Course : Leading the Deployment of AI Agents Throughout the Company

Understand their potential, prioritize use cases, and develop a deployment strategy

Practical course - 2d - 14h00 - Ref. AGS

NEW

AI agents no longer simply produce content: they utilize tools, chain together actions, and interact with the company's systems. For a leader, the challenge is no longer to produce but to orchestrate: mapping out processes, deciding what tasks to assign to an agent, defining its autonomy, managing its risks, and overseeing its deployment. This training course, designed for decision-makers and managers, provides the methodology without delving into the technical details.

Teaching objectives

At the end of the training, the participant will be able to:

- Distinguishing AI agents from conversational assistants, automations, and AI workflows
- Identify and prioritize the processes and use cases that could benefit from an agent-based approach
- Evaluate the relevance of an AI agent project
- Define the principles of governance, human oversight, and risk management
- Developing a Roadmap for Deploying AI Agents

Intended audience

Executives, members of the Executive Committee or Management Committee, business unit directors, transformation directors, line of business directors, innovation leaders, strategic managers, and leaders responsible for deciding on, sponsoring, or leading AI and automation projects.

Prerequisites

None

PARTICIPANTS

Executives, members of the Executive Committee or Management Committee, business unit directors, transformation directors, line of business directors, innovation leaders, strategic managers, and leaders responsible for deciding on, sponsoring, or leading AI and automation projects.

PREREQUISITES

None

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

Practical details

Teaching methods

A mix of lectures, demonstrations, analyses of real or realistic case studies, collaborative workshops, role-playing exercises, and individual assignments tailored to the participants' context.

Course schedule

1 Understanding How AI Agents Are Changing Business

- Distinguishing Between Generative AI, AI Assistants, Automated Workflows, and AI Agents
- Understanding How an Agent Works Through Its Main Components
- Identify the main agent-based architectures
- Analyze how an AI agent uses data and tools to perform tasks
- Assess the current limitations of the agents
- Understanding How AI Agents Are Changing Employees' Tasks and Responsibilities

Hands-on work

A guided demonstration of the same work task being performed first by a chatbot and then by a human agent in several steps. Working in small groups, participants analyze how the system works. Collective development of a framework for analyzing an agent-based system.

2 Identify high-potential processes and use cases

- Identify activities suitable for AI agents
- Breaking Down a Business Process to Identify Opportunities for Using AI Agents
- Choose between an assistant, automation, and an AI agent based on business needs
- Adapt the autonomy of AI agents to the complexity and risks of the tasks
- Prioritize use cases based on their business value, feasibility, and risks

Hands-on work

Group case studies based on various business processes. Each group breaks down a process and determines which tasks to retain, automate, or assign to an agent. Individually, each participant then applies the framework to a process within their own organization and selects a use case to explore in greater depth during the remainder of the training.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

3 Designing a Value-Creating Agent-Based Use Case

- Define the mission, scope of action, and objectives of an AI agent
- Define the data, tools, and systems that an AI agent needs to access
- Define the scope of an AI agent's operations and the procedures for human oversight
- Choose the level of autonomy for an AI agent based on risks and business needs
- Define performance and value-creation metrics for an AI agent

Hands-on work

"Red Thread" workshop in pairs. Based on the selected use case, each participant creates a profile for their future agent. The pairs then compare their proposals to identify situations where an agent is truly warranted and those where a simpler solution would be preferable.

4 Guiding Autonomy and Managing the Risks of AI Agents

- Identify the main risks associated with the autonomy of AI agents
- Implement a risk management approach that combines governance, risk mapping, risk measurement, and risk mitigation
- Establish appropriate safeguards: limiting rights, validating logins and logouts, restricting actions, etc.
- Organize human oversight based on the criticality of decisions and the sensitive or irreversible nature of the actions taken
- Identifying Regulatory and Safety Requirements in the Decision-Making Criteria for an Agent-Based Project

Hands-on work

Group exercise. Analysis of a scenario involving an agent with access to multiple corporate tools who performed an unanticipated action. Participants reconstruct what happened, then identify which actions can be performed automatically, which must be subject to approval, and which should be prohibited.

5 Moving from Use Case to Enterprise-Wide Deployment

- Balancing local experimentation, business pilot projects, and larger-scale deployment
- Define the responsibilities required to manage staff
- Structuring an Approach to Deploying AI Agents, from Pilot Testing to Widespread Adoption
- Organize follow-up for agents after they go live
- Organizing a portfolio of AI use cases and defining deployment priorities

Hands-on work

Small-group synthesis workshop: Participants evaluate the use cases developed during the training based on four criteria: value, feasibility, risk, and scalability. Each participant then develops a 90-day action plan.

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