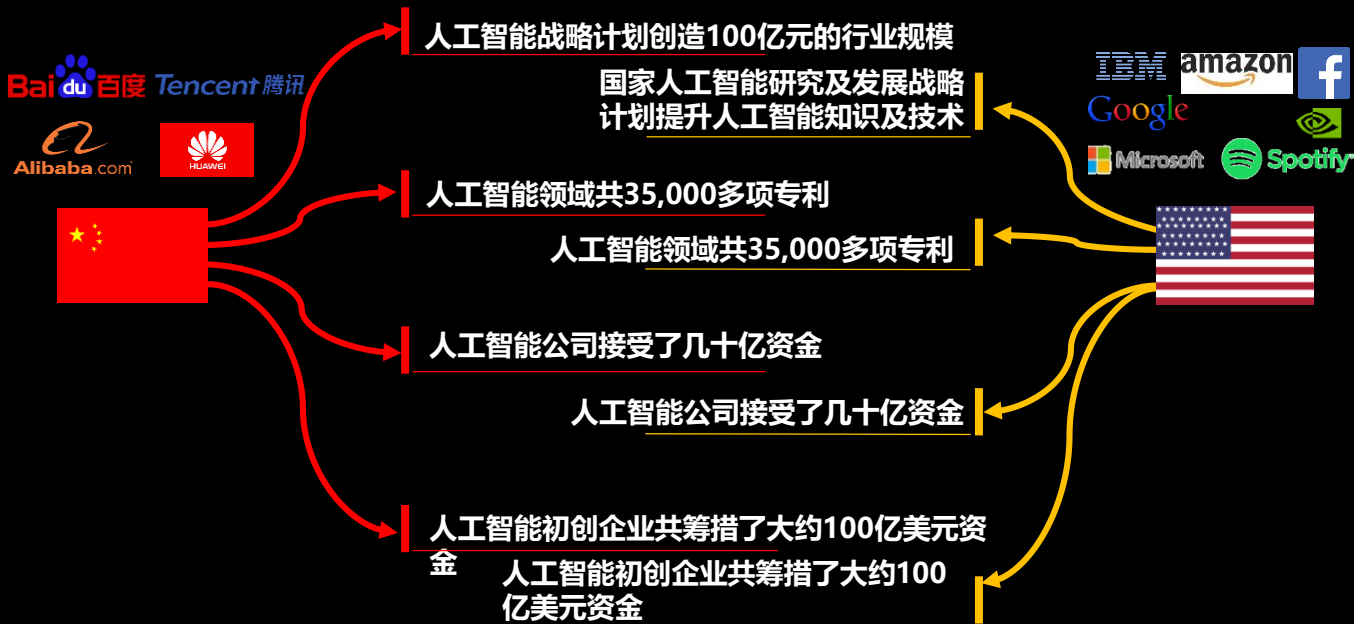
互动

认知系统能够
与人类自然地
进行互动

汽车可以监测驾驶者的健康情况，识别紧急情况，与医疗机构进行沟通，并自动驾驶到医疗机构



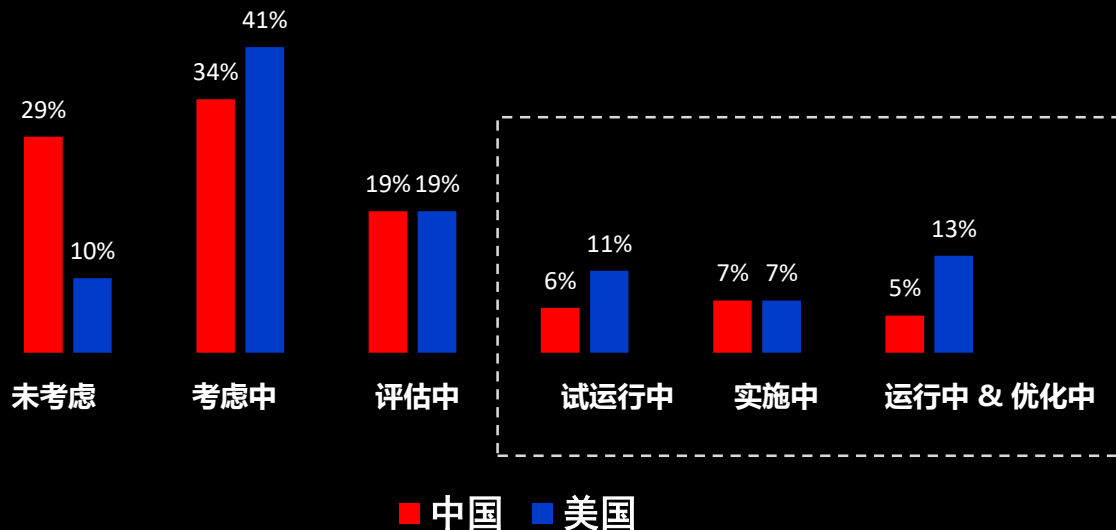
人工智能



量子计算



采用人工智能的阶段 – 2018



推动中国人工智能发展的关键价值因素– 2016 and 2018

2016

客户保留率提高

57%

客户满意度

55%

加快上市速度带来的收入增长

48%

赢得更大订单带来的收入增长

40%

客户获取成本降低

40%

2018

客户满意度

71%

客户保留率提高

59%

客户获取成本降低

53%

其他运营成本降低

46%

赢得更大订单带来的收入增长

42%

阻碍中国人工智能实施的因素– 2016 and 2018

2016

技术的可获取度

53%

与外部合作伙伴共享的
数据监管及政策

49%

熟练掌握技术专长的员
工的可获取度

47%

数据和信息使用的法律
/安全/隐私顾虑因素

47%

组织的接受度和文化契
合度

42%

2018

监管因素

60%

熟练掌握技术专长的员
工的可获取度

57%

数据和信息使用的法律
/安全顾虑因素

56%

决策所需要的数据量和
可获取度

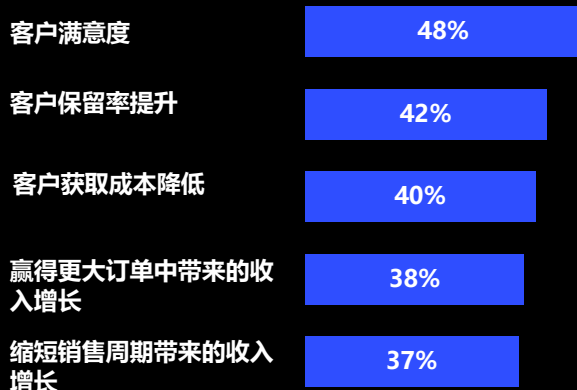
47%

组织的接受度和文化契
合度

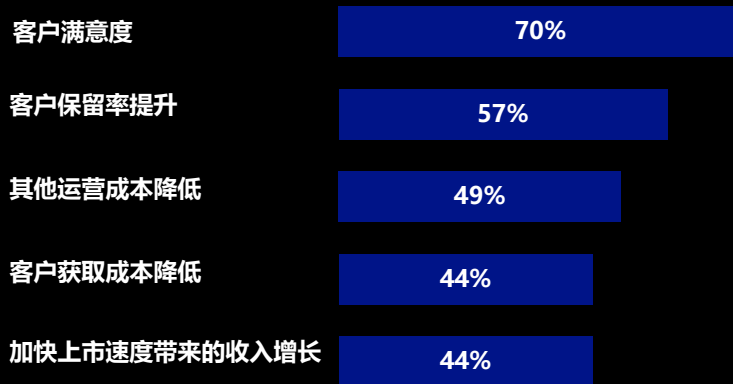
46%

推动美国人工智能发展的关键价值因素– 2016 and 2018

2016



2018



阻碍美国人工智能实施的因素– 2016 and 2018

2016

熟练掌握技术专长的员工的可获取度

47%

技术的可获取度

44%

组织的接受度和文化契合度

38%

与外部合作伙伴共享的数据监管及政策

37%

数据和信息使用的法律/安全/隐私顾虑因素

36%

2018

监管因素

62%

数据和信息使用的法律/安全/隐私顾虑因素

56%

熟练掌握技术专长的员工的可获取度

47%

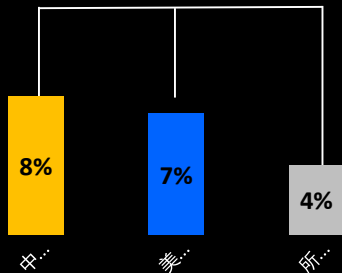
与外部合作伙伴共享的数据监管及政策

42%

组织的接受度和文化契合度

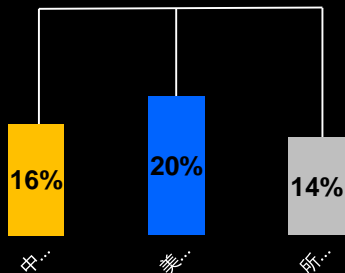
38%

投入更多



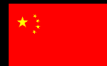
对认知技术的IT投入

期望认知项目产生的回报



期望认知项目产生的回报

优先采用人工智能的5大行业



1. 银行及金融市场
2. 旅游行业
3. 生命科学及医药行业
4. 教育行业
5. 汽车行业



1. IT及专业服务
2. 能源行业
3. 消费品行业
4. 工业产品行业
5. 银行及金融市场

优先采用人工智能的职能部门



1

产品研发部门



2

生产制造部门



3

风险部门



4

财务部门



5

信息安全部门



6

创新部门



1

创新部门



2

IT部门



3

采购部门



4

销售部门



5

信息安全部门



6

客户服务部门

01



中国和美国正在引领全球的人工智能和量子计算

02



中国和美国都将人工智能视为业务发展的推动力量

03



全球对于人工智能的关注点从技术转移到人才上

04



中国和美国在采用人工智能的企业优先级上存在不同

Thank You

Anthony Marshall

IBM 商业价值研究院研究总监



Mail: anthony2@us.ibm.com

LinkedIn: www.linkedin.com/in/anthonyejmarshall/



Click to download Cognitive China ibm.biz/cognitivechina



IBM Institute for Business value

Cognitive China

Creating a blueprint for an AI-enabled China



IBM Institute for Business Value

Anthony Marshall

Research Director

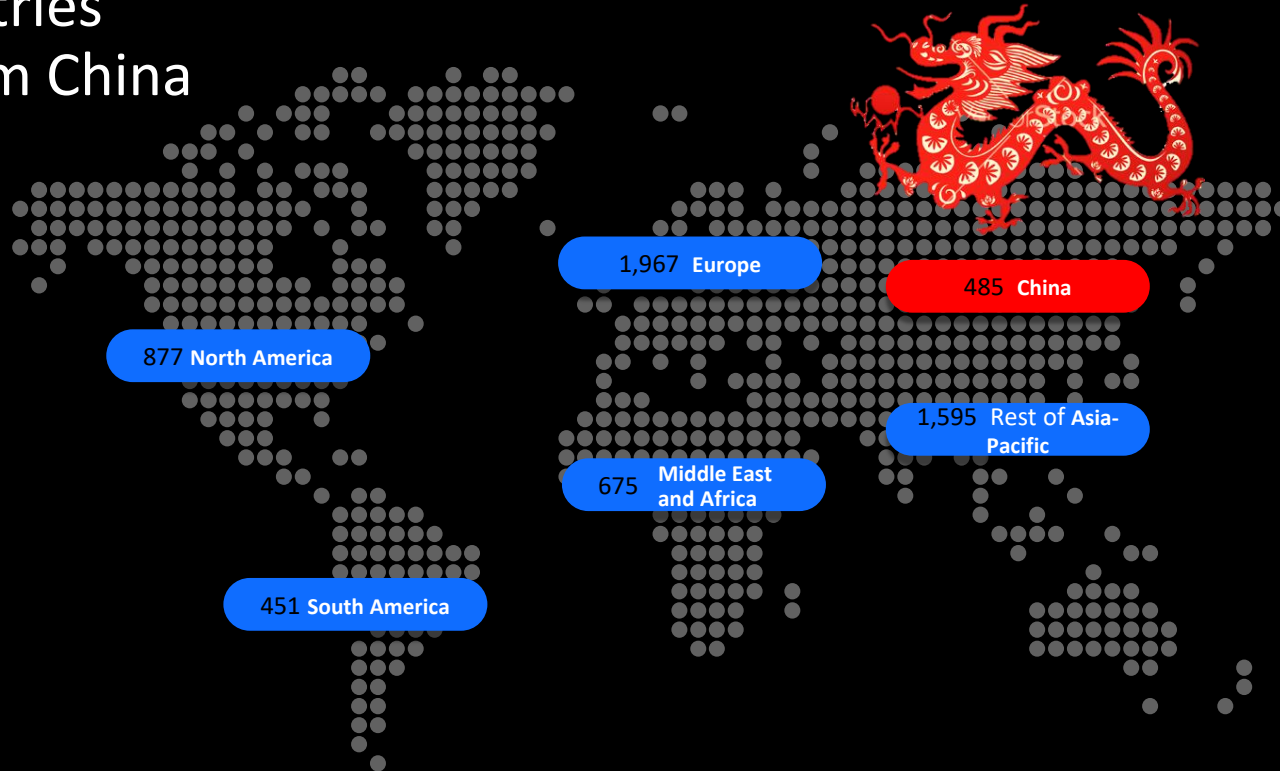
IBM Institute for Business Value



Mail: anthony2@us.ibm.com

LinkedIn: www.linkedin.com/in/anthonyejmarshall/

IBM Institute for Business Value
6,000+ executives surveyed
40 countries
~8% from China



Cognitive China
resulted from this
analysis

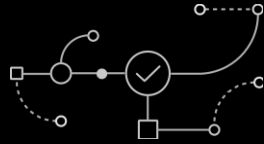
ibm.biz/cognitivechina



Cognitive Computing



Understands
Like humans do



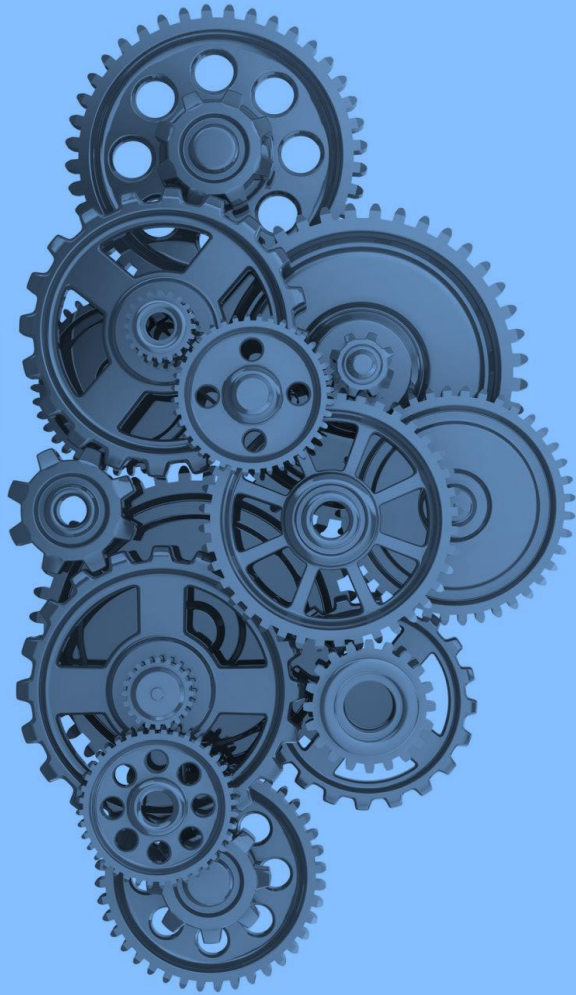
Reasons
To extract ideas



Learns
From past results



Interacts
In a natural way



Artificial intelligence



Natural language processing



Machine learning systems



Deep learning



Robotics

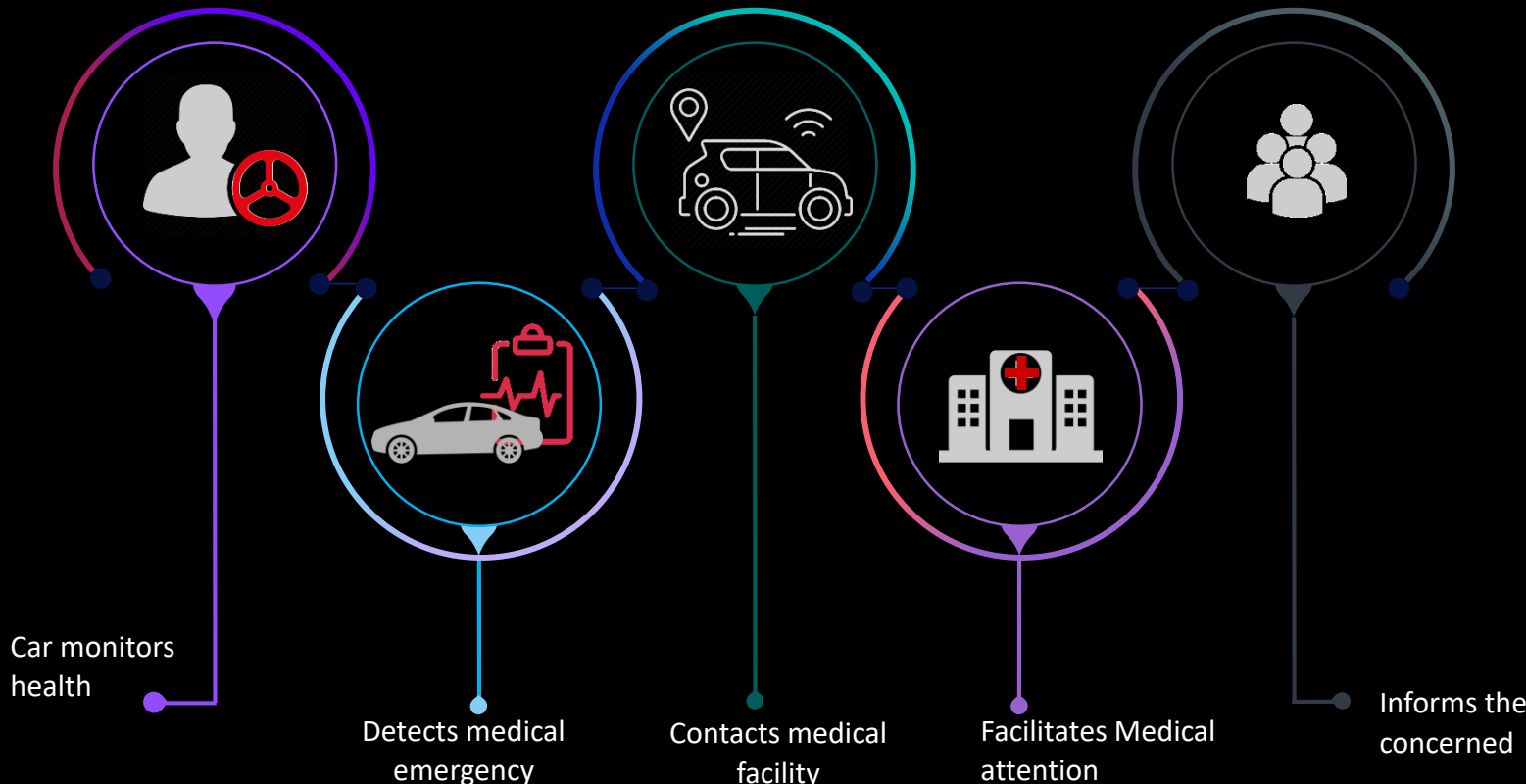


Recommendation engines

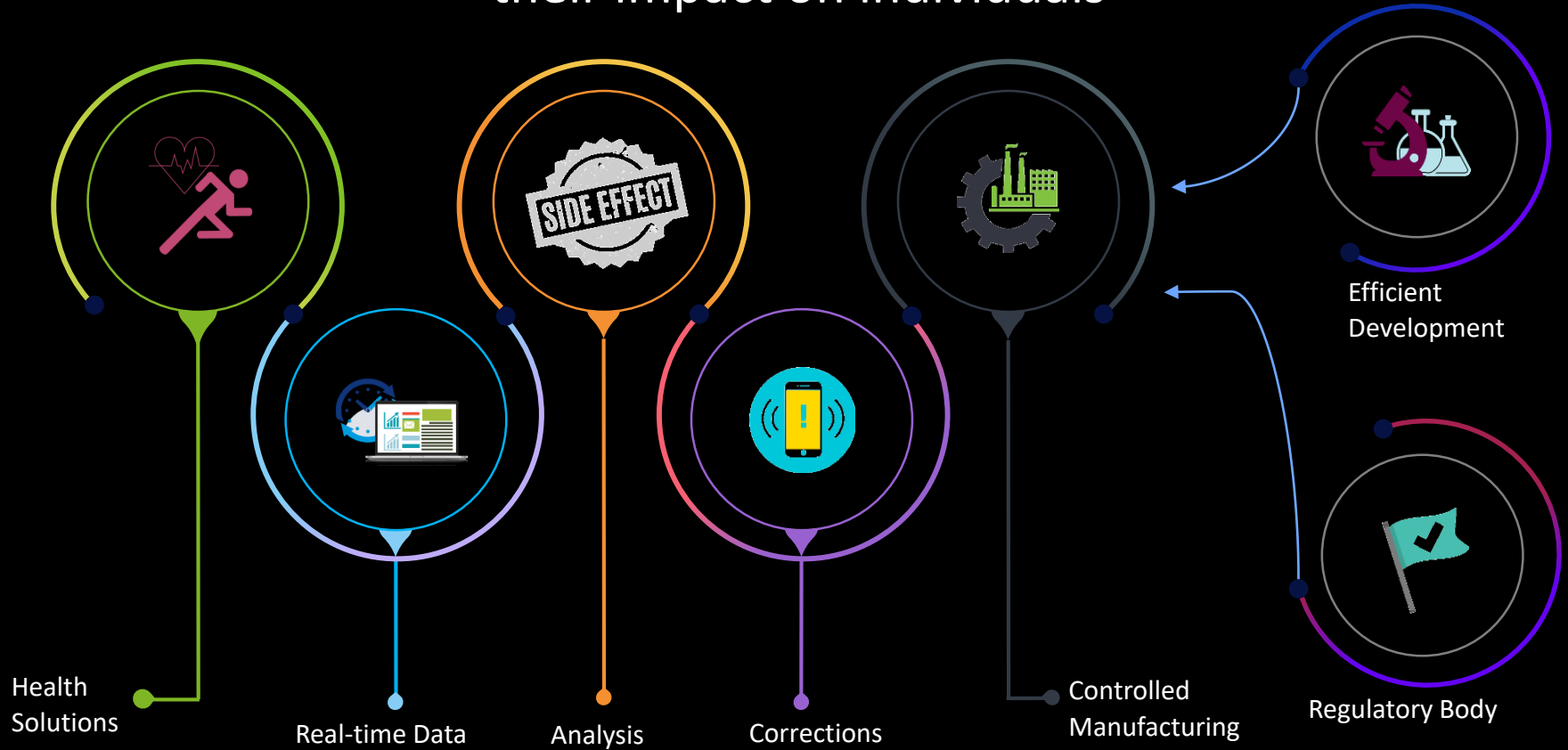


Predictive analytics

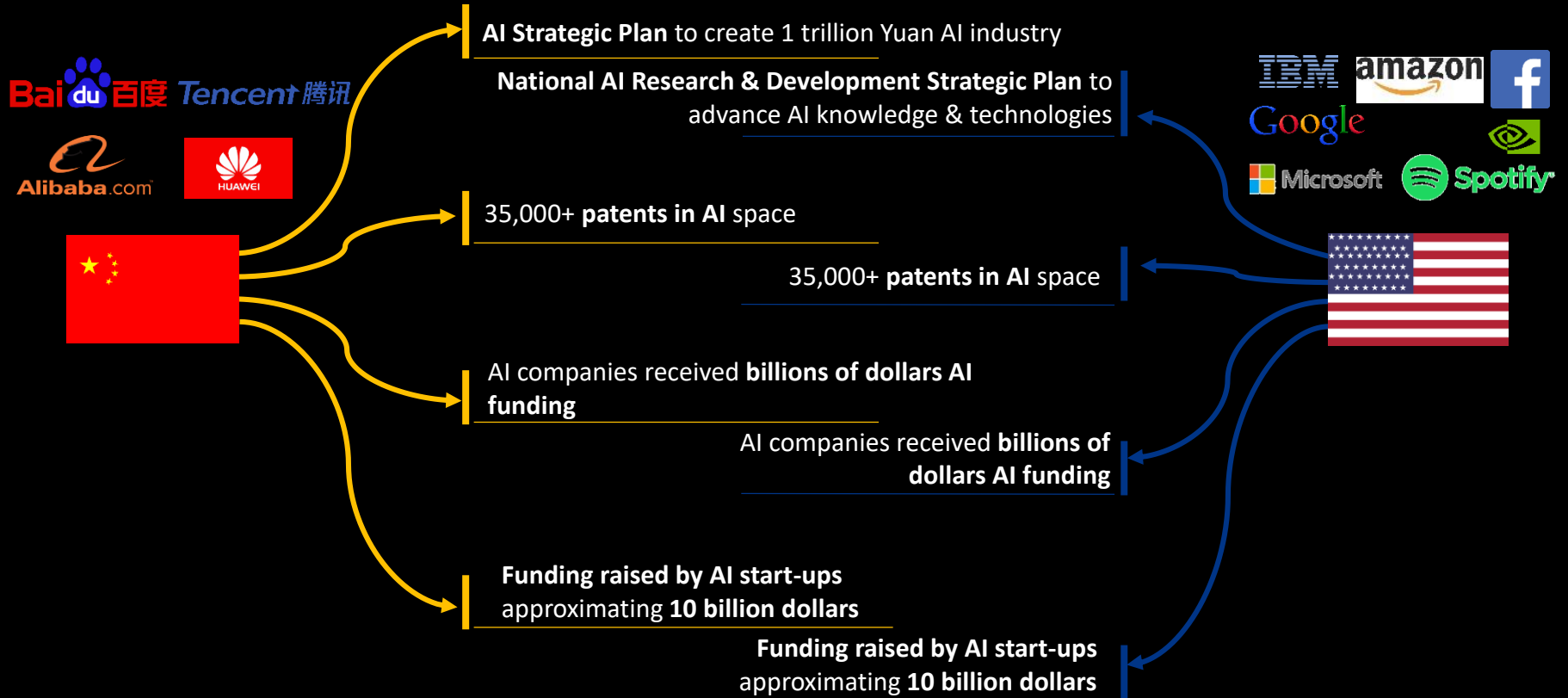
Cars could monitor a driver's health, identify emergencies, communicate and self-drive to a medical facility



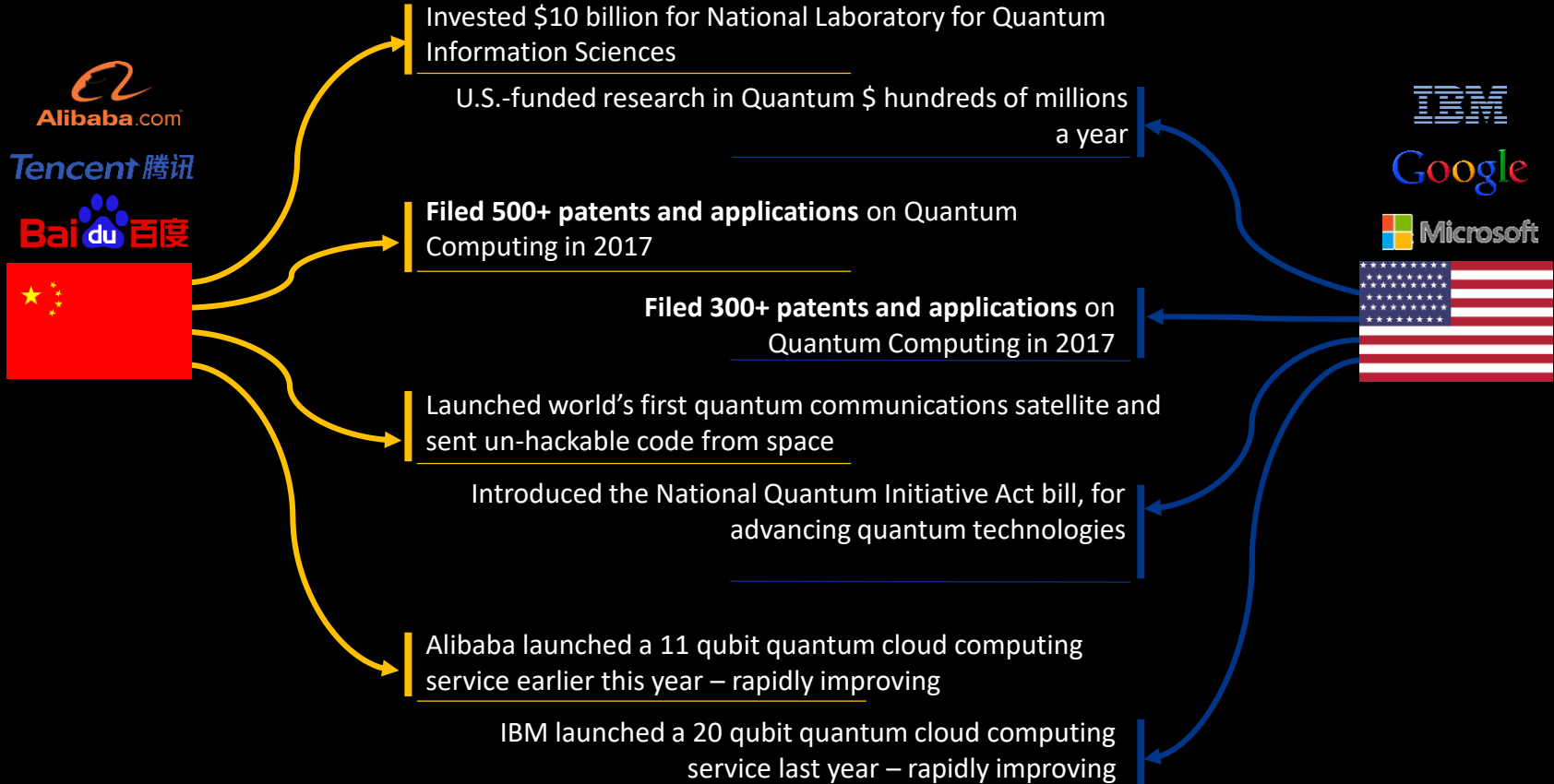
AI could enable customization of drugs, providing continuous feedback of their impact on individuals



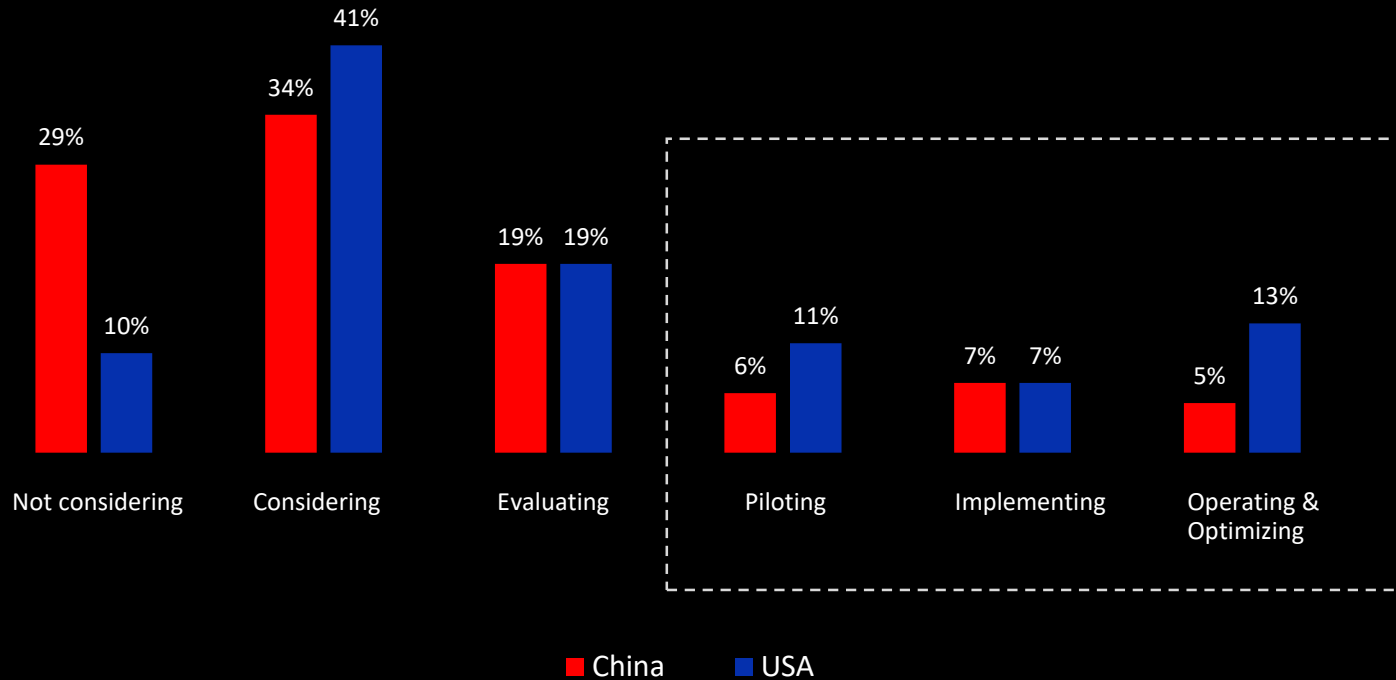
Artificial intelligence



Quantum computing



Stages of AI adoption – 2018



Value drivers of AI – China – 2016 and 2018

2016

Customer retention improvement

57%

Customer satisfaction

55%

Revenue growth from speed to market

48%

Revenue growth from large orders

40%

Customer acquisition cost reduction

40%

2018

Customer satisfaction

71%

Customer retention improvement

59%

Customer acquisition cost reduction

53%

Other operational cost reduction

46%

Revenue growth from large orders

42%

Barriers to implementing AI – China – 2016 and 2018

2016

Availability of technology

53%

Data governance and policies
for sharing with external
partners

49%

Availability of skilled
resources or technical
expertise

47%

Legal/security/privacy
concerns about use of data
and information

47%

Degree of organization buy-
in/cultural fit

42%

2018

Regulatory concerns

60%

Availability of skilled resources
or technical expertise

57%

Legal/security concerns about
use of data and information

56%

Amount/availability of data to
apply and draw context for
decision making

47%

Degree of organizational buy-
in/cultural fit

46%

Value drivers of AI – USA – 2016 and 2018

2016

Customer satisfaction

48%

Customer retention
improvement

42%

Customer acquisition cost
reduction

40%

Revenue growth from large
orders

38%

Revenue growth from shorter
sales cycle

37%

2018

Customer satisfaction

70%

Customer retention
improvement

57%

Other operational cost
reduction

49%

Customer acquisition cost
reduction

44%

Revenue growth from speed
to market

44%

Barriers to implementing AI – USA – 2016 and 2018

2016

Availability of skilled
resources or technical
expertise

47%

Availability of technology

44%

Degree of organizational buy-
in/cultural fit

38%

Data governance and policies
for sharing with external
partners

37%

Legal/security/privacy
concerns about use of data
and information

36%

2018

Regulatory concerns

62%

Legal/security concerns about
use of data and information

56%

Availability of skilled resources
or technical expertise

47%

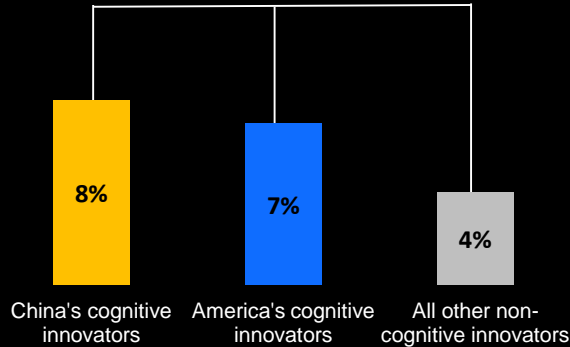
Data governance and policies
for sharing with external
partners

42%

Degree of organizational buy-
in/cultural fit

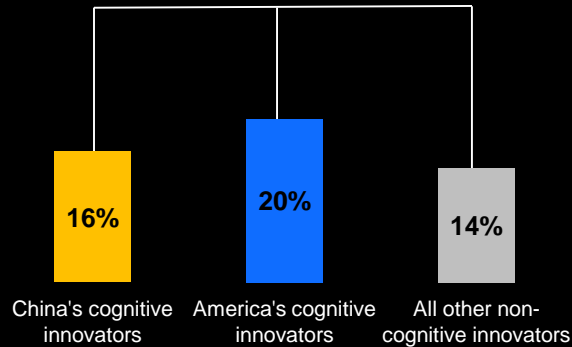
38%

Investing more



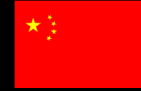
Percentage of IT spend on cognitive

Expected returns to justify cognitive



ROI expected to justify cognitive initiatives

Top 5 industries for AI



1. Banking and Financial Markets
2. Travel
3. Life sciences and Pharma
4. Education
5. Automotive



1. IT and Professional Services
2. Energy and Utilities
3. Consumer Products
4. Industrial Products
5. Banking and Financial Markets

Top priorities for AI by function

-  **1** **Product development**
-  **2** **Manufacturing**
-  **3** **Risk**
-  **4** **Finance**
-  **5** **Information security**
-  **6** **Innovation**

-  **1** **Innovation**
-  **2** **Information technology**
-  **3** **Procurement**
-  **4** **Sales**
-  **5** **Information security**
-  **6** **Customer service**

01



China and America are leading the world in AI and Quantum computing

02



China and America both view AI as a growth play

03



Global shift of concern about AI technology to AI talent

04



Cognitive innovators recognize need to change employee roles and skills

05



China and America have different enterprise priorities for AI

Thank You

Anthony Marshall

Research Director

IBM Institute for Business Value



Mail: anthony2@us.ibm.com

LinkedIn: www.linkedin.com/in/anthonyejmarshall/



Click to download Cognitive China ibm.biz/cognitivechina



互联网教育智能技术及应用 国家工程实验室



<http://cit.bnu.edu.cn>



cit@bnu.edu.cn



010-58807205



北京市海淀区学院南路12号 北京师范大学南院 京师科技大厦A座3层和12层



扫描二维码 关注公众号

THANKS