Faysal Aziz

Driving Digital, Data, Automation & AI Excellence

for Managers

FA-0179

Agentic & Generative AI · DevOps, Cloud & Infrastructure · Automation, RPA & Power Platform

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Introduction

From Digital Awareness to Confident, Governed Execution

Digital transformation in financial institutions is no longer driven solely by technology teams. Managers are now expected to sponsor, govern, and operationalise digital, data, automation, and AI initiatives—often without having formal technical backgrounds. This programme is designed specifically for managers who must make informed decisions, ask the right questions, and lead change responsibly.

Rather than focusing on coding or deep technical design, the course builds **managerial fluency** across digital transformation, cloud, data, automation, and modern AI. Participants will learn how these capabilities actually work, where they deliver value, where they fail, and how to govern them safely in a regulated banking environment.

The programme is delivered by an instructor with **over 30 years of industry experience**, using real-world cases, operational lessons, and current industry practices—ensuring relevance beyond academic theory.

Learning outcomes

By the end of the programme, participants will be able to:

- Explain core digital transformation concepts in a banking and financial-services context.
- Understand cloud, data, automation, and AI fundamentals sufficiently to make informed managerial decisions.
- Identify opportunities for process automation and productivity improvement within their divisions.

- Understand what AI really is, how it works at a conceptual level, and how it differs from traditional automation.
- Recognise emerging AI approaches such as agentic AI and their managerial implications.
- Assess risks related to AI, data usage, automation, and cloud adoption.
- Apply governance, ethics, and risk-management principles to digital and AI initiatives.
- Develop a practical action plan to initiate or strengthen digital, automation, or AI efforts post-training.

Prerequisites

- Managerial experience in a banking or regulated organisational environment
- No technical, programming, or data science background required
- Willingness to engage in discussion, case analysis, and action planning

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Training outline

1. 1. Digital Transformation in Financial Institutions

- What digital transformation actually means (beyond buzzwords)
- Drivers of digitalisation in banking and financial services
- Common failure patterns in digital transformation programmes
- The manager’s role versus IT’s role
- Aligning digital initiatives with business strategy, risk, and compliance

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2. 2. Cloud Fundamentals for Decision-Makers

- What cloud computing is and is not
- Public, private, and hybrid cloud models
- Why banks adopt hybrid architectures
- Cloud economics and cost-management considerations
- Risk, resilience, and regulatory considerations in cloud adoption
- Managerial questions to ask before approving cloud initiatives

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3. 3. Data as a Managerial Asset

- What data really means in an operational environment

- Structured vs unstructured data in banking operations
- Data quality, lineage, and ownership
- Data-driven decision-making for managers
- Data governance fundamentals
- Regulatory and compliance considerations related to data usage

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4. 4. Introduction to Automation and Productivity Improvement

- What automation is (and what it is not)
- Identifying processes suitable for automation
- Automation versus process improvement
- Overview of Robotic Process Automation (RPA)
- Low-code and no-code automation platforms (conceptual overview)
- Risks of poorly governed automation initiatives

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5. 5. Artificial Intelligence: What It Really Is and How It Works

- Demystifying AI for non-technical leaders
- AI versus traditional automation
- Machine learning explained in plain language
- Training, inference, and model lifecycle concepts
- Why AI systems make mistakes
- Where AI performs well—and where it should not be used

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6. 6. Applied AI in Banking and Financial Services

- AI use cases relevant to managers
- Customer service and digital engagement
- Risk management and fraud detection (high-level)
- Operations, compliance, and document processing
- Productivity tools powered by AI
- Understanding limitations and false expectations

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7. 7. Agentic AI and Autonomous Systems (Manager-Level View)

- What agentic AI means in practice
- How agent-based systems differ from single AI tools
- Multi-agent coordination concepts
- Overview of protocols such as Model Context Protocol (MCP)
- Where agentic AI may emerge in enterprise and government systems
- Managerial control, escalation, and accountability considerations

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8. 8. Risks, Controls, and Failure Modes

- Operational risks in automation and AI
- Bias, fairness, and unintended outcomes
- Data privacy and security risks
- Model drift and system degradation
- Reputational and regulatory risks
- Why “black box” solutions are dangerous in regulated environments

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9. 9. AI, Data, and Digital Governance

- What digital and AI governance means for managers
- Distinction between IT governance and AI governance
- Accountability, transparency, and auditability
- Governance checkpoints across the digital and AI lifecycle
- Role of policies, standards, and oversight committees

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10. 10. Ethics and Responsible Use of AI

- Ethical considerations in automated decision-making
- Human oversight and decision accountability
- Public trust and explainability
- Ethical risk assessment for AI and automation initiatives
- Practical steps to embed responsible-AI principles

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11. 11. Digital Tools for Managerial Effectiveness

- Digital collaboration and productivity tools
- Workflow and task-management platforms
- Improving internal coordination using digital tools
- Enhancing external engagement responsibly

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12. 12. Action Planning and Implementation Roadmap

- Identifying opportunities within participants' own divisions
- Prioritising quick wins versus longer-term initiatives
- Building a basic digital / automation / AI roadmap
- Governance and stakeholder alignment
- Measuring outcomes and benefits
- Next steps post-training

Instructor Profile

The programme is delivered by an instructor with **over 30 years of industry experience** across large enterprises and regulated environments. The training emphasises **real-world implementation, governance, and decision-making**, avoiding academic abstraction and focusing on skills managers can apply immediately.

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