# AI Agents & Knowledge Management

Pierre Marie Leveque

DATA ENGINEERING CONSULTANT

# Where you stand

**YOU'RE A TECH COMPANY. YOU'VE ALREADY BET ON GENERATIVE AI, AND YOU WANT TO GO FURTHER.**

- ChatGPT (or Gemini) brings **wrong answers,** lacking the relevant data or context

- Employees using AI tools inconsistantly, increasing **noise** and **cognitive overload**

- Automations with Agents "mostly work", but even 5% failure can bring high risk, especially for customer–facing use cases
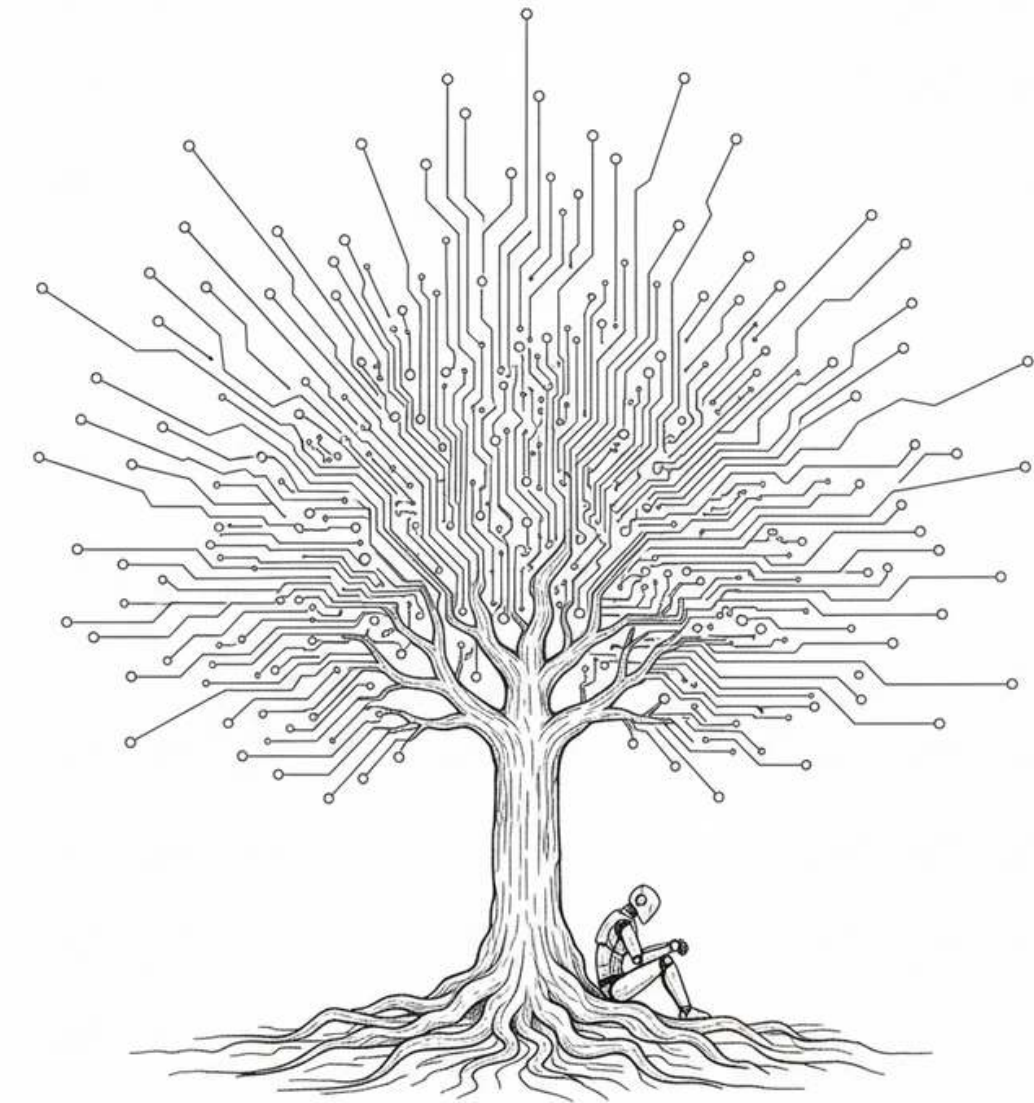
# Why AI underdelivers?

Considering that AI adoption is similar to team management:
- How do you **trust** your collaborators to do the work correctly?
- How do they **understand** what you need them to do?
- What systems, tools and processes do you have in place to **ensure** that instructions are followed and information flows as expected?

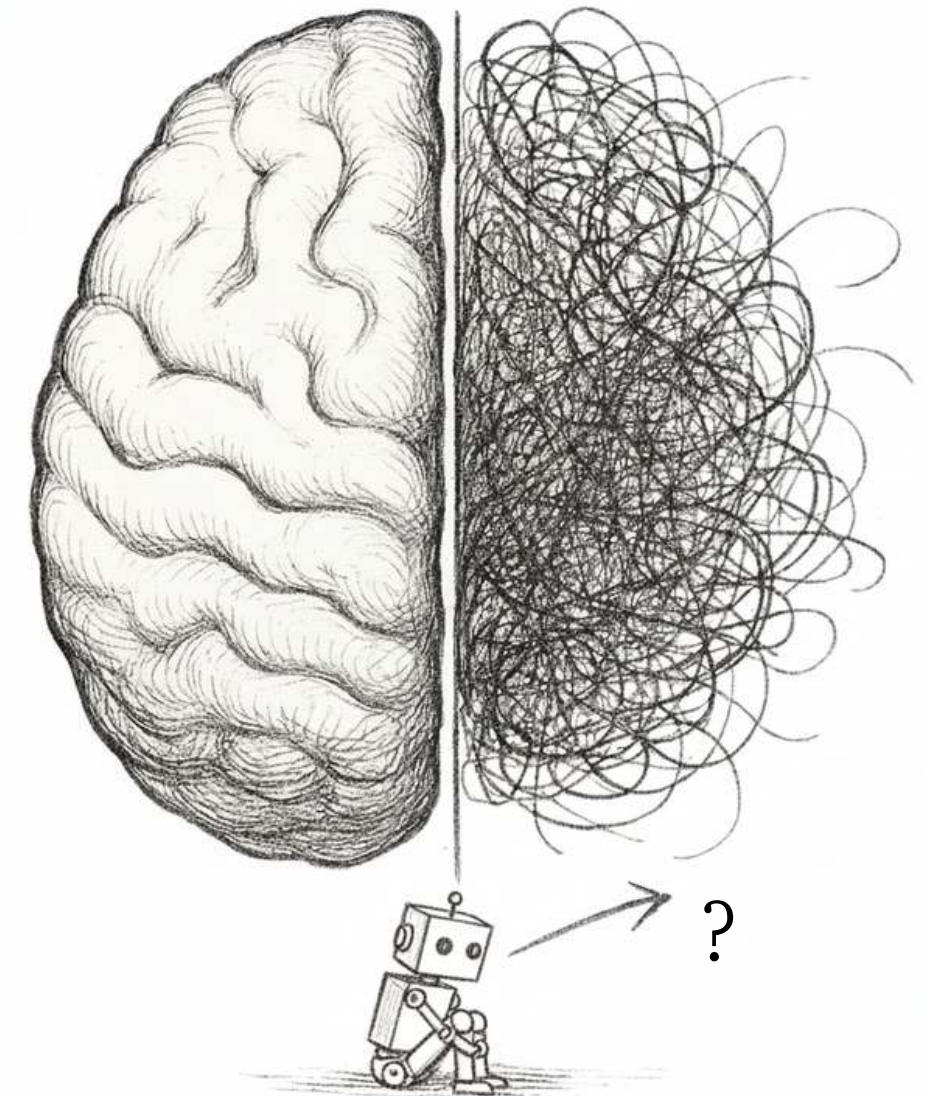→ Effective adoption of AI requires accessible and structured **knowledge**.

→ Agents bring lasting value if they **access** the right data, **retrieve** context, **remember** past failures, and are **monitored** in an effective way.

*What gets **measured** gets managed.*
*— Peter Drucker*

*Risk comes from not **knowing** what you're doing.*
*— Warren Buffet.*

# Why Knowledge Management Is Crucial

### AI NEEDS EXPLICIT KNOWLEDGE

- AI Agents only use what's written, structured and **findable**.

- "Knowledge" is now docs, chats, logs, code, transcripts – **not just tables** of data.

- Scattered or outdated knowledge means fragile, unpredictable AI.

### DELEGATION THROUGH DATA AND RULES

- To delegate to AI you must **spell out** what to do, context, inputs, exceptions, outputs, and how to judge quality.

- Goals and **rules** must live in a shared playbook, not in people's heads.

- Most "AI problems" are actually **gaps** in process and knowledge.

### STAKES ARE HIGHER AT SCALE

- Agents consume AND produce data. Sometimes they hallucinate or make errors. Without **data governance**, quality degrades in a loop.

- Once AI touches customers or regulation, traceability is mandatory.

- You need to **keep track** of: why this answer, based on what, updated when.

# What I Do

**Translate Complexity**

• Trained as an Engineer, passionate about languages and cultures.

• Worked as a developer, co-founder and manager.

• Bridge between Data, Product, Operations and Marketing.

**Build Foundations**

• Built data & AI platforms at Tile (USA) and Cora (Brazil).

• Created and led a 50-person Data org for a SME bank.

**Push the Frontier**

• 3 years hands-on with GenAI, RAG, memory, evals, guardrails.

• Infrastructure for agents: context engineering, monitoring, MCP.

# Audit in 3 Phases

## TOOLS AND AGENTS ASSESSMENT

1. What value can you expect from AI tools and Agents?

- Review of AI Experiments
- Which data your Agents need or produce
- Existing KPI, monitoring, and observability gaps
- Shadow IT and vendor lock–in analysis

→

## DATA INFRA AND KNOWLEDGE MAP

2. Data models and knowledge sources: what needs to evolve?

- Maturity of data models
- Data quality and accessibility
- Batch or real–time data
- Silos and integration points
- Tacit knowledge vs. documented systems

→

## OBSERVABILITY AND GOVERNANCE

3. How to ensure sustainable AI performance?

- Team–level readiness KPIs
- Data strategy for continuous tests, evals and guardrails
- Observability of models, costs, security and MCP
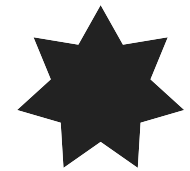- Metrics of "alignment" and feedback loops

**DELIVERABLES**: MAPPING OF DATA, KNOWLEDGE AND ACCESS. WORKSHOP TO DEFINE QUICK WINS AND READINESS METRICS
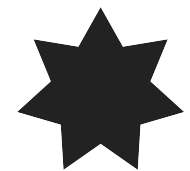
# Get in Touch
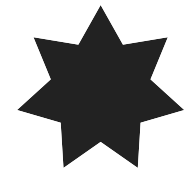
✴ SCHEDULE NOW

calendly.com/pmleveque

✴ SUBSTACK ARTICLES

pierrebr.substack.com

✴ ABOUT ME

https://pierrebr.substack.com/about