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Enterprise AI at Scale

Operating Models, Value Realisation & Decision Intelligence

FA-0190

Agentic & Generative AI · AI for Leaders & Business

Introduction

From AI experimentation to governed, measurable enterprise capability.

The difficult part of enterprise AI is no longer simply building models, copilots or agents. The harder problem is creating an organisational system capable of deciding where AI should be deployed, how much autonomy it should receive, who remains accountable for its decisions, how investment should be prioritised, and whether the resulting capability is actually producing measurable business value.

This becomes significantly more demanding as organisations move towards agentic systems, AI-assisted decision making and increasingly autonomous workflows. AI systems are probabilistic rather than conventionally deterministic, their behaviour can change according to context, and complex systems can exhibit behaviours that were not explicitly designed into individual components. NIST's current work on deployed AI systems specifically highlights non-determinism, unforeseen outputs and the importance of continuous post-deployment monitoring. Contemporary enterprise agent guidance similarly emphasises explicit decision rights, lifecycle ownership, risk classification and operational governance.

This intensive programme moves above individual AI solutions and examines AI as an **enterprise operating capability**. The emphasis is on operating models, investment governance, benefits realisation, decision intelligence, transformation architecture and executive control.

The instructor has **over 30 years of industry experience** and will focus on real industry-demanded approaches, organisational realities and implementation considerations rather than an academic treatment of artificial intelligence.

Learning outcomes

Participants will be able to:

- Structure an enterprise AI operating model and governance architecture.

- Establish AI demand-management and investment-prioritisation mechanisms.
- Define AI Centres of Excellence and federated ownership models.
- Measure AI value, ROI, productivity improvement and benefits realisation.
- Develop AI-assisted decision and intervention frameworks.
- Define human versus machine decision rights for increasingly autonomous systems.
- Connect AI deployment with operating-model and workforce transformation.
- Establish executive governance for enterprise AI and agentic systems.

Prerequisites

This is an advanced programme. Participants are expected to possess:

- Working knowledge of **LLMs, RAG, agentic architectures and tool-augmented AI systems**.
- Understanding of the **probabilistic and non-deterministic nature of generative AI inference**.
- Familiarity with **emergent behaviour, hallucination, model opacity and the AI black-box problem**.
- Understanding of **context windows, embeddings, grounding and inference-time constraints**.
- Awareness of **model risk, human-in-the-loop controls, autonomy boundaries and AI lifecycle governance**.
- Practical understanding of **enterprise operating models, KPIs, ROI and investment governance**.

Participants without these foundations should undertake intermediate AI training before attending.

Training outline

1. Enterprise AI Operating Models

Enterprise AI capability architecture

1. Centralised, federated and hybrid models
2. AI Centres of Excellence
3. Business-embedded AI ownership
4. Enterprise decision rights

AI Product and Capability Ownership

1. Business ownership
2. Technology ownership
3. Data ownership
4. Risk ownership
5. AI product lifecycle ownership

2. AI Demand Management and Investment Governance

AI Demand Management

1. Opportunity intake
2. Strategic alignment
3. Feasibility and readiness
4. Risk classification

AI Portfolio Prioritisation

1. Business value
2. Implementation complexity
3. Data readiness
4. Risk exposure
5. Time-to-value
6. Investment gates

3. AI Benefits Realisation and Value Measurement

AI Value Framework

1. Productivity value
2. Revenue value
3. Cost reduction
4. Risk-reduction value
5. Decision-quality value

AI Benefits Realisation

1. Baseline establishment
2. Value hypotheses
3. Benefit attribution
4. Realised versus projected value
5. Value ownership

Executive AI Metrics

1. Adoption metrics
2. Operational metrics
3. Financial metrics
4. Strategic metrics

4. Decision Intelligence

AI-Assisted Decision Architecture

1. Descriptive intelligence
2. Diagnostic intelligence
3. Predictive intelligence
4. Prescriptive intelligence

Recommendation and Intervention

1. Decision recommendations
2. Scenario modelling
3. Confidence and uncertainty
4. Trigger-based intervention
5. Executive escalation

Human-AI Decision Rights

1. Advisory decisions
2. Human-approved decisions
3. Bounded autonomous decisions
4. Override and escalation authority

5. AI-Enabled Business Transformation

Enterprise AI Transformation Roadmaps

1. Strategic ambition
2. Capability gaps
3. Transformation sequencing
4. Investment roadmap

AI-Native Operating Model Redesign

1. Workflow augmentation
2. Process redesign
3. Role redesign
4. Decision-right redesign
5. Workforce capability transformation

6. Enterprise Agentic AI Governance

Agent Governance

1. Agent identity and ownership

2. Authority boundaries
3. Tool and data permissions
4. Human oversight
5. Inter-agent dependencies

Runtime and Lifecycle Governance

1. Risk-tiered controls
2. Monitoring and observability
3. Emergent behaviour
4. Exception handling
5. Change control
6. Suspension and termination

Executive AI Governance

1. AI governance forums
2. Portfolio oversight
3. Value oversight
4. Risk oversight
5. Strategic reprioritisation

Disclaimer

This outline is intended to serve as a professional guideline for programme delivery. The trainer reserves the right to amend, consolidate, reorder, expand or omit specific subject areas where considered appropriate in light of participant capability, available instructional time, technological developments and professional judgement, without prior notice, while maintaining the overall objectives and intended level of the programme.

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