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GenAI Transformation

Empower leaders and managers to co-create an AI-enabled organization guided by purpose, trust, and strategic vision.

FA-0224 · One day

Agentic & Generative AI · DevOps, Cloud & Infrastructure

Introduction

One day

In an era where Generative AI isn't just a tool but a workforce game-changer, leaders must transcend mere adoption to craft a future where AI augments human ingenuity. This **intensive one-day** course equips executives, managers, and IT leaders with transformative strategies—spanning strategic vision, human-centered design, IT integration, governance, and culture change—to not just implement AI, but to embed it meaningfully into operations and support ecosystems.

Anchored in deep industry insight and real-world applicability, this course delivers actionable frameworks to inspire confidence, drive adoption, and ensure Generative AI becomes a business enabler—not a liability.

Learning outcomes

Participants completing this course will be able to:

- **Articulate a clear, purpose-driven AI "North Star"** aligned with business vision and IT support realities.
- **Design and lead a strategic roadmap** that integrates leadership priorities with IT managers, support teams, and infrastructure workflows.
- **Leverage AI for support operations**—automating incident detection, ticket triage, and infrastructure/application management.
- **Anticipate challenges and risks** including resistance, technical debt, and governance gaps.

- **Drive change through people-first transformation**, enabling experimentation, upskilling, and IT–business collaboration.
- **Apply practical prompting techniques** to unlock AI's full value in real support and managerial scenarios.

Prerequisites

- A basic understanding of AI / GenAI—what it does and its business potential.
- Representation from leadership, IT managers, support teams, and change agents for a holistic perspective.
- Access to organizational strategy documentation, IT service management practices, and data governance policies.
- Commitment to experimentation, open culture, and willingness to iterate.

Training outline

1. Framing the Transformation

1.1 Why GenAI? Purpose beyond hype

- The imperative: Why ask "why?" before adopting AI.
- Learn from real-world missteps (e.g., Commonwealth Bank's AI misfire).
- Why IT support is the frontline of adoption—linking vision to infrastructure and service delivery.

1.2 Defining the "North Star" for GenAI

- Outcome-focused vision over tool deployment.
- Map organization maturity: manual → AI-augmented → agentic swarms.
- Align IT operations, service desks, and business functions with the North Star.

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2. Strategic Roadmapping for Leaders, Managers & IT

2.1 Building a GenAI Strategy Roadmap

- Identify high-value IT and business use cases (support tickets, monitoring, capacity planning).
- Move from pilots to scaled, IT-integrated workflows.

- Adopt pillars: Vision, Values, Risks, IT adoption readiness.

2.2 Leadership & IT Roles in Governance

- Role of CAIO, CIO, and IT managers in oversight.
- Responsible AI governance: ethics, policies, escalation paths.
- IT change boards & oversight committees to manage risk, bias, and reliability.

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3. Reimagining Workflows & Operating Models

3.1 Embedding GenAI into IT Operations

- Service desk transformation: AI-driven incident detection, ticket auto-routing, resolution suggestions.
- Infrastructure automation: self-healing systems, auto-scaling environments, config management.
- Application lifecycle: code review, deployment automation, monitoring with AI agents.

3.2 Workflow Evolution Phases

- Phase 1: AI aids repetitive IT tasks (chatbots for ticket queries).
- Phase 2: Human-AI teams co-manage systems and incidents.
- Phase 3: Agentic swarms handle infrastructure and applications with human oversight.

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4. Building Trust: Data, Governance & Transparency

4.1 Establishing Trust Infrastructure

- Secure data ecosystems, ITSM logs, and monitoring pipelines.
- Case study: Morgan Stanley’s rigorous evaluation leading to 98% adoption.

4.2 Ethical, Transparent AI in IT Support

- Responsible frameworks for IT automation and support.
- Transparent AI for incident reports and post-mortems.

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5. People-Centered Change & Culture

5.1 Reframing AI as Human Enabler

- Position AI as a partner, not replacement, for IT support and managers.
- Enhance empathy, creativity, and decision-making with AI assistance.

5.2 Change Management Pillars

- Leadership alignment, IT workforce readiness, transparent communication.
- Apply ADKAR model to IT & business adoption.
- Tactics for overcoming resistance and building trust.

5.3 Skills & Engagement Tactics

- Upskilling IT support staff in AI operations, prompting, and monitoring.
- Build “AI Support Guilds” to foster peer-led innovation.
- Case study: Singtel’s AI Academy training 10,000+ employees.

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6. Challenges, Iteration & Scaling

6.1 Anticipating Challenges

- Technical debt, data silos, lack of IT buy-in.
- Reliability issues: model drift, hallucination, dependency on vendors.
- Regulatory, audit, and compliance gaps.

6.2 Agile Pilot Learning

- Experimentation in IT workflows with tight feedback loops.
- Celebrate early wins in support automation.

6.3 Metrics, ROI & Long-Game Strategy

- Measure incident resolution time, MTTR, infrastructure uptime, employee satisfaction.
- Scale responsibly with IT–business alignment.

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7. Practical Prompting for Leaders & IT

7.1 Prompting Essentials

- Principles of effective prompting for executives and IT staff.
- Use cases: drafting incident responses, generating RCA summaries, infrastructure config templates.

7.2 From Basic to Advanced Prompts

- Simple requests (ticket triage) → structured prompts (incident workflows) → chain-of-thought templates (root-cause analysis).
- Hands-on demonstration: prompting to automate IT and support tasks.

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