

# **AI Strategy, Adoption & Change Management**

## *COURSE CONTENT*

### **GET IN TOUCH**



Multisoft Systems  
B - 125, Sector - 2, Noida



(+91) 9810-306-956



[info@multosoftsystems.com](mailto:info@multosoftsystems.com)



[www.multosoftsystems.com](http://www.multosoftsystems.com)

## **About Multisoft**

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## **About Course**

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The AI Strategy, Adoption & Change Management course provides a structured understanding of how organizations can move from AI experimentation toward sustainable enterprise adoption. It combines AI strategy, opportunity prioritization, governance, responsible AI, workforce readiness, change management, and value realization to help professionals coordinate AI transformation initiatives effectively. Practical scenarios and a capstone exercise enable participants to connect strategic concepts with real-world organizational AI adoption challenges.

## Module 1: AI Strategy and Business Transformation

- ✓ Understanding AI in the enterprise context
- ✓ AI as a strategic business capability
- ✓ Traditional automation vs AI-driven transformation
- ✓ Generative AI, predictive AI, and intelligent automation
- ✓ Connecting AI initiatives with organizational vision
- ✓ Identifying strategic drivers for AI adoption
- ✓ Understanding AI's impact on business models
- ✓ Enterprise AI transformation lifecycle

## Module 2: AI Opportunity Discovery and Prioritization

- ✓ Identifying business challenges suitable for AI
- ✓ Discovering AI opportunities across business functions
- ✓ Mapping AI capabilities to business requirements
- ✓ Evaluating customer, employee, and operational use cases
- ✓ Assessing feasibility, impact, and organizational value
- ✓ Prioritization frameworks for AI initiatives
- ✓ Quick wins vs strategic AI investments
- ✓ Creating an AI use-case portfolio
- ✓ Avoiding low-value and technology-driven AI initiatives

## Module 3: AI Readiness and Organizational Maturity

- ✓ Understanding AI readiness
- ✓ Assessing organizational AI maturity

- ✓ Evaluating data readiness
- ✓ Technology and infrastructure considerations
- ✓ Process readiness assessment
- ✓ Leadership and governance readiness
- ✓ Workforce skills and capability assessment
- ✓ Organizational culture and innovation readiness
- ✓ Identifying adoption barriers and capability gaps
- ✓ Establishing a baseline for transformation

## Module 4: AI Business Case and Value Realization

- ✓ Translating AI opportunities into business cases
- ✓ Defining strategic and operational benefits
- ✓ Identifying tangible and intangible value
- ✓ Estimating implementation effort and investment
- ✓ Cost-benefit considerations
- ✓ AI investment prioritization
- ✓ Defining expected business outcomes
- ✓ Establishing KPIs and success measures
- ✓ ROI and value realization approaches
- ✓ Tracking benefits throughout the AI lifecycle

## Module 5: Enterprise AI Operating Model

- ✓ Understanding AI operating models
- ✓ Centralized, decentralized, and federated approaches
- ✓ AI Center of Excellence considerations

- ✓ Defining AI ownership and accountability
- ✓ Business and technology collaboration
- ✓ Roles of leadership, business teams, IT, data, and AI teams
- ✓ Decision-making structures
- ✓ AI product and use-case ownership
- ✓ Integrating AI into existing business processes
- ✓ Moving from experimentation to operational AI

## **Module 6: Responsible AI, Governance and Risk**

- ✓ Foundations of responsible AI
- ✓ Establishing AI governance principles
- ✓ AI policies, standards, and controls
- ✓ Accountability and human oversight
- ✓ Fairness, transparency, and explainability
- ✓ Privacy and data considerations
- ✓ Security considerations for AI adoption
- ✓ Identifying AI-related business and operational risks
- ✓ Third-party and vendor AI considerations
- ✓ Governance across the AI lifecycle
- ✓ Monitoring AI solutions after deployment
- ✓ Balancing innovation with governance

## **Module 7: AI Adoption and Change Management Strategy**

- ✓ Understanding the human side of AI transformation
- ✓ Assessing organizational change impact

- ✓ Identifying affected roles and business processes
- ✓ Creating an AI adoption strategy
- ✓ Stakeholder analysis and segmentation
- ✓ Understanding employee concerns and resistance
- ✓ Change readiness assessment
- ✓ Leadership sponsorship and alignment
- ✓ Creating change champion networks
- ✓ Adoption planning across business functions
- ✓ Managing transitions from existing ways of working
- ✓ Reinforcing new AI-enabled behaviors

## Module 8: Workforce Transformation and AI Enablement

- ✓ Understanding AI's impact on workforce roles
- ✓ Task augmentation vs automation
- ✓ Identifying changing skill requirements
- ✓ Workforce capability mapping
- ✓ AI literacy across organizational levels
- ✓ Upskilling and reskilling strategies
- ✓ Role-based AI learning pathways
- ✓ Enabling employees to work effectively with AI
- ✓ Human-AI collaboration models
- ✓ Supporting managers through workforce transition
- ✓ Creating a culture of continuous AI learning

## Module 9: Stakeholder Engagement, Communication and Adoption Measurement

- ✓ Identifying key stakeholder groups
- ✓ Creating stakeholder engagement plans
- ✓ Communicating the purpose and value of AI
- ✓ Executive communication strategies
- ✓ Employee communication approaches
- ✓ Addressing uncertainty and misconceptions
- ✓ Demonstrating early success
- ✓ Collecting employee and stakeholder feedback
- ✓ Measuring AI adoption
- ✓ Usage, engagement, and behavioral indicators
- ✓ Business outcome and productivity measures
- ✓ Identifying adoption gaps
- ✓ Continuous improvement based on adoption insights

## Module 10: Scaling AI and Enterprise Transformation Roadmap

- ✓ Moving from AI pilots to enterprise adoption
- ✓ Evaluating pilot outcomes and lessons learned
- ✓ Establishing criteria for scaling AI initiatives
- ✓ Managing an enterprise AI portfolio
- ✓ Standardizing reusable capabilities and practices
- ✓ Integrating governance into scaling activities
- ✓ Managing organizational dependencies

- ✓ Creating short-, medium-, and long-term priorities
- ✓ Defining AI transformation milestones
- ✓ Establishing ownership and accountability
- ✓ Monitoring strategic outcomes
- ✓ Continuous reassessment of AI opportunities
- ✓ Creating an enterprise AI strategy and adoption roadmap
- ✓ Practical roadmap development exercise