

# Digital DEWA AI Adoption

3 Month Program

18/11/2025



# Executive Summary

## Structured AI Adoption

-  Supporting Digital DEWA in driving innovation, enhancing operational excellence, and maximizing value from AI tools and licenses.
-  Transitioning from isolated AI initiatives to a unified, scalable strategy that minimizes vendor reliance and strengthens organizational capabilities.

## Organization Overview

Total Employees

**376**

Digital DEWA

**46**

MORO

**288**

DigitalX

**24**

InfraX

**18**

### Current State

- ✓ Copilot licenses enabled but utilization & adoption is not monitored
- ✓ Siloed AI adoption efforts across departments
- ✓ Limited opportunities of AI automation

### Future Vision

- 📈 80%+ active adoption across Digital DEWA and its subsidiaries.
- 👥 Unified AI governance and implementation framework
- 🔗 Expanding to broader approved AI tools ecosystem



**376 Employees** across **Digital DEWA** and its subsidiaries are ready for **structured adoption**. Starting with M365 Copilot adoption, progressively expanding to a broader portfolio of approved AI tools and capabilities

# Program Leadership & Team Structure

## PROGRAM LEADS

**KB** **Khalid Bin Kalban** DEWA

**AA** **Aysha Alshamsi** Digital DEWA

**★ AI Ambassadors**  
Drive adoption within business units

NA Noora Alsarrah

SA Shamsa Abdulla

**🚀 AI Acceleration**  
Support Overall Engagement

EP Elsa Prakash

UR Ummehani Rangwala

**🎓 AI Adoption Office**  
Training & Marketing

AS Ayesha Sarwashi

AB Ahmad BinDakhan

NK Noraa Khaled

**📊 AI Command Center**  
Monitoring & Governance

MO Mohammad BinSulaiman

RG Rakesh Gulaganji

**🏆 AI Champions** Digital DEWA  
Digital DEWA Identified AI Champions  
Drive adoption within Digital DEWA and subsidiaries

**🏆 AI Enablers** Digital DEWA  
Digital DEWA Identified AI Enablers  
Understands the operational Activities and Automation Opportunities

## GOVERNANCE







**JB** **Jothimani Boominathan**

**CP** **Chandini Palani**

AI ADOPTION TEAM

# 3-Month AI Adoption Plan

Activities	December 2025				January 2026				February 2026			
	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	Week 3	Week 4
 Webinar: AI & Copilot												
 Copilot: Beyond the Horizon												
 Copilot in Office Apps-Refresher												
 Copilot: Agent Builder												
 Microsoft 365 Copilot												
 M365 Copilot Agent Builder												
 What's New in M365 Copilot												
 Copilot Adoption												
 Copilot: Persona Based Training												
 AI Hub in Smart Office												
 Weekly Progress Updates												

**Legend:**  Training  Webinar  E-shot  Dashboards  Update Meeting  Kick Off

# AI Adoption Success Plan — Metrics & Framework



**85%**

Target Adoption



**17**

Webinars & Training Sessions



**11**

Marketing Campaigns



**AED 6.7M+**

Value Target

## Strategic Pillars



### Champions-Led Adoption

Network of champions driving adoption across all Digital DEWA and 3 Subsidiaries, ensuring localized support and knowledge sharing



### Persona-Based Enablement

Tailored training paths for business users and technical roles, with focused use cases relevant to each division



### Executive Alignment

Bi-weekly executive briefings and weekly progress reviews to ensure strategic alignment and visible leadership support



### Iterative Discovery

Multiple discovery cycles to identify AI opportunities in day to day operations via workshops and feedback loops



### Usage Analytics

Comprehensive adoption metrics and KPI's captured in a centralized dashboard for the subsidiaries and Digital DEWA



### Enterprise Scale Target

Goal of 100+ daily active users across Digital DEWA and subsidiaries, with measured productivity and operational gains

# THANK YOU

