TEAM KENTUCKY®

EDUCATION AND LABOR CABINET

AI Workforce Readiness Taskforce

Meeting Briefing Packet

October 31, 2025

12:00 – 1:00 pm EDT

Co-Chairs

Kim Menke, Provision Process Solutions

Jeff Sun, Ph.D., University of Louisville

AI Workforce Readiness Taskforce Meeting

October 31, 2025, 12 pm - 1:00 pm EDT

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Kentucky Workforce Innovation Board (KWIB)

AI Workforce Readiness Taskforce Meeting

AGENDA
October 31, 2025
12:00 pm – 1:00 pm EDT

Join Zoom Meeting
https://us06web.zoom.us/j/83124529596?pwd=cD1rHA3R4aNIv0mObMuR1HRTAJgtsl.1

Meeting ID: 8312 452 9596 **Passcode: 913165**

12:00 pm **Welcome and Meeting Objectives**……*Kim Menke, Taskforce Co-Chair*
Provision Process Solutions

Jeffrey Sun, Ph.D., Taskforce Co-Chair
University of Louisville

12:05 pm **Introduction** ……*Alisher Burikhanov, Executive Director*
Kentucky Workforce Innovation Board

12:10 pm **IBM Presentation** …… *Chris Fawbush*
North American Transformation Leader
IBM US National Market

12:15 pm **IBM: Corporate Social Responsibility Overview**……..*Pamela B. Jacob*
North America Corporate Social Responsibility Leader

SkillsBuild: Education & Workforce Development Program……*Jennifer Lucia*
Global Portfolio Program Lead, Adults and Students

IBM Client Zero watsonx: AI in Action……*Steve Moss, Director*
watsonx Americas Client Zero Go-to-Market

Joe Cosenza, Leader
Americas Client Zero Go-to-Market

12:50 pm **Open Discussion**…… *Jeffrey Sun, Ph.D.*

1:00 pm **Adjournment**

Kentucky Workforce Innovation Board (KWIB)

Artificial Intelligence (AI) Workforce Readiness Taskforce Meeting

Minutes
October 1st, 2025
2:00 pm – 3:30 pm EDT

Zoom Meeting

Attendee: Dr. Jeff Sun, Kim Menke, Hilary Writt, Brittany Layne, Dr. Sean Jackson, Dr. Brent Harrison, Brandon Combs, Stephanie Collins, Dr. JC Gregory, Sam Keathley, Ankur Gopal, LaKisha Miller, Leslie Sizemore, Chabela Sanchez Longoria, Cathy Hoehn, Mary Strain, Alice K Houston, Nathan, Sam Keathley, J Browning

Staff: Alisher Burikhanov, Elishah Taylor, LaChrista Ellis, Sara Jaggers

Welcome and Introductions

Co-Chair Kim Menke, Provision Process Solutions, called the meeting to order and thanked everyone for attending. He reiterated the taskforce's ongoing work on AI workforce readiness and introduced the day's focus on use cases.

Co-Chair Dr. Jeffrey Sun, University of Louisville, recapped the previous SWOT analysis results, which were Kentucky's strong data infrastructure, low energy costs, and collaboration, while noting the need for a more unified approach. He discussed opportunities for Kentucky to become a regional AI hub..

Business Use Case Presentations: AWS & Interapt

Mary Strain, AI and Machine Learning Specialist, AWS, outlined AWS's efforts to promote responsible AI use and innovation across government, education, and workforce systems. She described AI literacy as a combination of technical skills, curiosity, critical thinking, and communication, which are essential for preparing individuals for the evolving AI landscape.

She described frameworks for K–12 and adult learners focused on ethics, responsible use, and continuous learning, and noted that organizations like JP Morgan are investing heavily in AI training at all levels. AWS supports these initiatives through free training, certifications, and digital credentials that verify and incentivize AI skills.

Strain stressed the need for **leadership engagement** to integrate AI into core operations, citing mission-level projects (e.g., DMV modernization) that improve efficiency and outcomes.

She highlighted **San Diego State University's AI micro-credential for freshmen** and suggested **Kentucky could create a similar statewide AI literacy credential** to link K–12, higher education, and workforce systems, strengthening the state's AI readiness.

Ankur Gopal, CEO of Interapt, presented how his company transformed its business and workforce through AI integration. Interapt shifted from traditional IT consulting to AI-driven services by preparing client data, automating processes, and retraining employees for AI oversight roles. Gopal emphasized ethical use, compliance, and the importance of data readiness as the foundation for successful AI adoption.

He outlined a tiered workforce approach starting with foundational AI exposure, data literacy, and ethical use—progressing to business validation and company-specific training. He highlighted communication and problem-solving skills as essential in AI-centric and low-code roles, often more valuable than deep technical skills.

Overall, Gopal framed AI readiness as a mix of data and AI literacy, ethical awareness, and adaptable workforce training, underscoring that successful AI transformation depends as much on people and process change as on technology itself.

Group Discussion

The taskforce discussed creating a standardized, statewide AI credentialing system with badges to clarify skill levels, address regional disparities, and ensure baseline AI literacy. Cohort-based learning, hands-on exercises, and design thinking were recommended to develop skills in structured groups, alongside coordinated efforts across education, state systems, and businesses. Emphasis was placed on ethical AI use, legal compliance, and standardization across platforms. Workforce development should focus on upskilling existing employees, with investment in retraining to mitigate job displacement and meet evolving industry demands. This layered, scalable approach aims to prepare an equitable, AI-ready workforce in Kentucky.

Next Meeting

Alisher Burikhanov announced an upcoming IBM session to showcase AI applications and training, building on examples from Ankur and AWS. Participants stressed collaboration among businesses, labor groups, government, and educators.

Adjournment 3:27 PM

The meeting concluded with thanks and confirmation of the next session.

Chris Fawbush

Chris is the North American Transformation Leader for the IBM US National Market, and the Senior State Executive for the Commonwealth of Kentucky responsible for continuous improvement regarding IBM National Market field teams' customer lifecycle, and for investment, contribution and risk management for Kentucky. He has 40 years of enterprise leadership experience in Advanced Data, Automation, Governance, Hybrid Multi-Cloud, Process/Decision Management, Optimization and Artificial Intelligence capabilities.

Chris has led multiple IBM teams and client strategies across North America to successful outcomes, including helping set the foundation of IBM's first generally available Artificial Intelligence Platform – Watson Explorer that was demonstrated against the best of Jeopardy winners to beat expectations in North America. During his 17 years with IBM, Chris has worked in first and early market leadership roles and has contributed to IBM's Industry Leading Client Engagement and Customer Success Methodologies.

Chris holds numerous Technical Certifications across Technology Domains and Tiers, along with Design Thinking, Lean, Process and Decision Science, Statistical Process Control. He is a proud alumni with in-state degrees and Certifications driven by the University of Louisville and the University of Kentucky.

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Steve Moss

Steve is Director, watsonx Americas Client Zero Go-to-Market, responsible for showcasing the best of IBM’s own enterprise transformation made possible by AI and Automation.

A graduate of IBM's HR Leadership Development Program, Steve has led multiple IBM teams through HR transformation projects that have improved employee experiences and driven efficiency. During his 10 years with IBM HR, Steve has worked in HR specialist and generalist roles in areas such as talent acquisition, engagement, performance management, compensation, and in HR Partner and HR Operations roles. Most recently acting as Chief of Staff to IBM’s CHRO, Steve led the design and delivery of the IBM HR’s Client Zero story for client consumption.

As a futurist, Steve is passionate about the evolution of business functions with the help of modern technology such as AI and automation, believing it to be front and center of the changing nature of work.

Steve holds a Bachelor of Arts in Business Studies with HR (First Class Hons) from Bournemouth University (UK).

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Pamela B. Jacob – North America Corporate Social Responsibility Leader at IBM

As IBM's North America CSR Leader, Pamela helps advance IBM's efforts across strategic social impact partnerships, charitable giving, social innovation, and employee volunteerism. Through IBM's free education and workforce development program IBM SkillsBuild, Pamela's team provides access to courses in AI, sustainability, cybersecurity, and more - furthering IBM's commitment to upskill 30 million people globally by 2030.

Prior to joining IBM, Pamela led CSR strategy and communications as Madison Square Garden Entertainment's Senior Director of Social Impact and Government Affairs where she worked with brands like the New York Knicks, New York Rangers, Radio City Rockettes, the Garden of Dreams Foundation, and iconic venues such as The Garden and Sphere.

Throughout her career, Pamela worked closely with executives to oversee philanthropy, public affairs communications, go-to-market strategy, employee engagement, DEI, sustainability, climate legislation tracking, supplier diversity, and delivery of annual CSR reports.

Pam's experience with big tech and social impact is not new. At Collibra, Pamela developed the company's first ESG (environmental, social, and governance) strategy and roadmap. Pamela spent nearly 7 years at Oracle NetSuite, expanding global distribution of technology product donations and pro bono resources across North America, EMEA, and Latin America - scaling nonprofit and social enterprise partnerships from a few hundred to over 2,000. While at Oracle NetSuite, Pamela also advanced go-to-market strategies, branding, digital media, and customer engagement—boosting NetSuite visibility on platforms like G2 and Gartner. Earlier in her career, Pamela led an array of highly successful pilot workforce development initiatives in rural and urban markets, including a technology initiative for the U.S. Department of Labor.

Pamela is a proud Penn State alumni and can be reached on LinkedIn at https://www.linkedin.com/in/pamelabjacob.

Joe Cosenza is a Go-to-Market leader for IBM's watsonx Client Zero in the Americas, helping enterprise clients apply IBM's own AI and automation practices to deliver measurable outcomes at scale. Since joining IBM out of college, Joe has held roles in cloud engineering, operations management, and technical sales. He now focuses on turning complex problems into scalable AI frameworks and multi-agent solutions that accelerate time-to-value, simplify integrations, and de-risk enterprise rollouts. Joe holds a B.A. in Computer Science and a B.F.A. in Film Production - pairing technical depth with clear storytelling that drives AI adoption.

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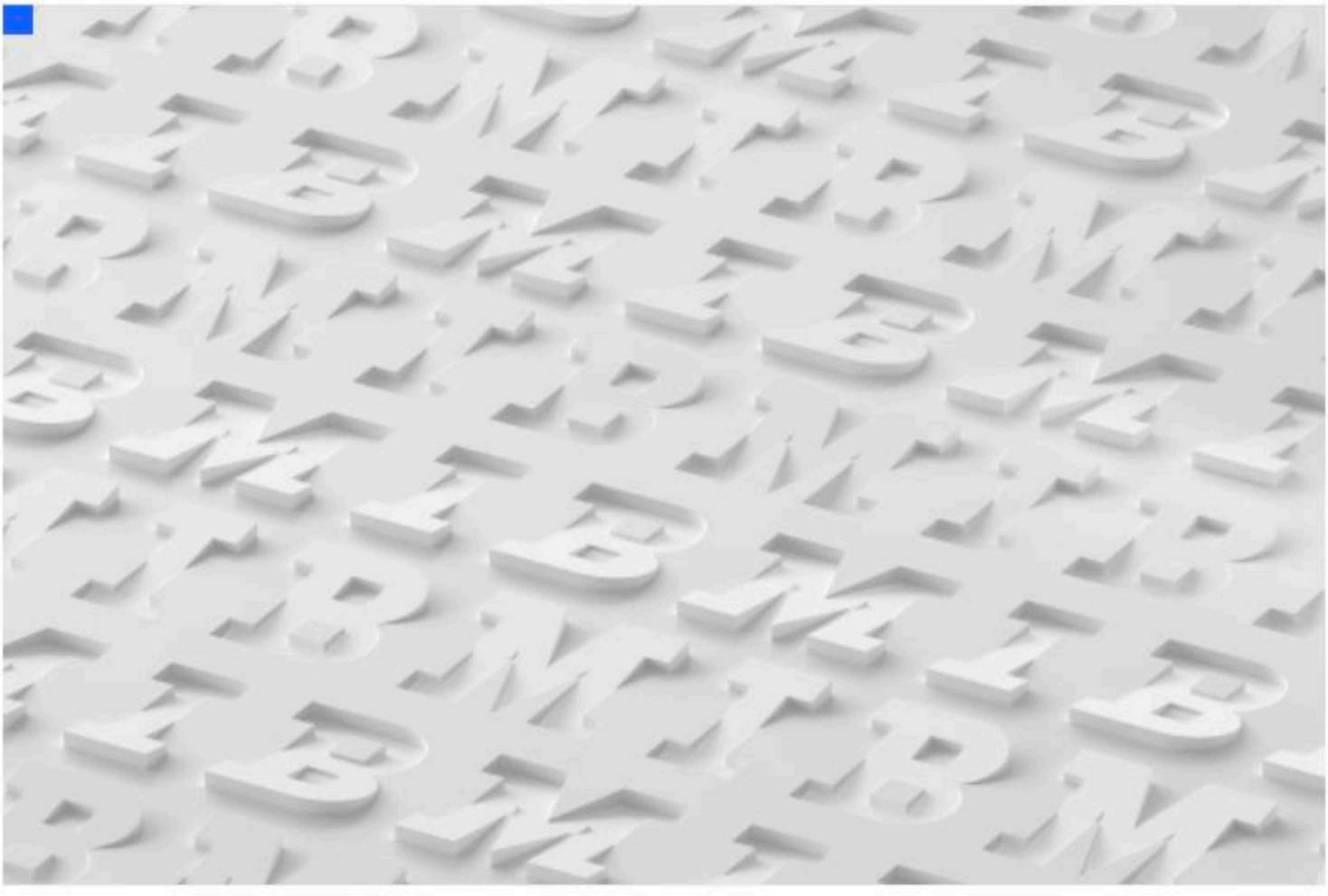
AI in action:
Winning results with IBM watsonx



Meet watsonx

IBM watsonx™ is our portfolio of AI products that accelerates the impact of generative AI in core workflows to drive productivity.

Why IBM watsonx?

Open

Get the flexibility you need to make the right AI choices for your business. Choose an open source foundation model, bring your own, or use existing models. And run it across any cloud.

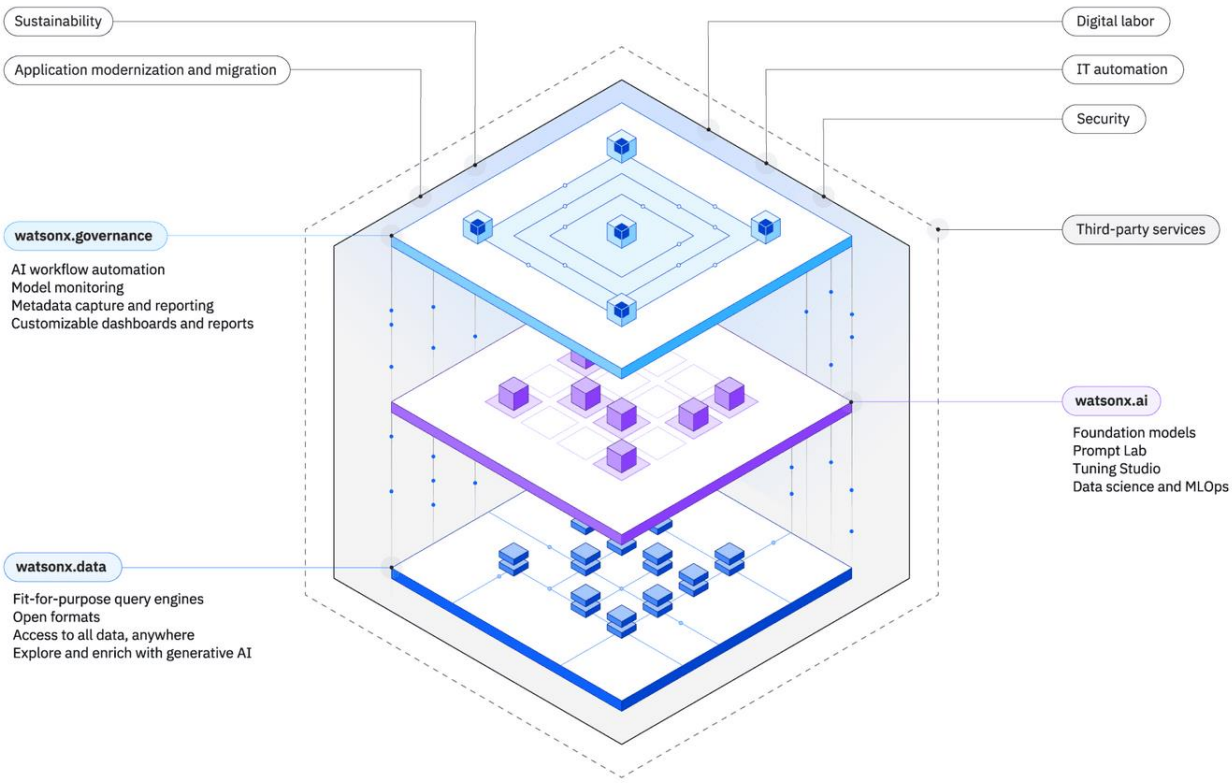
Trusted

Create responsible AI with trusted enterprise data and governed processes. Use open, transparent technology. And employ governance and security controls for easier compliance.

Your data

Access your unstructured and structured data for more accurate AI with an open, hybrid data architecture.

What are the core components of IBM’s watsonx platform?



Agents and assistants

Empower individuals to do work without domain expertise across a variety of business processes and applications

watsonx Orchestrate
watsonx Code Assistant
watsonx BI

AI/ML Ops

Leverage generative AI and machine learning – tuned with your data – with responsibility, transparency, and explainability

watsonx.governance
watsonx.ai
Granite

Data

Reach generative AI’s full potential with accuracy, governance, and scale for structured & unstructured data

watsonx.data
watsonx.data integration
watsonx.data intelligence
Guardium

Deploying our AI strategy at enterprise scale as “client zero” at IBM

We’re using our own watsonx technology to revolutionize IBM’s internal business processes.

At IBM, we practice what we preach. With more than 100 internal applications of our watsonx technology, we’re leading as the true “client zero” for our products — stress-testing solutions before they hit the market, and achieving major productivity improvements in the process.

Within IBM, we’ve built domain-specific AI assistants that our employees use daily to find quick answers and automate tasks so they can focus on higher value work. IBM’s assistants like AskHR and AskIT have domain relevant integrations, model training, and workflows specific to their respective area, enabling precise Q&A and task completion.

These assistants have formed the basis of our agentic AI strategy and will continue to evolve and become increasingly more sophisticated.

Together, assistants and agents handle complex, multi-step tasks involving various tools, moving beyond simple invocations and single-step processes — all accessed from one user interface called AskIBM.

IBM’s internal approach to generative AI for the enterprise

AskIBM with **watsonx**

An LLM-powered unified interface for all IBMers, connecting to each domain assistant

watsonx.governance

IBM AskHR with **watsonx**

11M
Annual HR interactions fully resolved by AI

40%
Reduction of HR operating budget

+55
Improvement of HR NPS score

IBM AskIT with **watsonx**

100
Days to build + deploy AskIT from scratch

80%
Inquiries resolved via AskIT

50%
Reduction in support tickets after 12-month deployment

IBM AskSales with **watsonx**

180K
Hours per week saved in gathering account information and insights

5K
Seller questions answers per week (product guidance and persona targeting)

40%
Improvement in qualify of outreach content

“Touchless” financial forecasting” **watsonx**

98%
Average accuracy of generated baseline forecasts

120K
Unique data points generated each month through our touchless pipelines

50%
Reduction in financial forecasting efforts

IBM Procurement with **watsonx**

85%
Orders now processed via ‘touchless procurement’

50%
Reduction in time spent on manual, repetitive tasks

15%
Enterprise workforce comprised of contractors

...

Enterprise AI use cases at work within IBM

IBM's AI capability extends past assistants and agents, freeing up IBM professionals to spend more time on work that matters and less on manual tasks.

Finance

With predictive "touchless" financial forecasting powered by watsonx and our enterprise data pipelines, analysts receive financial forecasts at 98% accuracy – without any human intervention. Analysts can then go in and make tweaks if needed and ask questions in natural language to learn more about how or why the model predicted a particular value. Finance teams can confidently submit P&L forecasts and focus on higher value work as a result.

IT Operations

IBM's IT teams have used watsonx to revolutionize incident management and prevention. When an IT incident occurs, watsonx.ai integrates with ServiceNow to unify information from incident chats, work notes, monitoring alerts, and changes to create a concise summary. IT Ops teams can then identify similar incidents without the need to review the entire incident description, reducing the Mean Time to Resolution (MTTR) for future incidents by 50% with recommended solutions powered by watsonx.

HR Digital Labor

With HR AI Domain Agents powered by watsonx, processes like job requisition creation, quarterly promotions and learning and skills recommendations are now expedited and more personalized – saving 85% of HR professionals' time. IBM's HR teams spend less time on administrative tasks and more time on strategic work like workforce planning and guiding the business.

Supply Chain and Procurement

AI-enabled and predictive alerting for demand changes, supply risks, order exceptions, shipping delays, and transportation incidents have transformed our supply chain processes end-to-end. watsonx.ai and LLMs create AI-prescribed recommended actions to reach on-time delivery, cost, and quality targets – even in extreme and disruptive situations. IBM has achieved $150M of cost savings with a more intelligent and efficient supply chain.

Meet your IBM team

Steve Moss
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2025 Kentucky Workforce Innovation Board
Artificial Intelligence Workforce Readiness Taskforce

Thursday, November 6

Wednesday, December 3

All meetings are scheduled for 2:00-3:30 pm ET and will be conducted virtually on Zoom.