

Digital forces are reshaping almost every industry, and you already understand the urgency for transformation. You need to look into options how Digital Disruption helps you formulate a successful, innovative strategy for what to do next.

About this workshop

Digital transformation is a hot topic—but what exactly is it and what does it mean for different organization? In this session, we talk about digital transformation in two ways. First we discuss the pace of change and the imperative it creates for businesses. Next we provide the context for this transformation and what it takes to win in the digital age.



By the end of this course, you'll be able to:

- Describe the underlying economics of innovation, technology, and market disruptions .
- Weigh the pros and cons of current digital technologies driving advancement and more.

Prerequisites:

Participants attending this course should be familiar with basic Information Technology (IT) concepts and the role of general system wide infrastructure technologies and their applications.

This one day face-to-face instructor led workshop is equally ideal for resources from all LOB's. The Digital Transformation (DX) journey is complex and the key objective is to bring all enterprise wide users and stakeholders on one platform helping them to understand the core issues and gaps why most DX journeys are failed to meet its desired objectives and enterprise wide targets and goals.

Digital transformation is a broad subject that requires competency across Strategy and Vision, People and Culture, Process and Governance, and Technology and Capabilities. Technologies and impact of “ Robotic Process Automation”, “Artificial Intelligence”, and “Blockchain” were discussed with their applications and use cases specially in banking and financial services sector.

Unit 1 – Understanding the Foundation of Digital Transformation and Disruption

- The Evolution of data increases storage security threats.
- Exponential Data Growth – Some key facts and figures.
- The Evolution of Storage technologies and future – Threats & Predictions.
- Transformation journey from Legacy to Digital technologies.
- Understand Digital Transformation and challenges of Digital Transformation.
- Customer Experience Management.
- How to create a good customer experience strategy.
- Digital Transformation – Key dimensions.
- The Application of Digital Transformation.
- Growing Customer Expectations.
- Understanding Design Thinking.
- Cybersecurity: security risks and solutions in the digital transformation age.
- How Technology Leaders can drive Digital Transformation.

- Four main organizational goals for Digital Transformation Strategy.
- Understanding Digital Disruption.
- Causes of Digital Disruption and Transformation.
- Understanding System of Records, System of Engagement & System of Interaction.
- Developing three core capabilities across various business domains.
- The CIO has a Critical Role to Play from the IT Chair.
- 8 digital transformation resolutions for CIOs in 2019.
- Goals to accomplish a successful Digital Transformation Journey.
- Unit Assessment.

Unit 2 – Robotic Process Automation

Fundamentals

- An Insight to Robotic and Intelligent Process Automation.
- Understand Robotic Process Automation (RPA).
- Doing versus Thinking – Process Driven Vs. Data Driven.
- Understanding screen scraping in RPA.
- Automation Capabilities supported by RPA.
- RPA Typical Business Processes.
- Key RPA Statistics and how does RPA Work?
- Benefits and Applications of RPA.
- Key Business Process targets for RPA.
- Differentiation between AI and RPA.
- RPA in different Industries – Use Cases.
- RPA Tools and types of RPA's.
- Describe RPA Lifecycle Phases and Development Lifecycle.
- Challenges with implementing RPA.
- RPA Workflow and four Critical Stages of Implementation.
- RPA Solution Framework.
- Targeted values provided by Automation.
- Distinguishing Attended & Unattended Robots collaborations.
- Challenges for banks and financial institutions.
- How RPA's impact on banking and finance industry.
- Keys to a Successful RPA Implementation.
- What to look for in RPA software.
- Challenges with implementing RPA.
- Six reasons why Self-Service options fail.
- Unit Assessment



The Foundation of Digital Transformation & Disruption Technologies



Education & Training
Services

Skills and expertise to help you increase your knowledge in the field of digital technologies

Change as a constant has never been truer than with digital transformation. In this session we will look at the key drivers of digital transformation including the opportunities that have already established and the challenges they bring. We will explore emerging trends and technologies, what is possible/likely in the future, and currently what we're seeing in practice.



About the instructor

Training will be delivered by an experienced trainer with 25+ years of career experience imparting education and training services both locally and internationally and have served international enterprise technology vendors including IBM, Fujitsu, and ICL.

Our instructor holds various industry professional certifications in the space of enterprise servers and storage technologies, Information Security, Enterprise Architecture, ITIL, Cloud, Virtualization, Green IT, and a co-author of 10 IBM Redbooks and have developed 30 plus courses in AIX, storage, securities and digital technologies.

The training course flow will be a mix of lectures, video demonstrations, and classroom discussions so that participants can have a detailed understanding of various components of technologies causing digital disruption.

Unit 3 – Introduction to Artificial Intelligence

- What is Artificial Intelligence?
- Understanding two types of Artificial Intelligence.
- Elaborating Cognitive Computing.
- Cognitive Computing Framework.
- Rational Decisions from AI point of view.
- A Short History of Artificial Intelligence.
- Rational Decision Making Vs. Decision Making.
- Foundational Building Blocks and Key Elements of AI.
- Building and understanding AI Capabilities.
- The role of Natural Language Processing – NLP.
- Building AI Capabilities in a business context.
- Identifying Opportunities AI opportunities.
- AI implementation strategies for Executives Leadership.
- The convergence of people, process & technology.
- Operationalizing AI with Supporting Technologies.
- 7 critical challenges that need to be addressed by AI.
- AI use cases in different business industries.
- Maturity of AI Applications across the Financial Industry.
- Where are we now? What AI can do today?
- Areas of AI and Some Dependencies – Conclusion.
- Unit Assessment.

Unit 4 – Blockchain – A New Technology for Business Leaders

- Blockchain behind the hype and the Problem Era.
- What is a Blockchain and How does Blockchain work?
- Understanding Ledgers, Transaction & Contract in general.
- Components of a Blockchain solution.
- Actors in a Blockchain solution.
- Four fundamental components of a Blockchain for business.
- Why Blockchain is relevant for business – Benefits.
- Understanding Public vs Private Blockchains.
- Public and Private Blockchain Application Platforms providers.
- Benefits of using Blockchain technology.
- Blockchain Technology Stack.
- Understanding Smart Contracts.
- How can Blockchain impact an entire industry? Use Case.
- Industries powered by Blockchain.
- What is the easiest way to start with Blockchain?
- Recommended Blockchain engagement model overview.

- A comparison between Blockchain and Database – Summary.
- Unit Assessment.

Target Audience

- Customers who want to build their knowledge in the space of Digital Transformation and Disruption technologies and want to understand how to smartly tackle the upcoming challenges associated to their present business.
- CIO/CTO/CMO/CISO, Business and HR Leaders, IT Directors and IT Managers, Application developers, Audit, Risk and Compliance, Enterprise Architects, Information Security and Cybersecurity Professionals, IT Operations, Project Managers, and Legal professionals with a familiarity of basic IT/IS concepts.
- Senior technology managers and business leaders who want to refresh their knowledge in digital emerging technologies.
- Technology and Sales Specialists who want to be equipped themselves with the foundational knowledge to up-sell and cross-sell solutions based digital disruptive technologies.

Workshop Summary

In summary, Disruption is not new, and we can learn from the past how to thrive given the constant disruptions that are the hallmark of the digital age. In this session, we will explore the foundations of digital transformation and the nature of the competitive life cycle. We will look at the underlying economics of innovation and technological change.

Detail Information

Course Code	: TN210
Course Duration	: 1 Day Workshop
Course Location	: TLC Office, Customer On-site, and Online on Zoom.
Terms & Conditions	: 100% payment in advance.
Course Deliverable	: Comprehensive Student Guide and Course Certificate

For additional information, please write to us at:
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*Opportunities are made,
not found*