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Digital Solutioning and Productivity Optimisation Capstone

Applying AI, Data Analysis, and Digital Tools to Solve Real Business Challenges

FA-0174

Agentic & Generative AI · Data & Analytics · Automation, RPA & Power Platform

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Introduction

Modern organisations increasingly expect professionals to combine analytical thinking, digital productivity skills, and AI-assisted workflows to solve operational challenges and improve efficiency. Employees are no longer evaluated solely on task execution, but on their ability to streamline processes, analyse information, identify opportunities for improvement, and deliver measurable business outcomes. This capstone-focused programme brings together workplace AI, business productivity, and foundational data analysis skills into a practical solution-development experience aligned with current enterprise expectations.

Participants will apply Microsoft Cop

ilot, Excel-based data analysis, and modern workplace productivity techniques to develop practical solutions for real business scenarios. The course focuses on applied learning through business-oriented exercises, workflow optimisation projects, and collaborative problem-solving activities that simulate modern workplace environments. The instructor brings over 30 years of industry experience and delivers practical implementation guidance grounded in real operational environments, enterprise productivity strategies, and industry-relevant digital transformation practices. The curriculum also incorporates current trends in AI-enabled workplace automation, intelligent collaboration tools, and modern digital solution development methodologies.

Learning outcomes

Participants will be able to:

- Apply AI and digital productivity tools to streamline business workflows
- Use data analysis techniques to generate actionable insights
- Identify operational inefficiencies and propose digital solutions
- Develop workplace productivity improvement strategies
- Utilize Microsoft Copilot and Excel together in business scenarios
- Create structured business improvement recommendations
- Collaborate on real-world productivity optimisation projects
- Present analytical findings and digital solution proposals
- Integrate AI-assisted workflows into operational processes
- Deliver a job-relevant capstone addressing realistic business challenges

Prerequisites

- Basic familiarity with Microsoft 365 applications
- Foundational understanding of Excel
- Exposure to workplace productivity tools
- Basic understanding of AI-assisted business workflows
- Laptop with internet connectivity and Microsoft 365 access

Training outline

1. Introduction to Digital Solutioning and Workplace Optimization

Digital transformation in modern organisations

1. Productivity optimisation trends
2. AI-driven operational change
3. Workplace automation concepts
4. Business efficiency challenges

Solution-Oriented Thinking

1. Problem identification frameworks
2. Business process evaluation
3. Root cause analysis concepts

4. Operational improvement methodologies
5. Analytical decision-making approaches

Understanding Business Productivity Challenges

1. Workflow bottlenecks
2. Communication inefficiencies
3. Data handling limitations
4. Repetitive task identification
5. Collaboration challenges

2. AI-Driven Workplace Productivity

Microsoft Copilot for Operational Efficiency

1. AI-assisted communication workflows
2. Task acceleration strategies
3. Intelligent summarisation techniques
4. AI-assisted research methods
5. Workflow coordination support

AI-Assisted Problem Solving

1. Business scenario analysis
2. Prompt-driven ideation
3. AI-supported recommendations
4. Process redesign concepts
5. Productivity improvement planning

Intelligent Workflow Automation Concepts

1. Automation opportunity analysis
2. Repetitive process optimisation
3. AI-enhanced collaboration workflows
4. Task orchestration awareness
5. Enterprise AI integration trends

3. Business Data Analysis for Decision Support

Preparing Business Data

1. Data cleaning workflows
2. Structuring operational datasets
3. Information consistency management
4. Spreadsheet organisation standards
5. Data validation concepts

Analytical Techniques in Excel

1. Conditional formulas
2. Aggregation workflows
3. Trend identification
4. Reporting preparation
5. Operational analysis methodologies

PivotTables and Insight Development

1. Data summarisation techniques
2. Grouping and segmentation
3. Comparative analysis
4. Reporting dashboards
5. Executive-level reporting concepts

Data-Driven Decision Making

1. Identifying business trends
2. Operational performance evaluation
3. Insight interpretation
4. Recommendation development
5. Business reporting strategies

4. Digital Workflow Optimization

Evaluating Existing Workflows

1. Current-state analysis
2. Productivity measurement concepts
3. Workflow mapping
4. Dependency identification
5. Process efficiency assessment

Designing Improved Digital Workflows

1. Streamlined process development
2. AI integration opportunities
3. Collaboration optimisation
4. Information flow improvement
5. Automation readiness considerations

Productivity Enhancement Strategies

1. Communication optimisation
2. Task prioritisation methods
3. Digital collaboration techniques
4. Resource efficiency improvement
5. Time management enhancement

5. Capstone Project Development

Project Selection and Planning

1. Business challenge identification
2. Scope definition
3. Stakeholder considerations
4. Project planning methodologies
5. Deliverable structuring

Solution Design and Development

1. Digital solution architecture
2. Workflow redesign
3. AI-assisted process integration
4. Data analysis application
5. Productivity improvement modelling

Capstone Execution

1. Team collaboration workflows
2. Solution implementation concepts
3. Iterative refinement
4. Reporting and documentation
5. Operational presentation preparation

Presentation and Business Communication

1. Executive presentation techniques
2. Insight communication
3. Recommendation articulation
4. Stakeholder-oriented reporting
5. Business justification strategies

6. Enterprise Best Practices and Future Readiness

Governance and Compliance Awareness

1. Responsible AI usage
2. Data privacy considerations
3. Information governance concepts
4. Secure collaboration practices
5. Operational accountability

Sustainable Productivity Improvement

1. Continuous improvement methodologies

2. Measuring productivity outcomes
3. Monitoring operational effectiveness
4. Change adoption considerations
5. Long-term optimization planning

Emerging Trends in Digital Productivity

1. AI agent evolution
2. Intelligent workplace ecosystems
3. Automation maturity trends
4. Enterprise digital transformation
5. Future workforce productivity models

Disclaimer

The above outlines are intended to serve as structured training guidelines and may be adjusted, refined, expanded, or reorganised by the trainer based on participant profiles, organisational requirements, operational constraints, technology updates, delivery timelines, or evolving industry practices. The trainer reserves the right to modify the sequence, depth, emphasis, or coverage of topics where necessary to ensure optimal learning outcomes and relevance to current market and business conditions without prior notice.

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