

GenAI Center of Excellence (CoE) Toolkit

Driving Scalable and Responsible Generative AI Adoption

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Purpose of the GenAI CoE

- Acts as the strategic hub for GenAI governance, adoption, and innovation

- Promotes standardization, risk-aware practices, and accelerator reuse

- Facilitates consistent model operations and enterprise-wide scaling

CoE Operating Models

- **Operating Models:**
 - Centralized: Unified team manages end-to-end GenAI initiatives
 - Federated: Business units operate independently within CoE guidelines
 - Hybrid: Combines centralized assets with decentralized execution
- **Core Roles:**
 - GenAI Strategy Lead
 - Solution Architects
 - Prompt Engineers
 - LLMOps / PromptOps Specialists
 - Legal & Compliance Advisors
 - Business Unit Champions

RACI Matrix (Summary)

Activity	CoE	IT	Business	Legal
Use Case Intake & Prioritization	R	C	A	C
Prompt Engineering Best Practices	A	C	C	C
Model Selection & Evaluation	A	C	I	C
Risk & Compliance Reviews	C	C	C	A
Deployment & Integration Support	C	A	C	I

Key Responsibilities of the GenAI CoE



- IDENTIFY & PRIORITIZE GENAI USE CASES ACROSS ENTERPRISE



- MAINTAIN A REGISTRY OF MODELS, PROMPTS, TEMPLATES



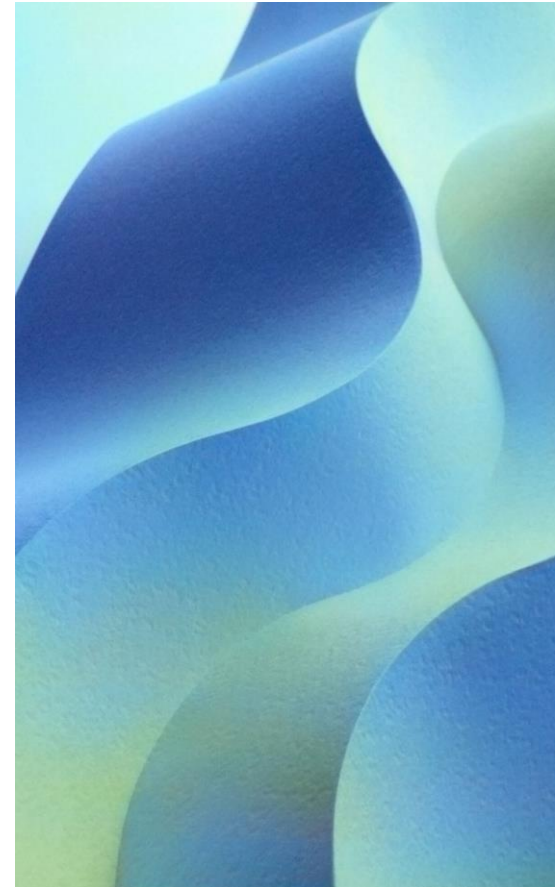
- DEFINE GOVERNANCE AND ETHICAL STANDARDS



- CONDUCT TRAINING AND PROMOTE STAKEHOLDER ENGAGEMENT



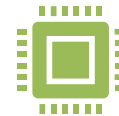
- EVALUATE AND STANDARDIZE GENAI PLATFORMS & VENDORS



Skill Requirements by Role



- Prompt Engineer:
NLP, system prompting,
bias mitigation



- LLM Ops Specialist:
CI/CD for LLMs,
performance tuning



- Business SME:
Process fitment,
feasibility evaluation



- Legal/Privacy
Advisor: GDPR, HIPAA,
NIST compliance



- Solution Architect:
APIs, integration,
security layers

CoE Success Metrics

- Number of use cases onboarded via CoE
- Reuse % of prompts and workflows
- Average time to move use case to production
- Employee training & awareness adoption
- Model performance benchmarks and ROI delivered

Thank You / Q&A

- • Let's Drive Responsible and Scalable GenAI Adoption Together
- • Contact: Anup Upadhyay, Intelligent Automation Leader