

Deloitte's MSMA framework

Organizations at large did not tackle the question around what agentic AI capabilities they should enable where and if needed, how to connect and govern.

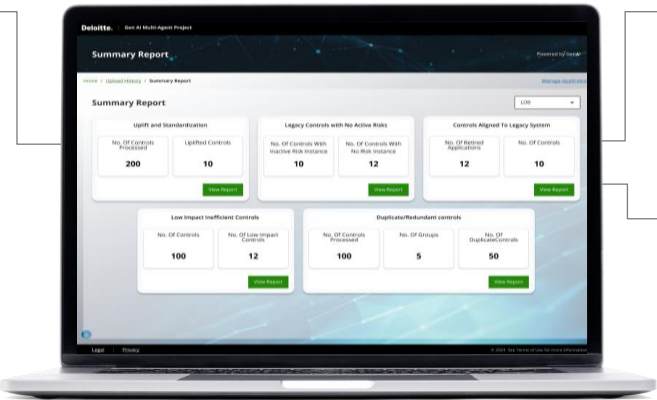


The MSMA Framework

Deloitte's MSMA Framework will help define a path along the three maturity levels

1 Defined

Identifies **Target architecture** and aims to setup **organizational support** around the desired model.



2 Orchestrated

Implements **capabilities** required to **connect, enable** and **govern** the Agentic AI landscape

3 Optimizing

Capabilities in place to **translate** Agentic AI **insights into action**; Transform Agentic AI to deterministic solutions based on TCO metrics.



Outcomes

Target Architecture

Dot on the horizon with steps to achieve vision

Risks mitigation

On Security and compliance axis

Cost Control

Giving insight in cost and tools for cost reduction

Organizational support

Achieving alignment across the organization on the way forward



What are the challenges?

- Determine the need of the organization around agentic AI Platforms.
- Go for centralized for control or decentralize for speed. How to apply the appropriate governance.
- Cost management, Observability, Security, Governance, compliance and control.
- Quality of MSMA use case outcomes.



How can Deloitte help?

- Guide your organization in the positioning of Agentic AI capabilities with the required supporting services across the enterprise.
- Help shape dot on the horizon and define steps to get there.
- Help to implement, fulfill or advice on parts of those steps.