

Training on Creating and Capturing Value through Artificial Intelligence

Course Overview

This course helps banking professionals understand how Artificial Intelligence can create measurable business value. It covers AI fundamentals, data foundations, productivity use cases, and implementation strategies specific to banking. The program combines strategic thinking with hands-on labs to simulate real banking workflows and AI adoption. By the end, learners will be able to identify, design, and plan AI initiatives within their organizations.

Module 1: AI Fundamentals for Banking Leaders

- Introduction to Artificial Intelligence in Business
- Types of AI (Predictive, Generative, Prescriptive)
- ML vs DL vs Generative AI
- AI Maturity Levels in Banking
- AI Value Chain
- AI Ethics & Governance

Lab Exercises:

- Identify 5 high-manual banking processes for AI use.
- Classify banking scenarios into AI types.

Module 2: Identifying Productivity Opportunities

- Productivity challenges in banking
- Process mapping for AI
- High-ROI AI use cases
- Cost vs Value framework
- Measuring productivity gains

Lab Exercises:

- Map a banking workflow and identify automation steps.
- Create KPI metrics for productivity tracking.

Module 3: Data Foundations for AI

- Role of data in AI success

- Data lifecycle in banking
- Structured vs unstructured data
- Data governance basics

Lab Exercises:

- Identify data sources in banking scenario.
- Define data quality checklist.

Module 4: Generative AI for Banking Productivity

- Intro to GenAI & LLMs
- Prompt engineering basics
- Use cases: emails, reports, documentation

Lab Exercises:

- Prompt design for customer support.
- Automate report generation using GenAI.

Module 5: AI Use Cases in Banking

- Fraud detection
- Risk scoring
- Loan processing automation
- Customer service AI

Lab Exercises:

- Design fraud detection workflow.
- Build loan automation blueprint.

Module 6: AI Automation & Workflow Integration

- AI + RPA integration
- Human in the loop systems

Lab Exercises:

- Design AI workflow automation.
- Human-AI collaboration plan.

Module 7: Measuring AI Value

- ROI of AI projects

- Productivity metrics

Lab Exercises:

- Build ROI calculator.
- Create AI success dashboard plan.

Module 8: AI Adoption Roadmap

- AI strategy roadmap
- Governance & risk