

AI Practitioner Programme

Duration: 2 Days

Day 1 — Foundation Sessions

Why AI Matters Now

- AI trends
- Business value
- Productivity
- Competitiveness

DX, AX and RX Transformation

- Digital Transformation
- AI Transformation
- Physical AI
- Business applications

What AI Can and Cannot Do

- AI capabilities
- Limitations
- Realistic expectations
- Human oversight

AI + Human = Business Value

- Human-AI collaboration
- Augmentation vs replacement
- Value-added work
- Future operating model

Data as the Foundation for AI

- Data readiness
- Knowledge management
- Data quality
- Governance

AI Security, Governance and Responsible AI

- Security and privacy
- Compliance
- Confidentiality

- Responsible AI

Enterprise AI Fundamentals

- Generative AI
- AI Assistants
- AI Agents
- Enterprise AI concepts

DENSO AI Platform Landscape

- M365 Copilot
- Copilot Chat
- Agent Builder
- Copilot Studio
- Azure OpenAI
- Platform selection

M365 Copilot Productivity

- PowerPoint and Word
- Excel and Outlook
- Teams and meetings
- Reporting and productivity

Day 2 — Practical Sessions

AI Use Cases in Office Functions

- HR and Finance
- Procurement and Legal
- Administration
- IT support

AI Use Cases in Manufacturing Functions

- Production and Quality
- Maintenance and Logistics
- Engineering
- Copilot Studio scope
- When Azure OpenAI needed

AI Assistant Fundamentals

- Concepts and architecture
- Knowledge sources

- Design approach
- Business scenarios

AI Agent Fundamentals

- Agent types
- Agent Builder
- Copilot Studio
- Lifecycle and governance

Hands-On: Build an AI Assistant

- Simple AI Assistant
- Approved Microsoft platforms
- Knowledge source setup
- Testing and validation

Hands-On: Build an AI Agent

- Simple AI Agent
- Copilot Studio
- Conversation design
- Testing and validation

Standard Industry Use Cases

- Office examples
- Manufacturing examples
- Success stories
- Adoption lessons

AI Opportunity Identification Framework

- Business problem
- Available data
- AI opportunity
- Business benefit
- Priority

Assessment and Next Steps

- Learning review
- Q&A
- Participant survey
- Phase 2 preparation

Review and Finalise Top Use Cases

- Survey results
- Problem confirmation
- Data availability
- Platform selection
- Development scope

Use Case 1 Development

- Prototype build
- Solution concept
- Platform configuration
- Testing and validation

Use Case 2 Development

- Prototype build
- Solution concept
- Platform configuration
- Testing and validation

Use Case 3 Development

- Prototype build
- Solution concept
- Platform configuration
- Testing and validation