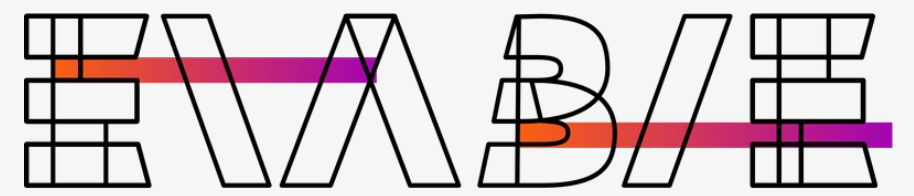# MASTERCLASS

Building Organizational Readiness for Agentic AI and Beyond

Presented by Chang Sau Sheong

Prepared by: **Spark**

Half-Day Workshop

Preparing Organizations for Agentic AI, Generative AI, and Advanced Applications

Objective

Equip CIOs, data, and IT teams with the knowledge, frameworks, and actionable strategies to adopt agentic AI, generative AI, and advanced conventional AI applications through process- and service-oriented use cases that are industry-agnostic.
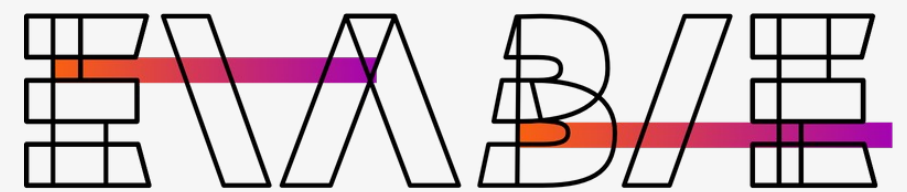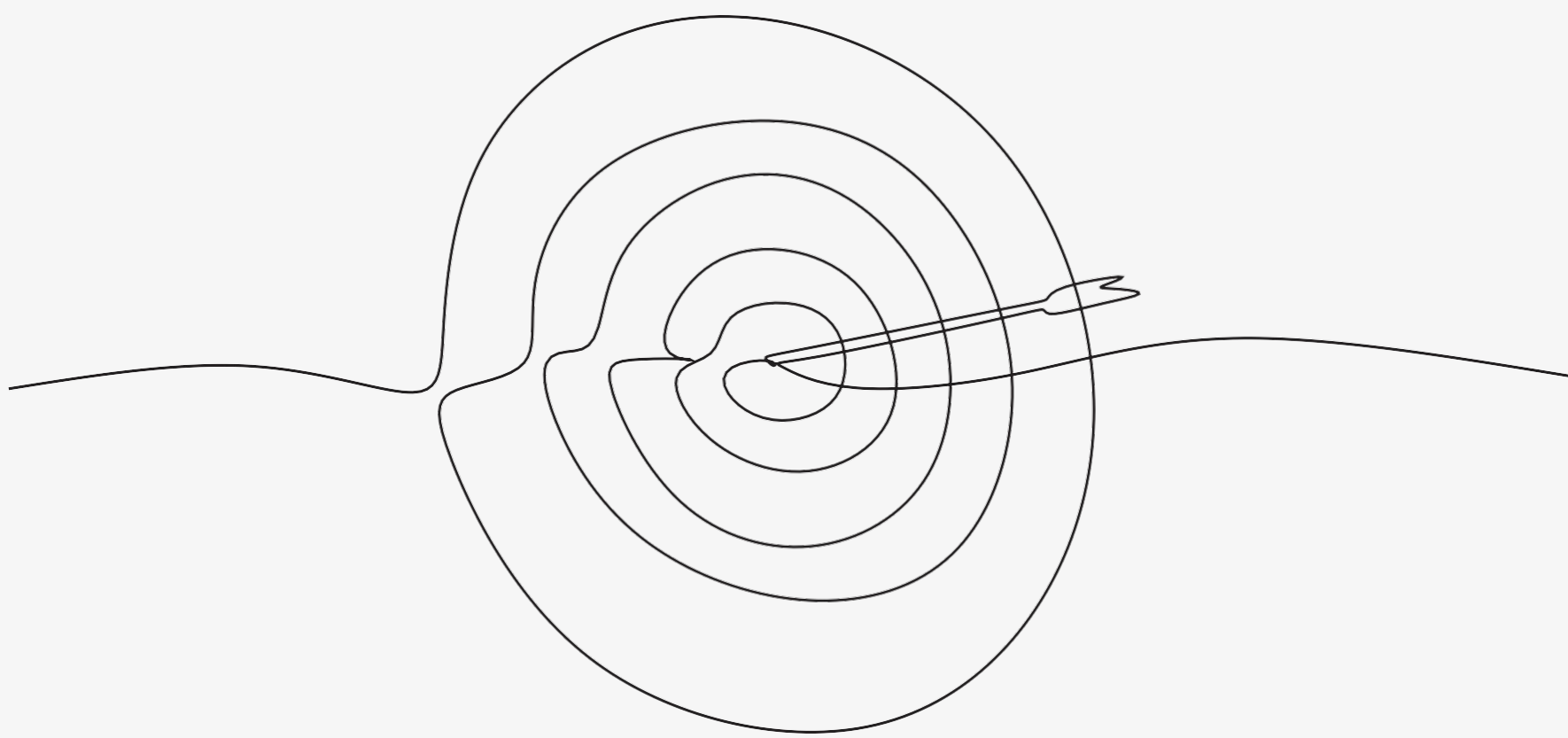
Workshop Agenda

1. **Welcome & Introduction (15 mins)**
   - Overview of AI trends: Agentic AI, generative AI, and conventional AI advancements.
   - Why focus on processes and services? The value of industry-agnostic transformation.

2. **Game-Changing Process & Service Use Cases (45 mins)**
   Focus Areas:

   - **Customer Support Automation**
     - Intelligent virtual assistants for 24/7 customer engagement.
     - Proactive issue resolution using agentic AI to predict and address customer needs before they arise.
     - Generative AI for creating personalized responses, FAQs, or knowledge base content in real-time.

   - **Workflow Automation & Optimization**
     - Autonomous task delegation by agentic AI systems (e.g., assigning tasks to team members based on workload).
     - Process mining to identify inefficiencies and optimize workflows dynamically.
     - Generative AI for creating automated reports, summaries, or presentations from raw data.

   - **Data-Driven Decision Making**
     - Predictive analytics for forecasting trends (e.g., demand planning, resource allocation).
     - Decision-support systems powered by agentic AI that simulate scenarios and recommend optimal actions.
     - Generative AI for producing visualizations or narratives from complex datasets to aid decision-makers.

   - **Content Creation & Personalization**
     - Automated generation of marketing materials, training manuals, or technical documentation using generative AI.
     - Personalization of user experiences across platforms (e.g., websites, apps) using real-time behavioural insights.

   - **Risk Management & Compliance**
     - Continuous monitoring of compliance with regulations using agentic AI systems that flag anomalies proactively.
     - Fraud detection in financial transactions or operational processes through advanced anomaly detection models.

   - **Interactive Exercise:** Participants brainstorm how these use cases could apply to their organizations' service delivery or internal processes.
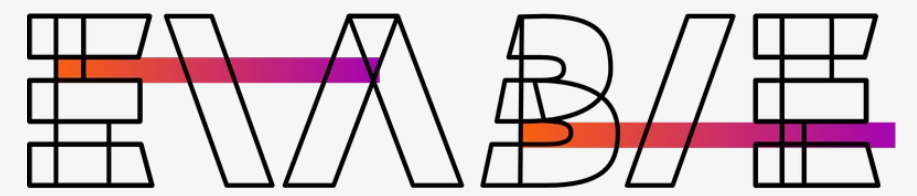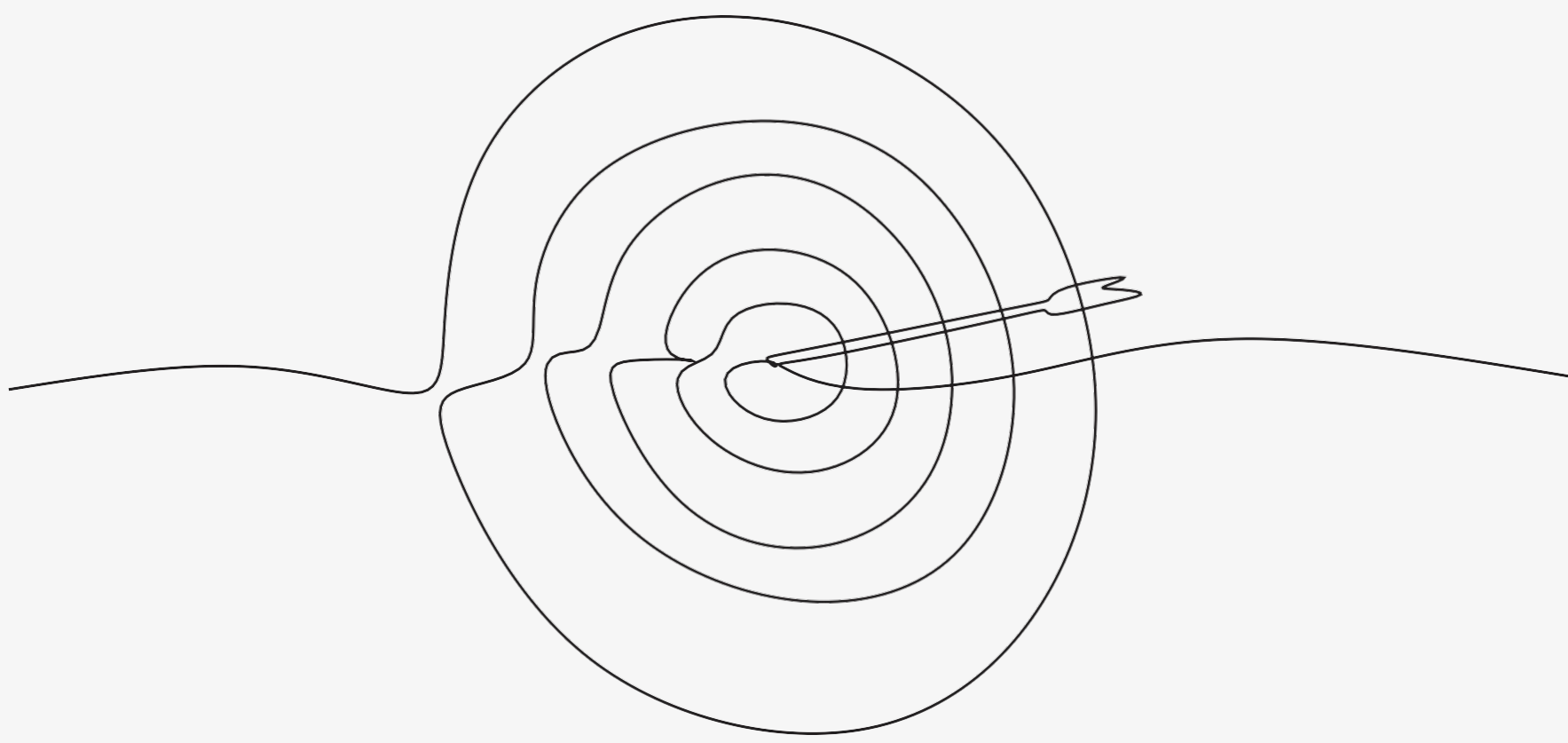
3. **Data & IT Readiness Frameworks (45 mins)**
   - Data Readiness: Ensuring secure, unbiased, high-quality data pipelines for agentic and generative AI systems
     - o Data governance frameworks for ethical and compliant data usage.
     - o Data integration across silos to enable seamless AI adoption.

   - IT Infrastructure Readiness: Building scalable architectures to support high-performance AI workloads.
     - o Cloud-native systems vs edge computing for real-time decision-making.
     - o API-driven modularity for integrating agentic AI into existing workflows.

   - Operational Readiness: Aligning teams with new technologies.
     - o Skill-building initiatives like prompt engineering for generative AI.
     - o Change management strategies to drive adoption.

   - **Activity**: Participants complete a readiness assessment checklist to evaluate their organization's preparedness in data quality, governance, infrastructure, and skills.

4. **Scenario Planning & Risk Mitigation (30 mins)**

   - Scenario Simulation: Deploying agentic AI in mission-critical workflows such as customer service escalation or compliance monitoring.
     - o Example: How an autonomous agent could handle a service outage scenario by coordinating with IT teams and communicating with customers simultaneously.

   - **Risk Mitigation Strategies: Addressing potential risks like:**
     - o Lack of transparency in decision-making (bias in algorithms).
     - o Over-reliance on autonomous systems without human oversight.
     - o Security vulnerabilities in automated processes.

   - **Group Discussion:** Participants identify risks specific to their organizational contexts and propose mitigation strategies.

5. **Closing & Next Steps (15 mins)**
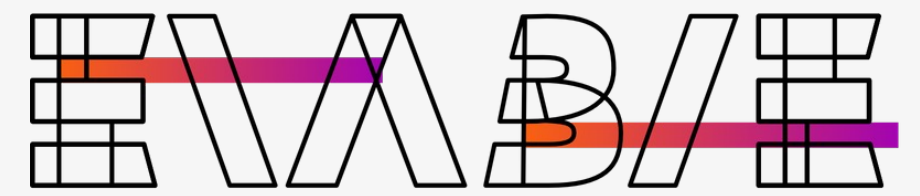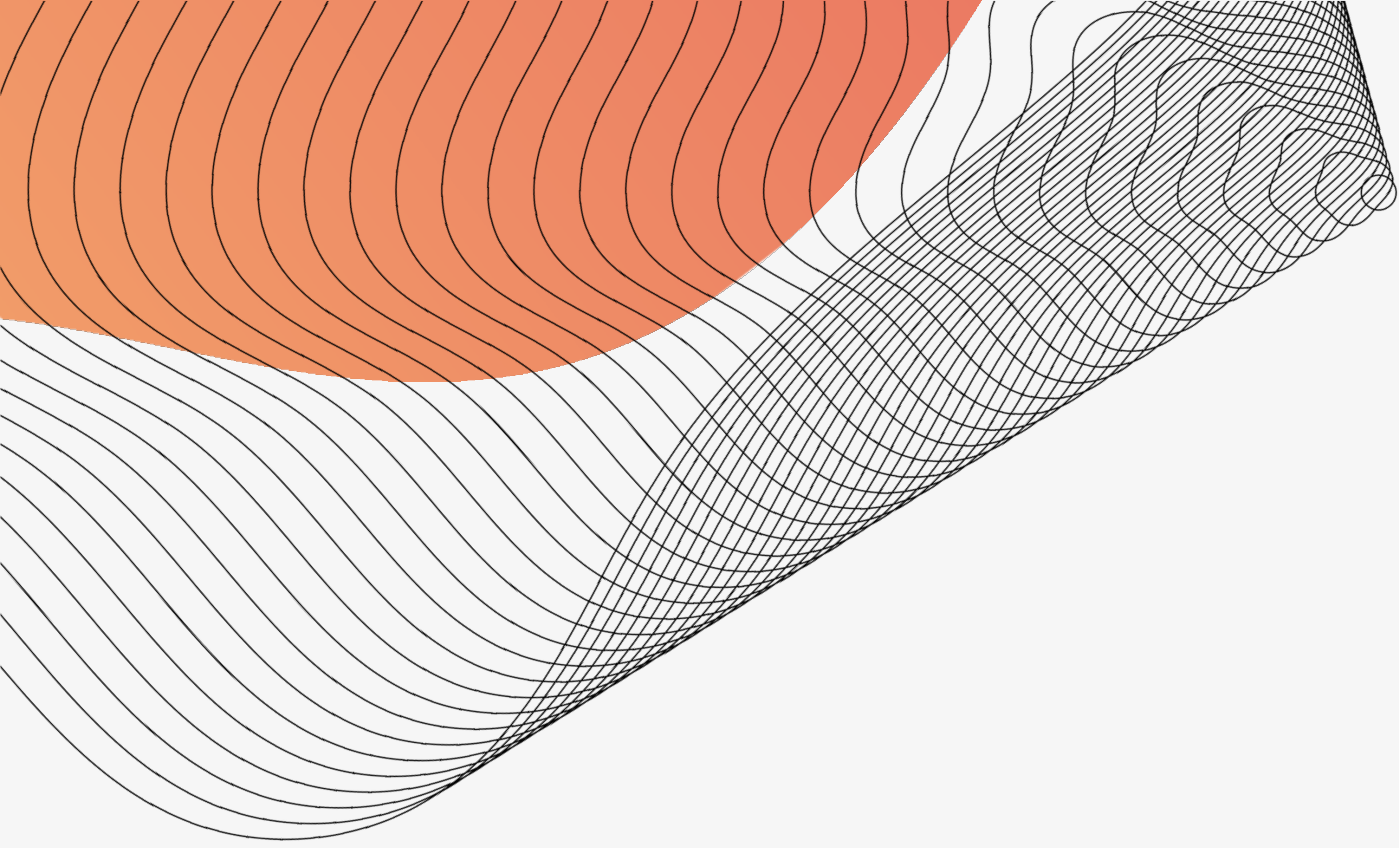
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SPARK Enable brings together our valued community of tech partners to pledge their support in making outcome-based organisational learning and practitioner-peer advisory accessible for all organisations. Enable provides resources, financial and in-kind, for qualified organisations.

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