Telecoms & Tech Academy

A PRACTICAL GUIDE TO AI IN TELECOMS

Understanding the true potential of Artificial Intelligence in the telecoms sector

Brought to you by

informatech

telecomstechacademy.com/course/ai-in-telecoms/

Course Overview
A PRACTICAL GUIDE TO AI IN TELECOMS

AI in Telecoms will expose leaders to the necessary foundations that are required at the organisational level for AI. This requires a digital mindset, where strategy creates a competitive advantage, with people and a culture of innovation sustaining it, and technology is the means through which it is delivered.

By attending the course, you will learn:
- How to incorporate AI into strategic planning
- How to leverage AI for commercial value and competitive advantage for your organisation
- Understand the fundamentals of AI, allowing you to build strategies, identify the critical trends, and deliver AI projects effectively

This will be underpinned by an understanding of what your innovation culture is and how it enables or impedes innovation-leveraging AI, including an understanding of rapid prototyping. The course will be a mix of both theoretical understanding and practical application. It will be highly interactive using a range of videos, case studies and discussions. Participants will share their experiences through both in class and small group discussions.

Learning Outcommes:
Focusing on industry and business-unit specific applications of AI and deep dive into how AI can add value within a Telecoms organisation, successfully complete the programne and you will:
- Learn how to put in practice cross-business unit and cross-industry learnings, to ensure breadth and depth of AI impact
- Understand the key ingredients and role of AI in your organisation's strategy
- Understand how AI is being currently leveraged and future possibilities
- Use practical tools to manage AI programmes including an understanding of the foundations required for success in AI programme implementation and strategy

Who Should Attend?
The programmes is relevant to CSPs as well as vendors/software providers. Attend if you are considering investment, planning to implement or already deploying AI technologies and you wish to have a better understanding of its benefits and limitations. You wish to dive deeper and understand what the right organisational setting looks like to successfully implement AI at its full capacity. This is not a technical course.

- Chief Commercial Officers
- Heads of Project Management
- Heads of Internal Audit
- Regulatory Affairs Directors
- Chief Technology Officers

- Digital Transformation leaders
- Change Managers
- Consultants
- Heads of Strategy
- Heads of Growth

Programme Agenda
A PRACTICAL GUIDE TO AI IN TELECOMS

DAY 1

(1) Examining emerging technologies and creating a common base

- What is AI? An overview of terms and tech, including big data, machine learning, deep learning
- How AI works
- The business uses of AI in Marketing, Finance, HR
- Why AI works in some cases and not in others

Exercise: Case study on what value is AI bringing to telecommunications

(2) Strategy in a digital era
- The fundamental shifts in strategy in the digital era and framework
- Framework for critical aspects of organisational strategic planning
- Practical use of AI for strategic innovation and competitive advantage
- Examining the organisational structure and culture set-up: critical foundations required to build successful AI programmes
- Intersection of AI, strategy and organisational culture

Exercise: In-depth examination of organisational culture

(3) AI and operations strategy in a digital era

- AI and its use in creating operational efficiency
- What organizational problems can AI solve
- Realistic limitations of AI

Exercise: Impact that AI is having across industries and what can the telecommunications industry learn

DAY 2

(4) Organisational application

- Practical application of AI within your organisation
- Risk and challenges associated with AI projects: ethics, privacy, regulation, bias, transparency of algorithms
- Structuring teams and skills for AI: recruiting and upskilling teams for 'AI- readiness'

(5) Innovation for organisational value
- What is open, closed and collaborative innovation?
- The role of AI in innovation
- Creating a culture of innovation
- Project methodologies that are required for AI to succeed

Exercise: How to build an Agile business as a pre-requisite for AI effectiveness

(6) Measuring AI success
- Understanding the value of AI projects
- AI platforms and how to select the "right" AI platform: an objective overview
- How to create a digital transformation roadmap leveraging AI and other emerging technologies

Exercise: Rapid prototyping leveraging AI: the merge of problem solving, leadership skills, and opportunity identification

Recap and closure with a review of course content and action plan