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COURSE BROCHURE

Agentic AI for Business Transformation Training Course

25 – 29 April 2027
Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Agentic AI for Business Transformation Training Course

Ref: 64_1611 **Date:** 25 – 29 April 2027 **Location:** Kuala Lumpur **Fees:** 4900 GBP

Agentic AI for Business Transformation is a 1-week training course for transformation leaders, operations directors, strategy and process improvement managers, and each participant leaves with an Agentic Transformation Roadmap for one value stream. Autonomous AI agents can now carry whole sequences of work, so leaders must decide how entire processes should be redesigned. The course is delivered by Jupiter Prime Training.

Why Agentic AI for Business Transformation Matters Now

Three forces shape this subject. Agents that reason, call systems and hand work to people make end-to-end process redesign possible, not just faster steps. Boards want transformation spending tied to measurable unit-cost and cycle-time gains. Employees and their managers need clarity on which decisions stay human. Organisations that redesign value streams around agents can serve customers faster at lower marginal cost; those that bolt agents onto broken processes multiply exceptions. The course uses the NIST AI Risk Management Framework AI RMF and ISO/IEC 42001 to set risk controls for agent-run processes.

Who Gains Most from Agentic AI for Business Transformation

- Leaders who own enterprise transformation portfolios and their benefits cases
- Directors who run high-volume operations such as finance, procurement or service centres
- Strategy professionals who shape operating models and investment priorities
- Process improvement managers who map value streams and remove waste
- Shared services heads who decide which work moves to digital labour

A transformation office gains most when its operations, strategy and process excellence leads attend together and agree one sequence for agent adoption.

Agentic AI for Business Transformation Capabilities

Participants practise moving from scattered agent experiments to a deliberate redesign of how a value stream runs.

- Assess value streams for agent suitability using volume, variability and judgement content — portfolio boards
- Design a target process where agents and people share work with clear hand-offs — operations directors
- Calculate unit-cost, cycle-time and quality gains for an agent business case — finance partners
- Specify autonomy levels and escalation rules for each agent role — risk committees
- Build a change plan for roles, skills and incentives affected by agents — workforce leaders
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Align a scaling sequence across functions with shared platforms and a centre of excellence — executive sponsors

Key Agentic AI for Business Transformation Terms

- Agentic AI — AI systems that pursue goals across several steps, choosing actions and tools with limited human direction.
- Value stream — the end-to-end sequence of activities that delivers a product or service to a customer.
- Autonomy level — the degree of independent action an agent is allowed, from suggesting to acting without approval.
- Digital workforce — the set of agents and bots treated as capacity that is planned, measured and managed like staff.
- Process mining — analysing system event logs to reveal how a process actually runs, including delays and rework.
- Agent centre of excellence — a central group that sets standards, shares platforms and supports agent scaling across functions.

Agentic AI for Business Transformation Day by Day

Day 1: The Agentic Shift in Operating Models

- From Task Automation to Agentic Processes — What Changes for Leaders
- Autonomy Level Ladder — Suggest, Draft, Act With Approval, Act
- Banking and Logistics Case Comparison — Where Agents Reshaped Work
- Value Stream Inventory — Candidate Processes for Redesign
- Board and Workforce Expectations — Framing the Transformation Narrative

Day 2: Finding and Sizing Agent Opportunities

- Process Mining for Agent Discovery — Locating Delays and Rework
- Agent Suitability Scoring — Volume, Variability and Judgement Content
- Unit Economics of Digital Labour — Cost per Case Comparisons
- Agent Business Case Template — Benefits, Costs and Payback Logic
- Opportunity Portfolio Matrix — Quick Wins Versus Structural Redesign

Day 3: Redesigning Work Between People and Agents

- Target Process Blueprint — Agent Steps, Human Steps and Hand-Offs
- Human-Agent RACI — Accountability for Agent Outcomes
- Exception Handling Design — Routing Cases Agents Cannot Close
- Role Redesign and Skills Mapping — New Jobs Around Agent Supervision
- Customer Experience Checkpoints — Where Human Contact Must Remain

Day 4: Risk, Change and Scaling

- NIST AI RMF Controls for Agent-Run Processes — Oversight by Design
- Change Management for Agentic Work — Incentives, Communication and Adoption
- Agent Centre of Excellence Models — Central, Federated or Hybrid
- Platform and Vendor Strategy — Avoiding Fragmented Agent Estates
- Scaling Waves Across Functions — Sequencing by Readiness and Benefit

Day 5: Practising the Agentic Transformation Roadmap

- Value Stream Redesign Exercise — Applying the Target Blueprint
- Business Case Challenge Panel — Defending Benefits and Assumptions
- Workforce Impact Simulation — Testing the Change Plan
- Risk Committee Role-Play — Approving Autonomy Levels
- Agentic Transformation Roadmap — Final Version for Sponsor Approval

Applying Agentic AI for Business Transformation After the Course

- Run a process mining review of one value stream and score its steps for agent suitability.
- Present a first-wave agent business case with autonomy levels and a human-agent RACI to the transformation board.

Agentic AI for Business Transformation Questions FAQ

What is agentic AI for business transformation and why does it matter now?

Agentic AI for business transformation is the redesign of processes and operating models around AI agents that carry multi-step work. It matters now because agents can run whole sequences of tasks, and boards expect measurable gains rather than isolated experiments.

Which roles gain most from agentic AI for business transformation training?

Transformation leaders, operations directors, strategy managers and process improvement managers gain most. Shared services heads also benefit.

How does agentic AI for business transformation differ from a hands-on agent building course?

It is about redesigning value streams, business cases and roles, not configuring agents. A hands-on agent building course teaches architecture and testing; this agentic AI for business transformation course equips leaders to decide where agents change how the organisation works.

What do you bring back from agentic AI for business transformation training?

You bring back a transformation roadmap for one value stream. It includes the redesigned process, a business case, autonomy levels, a workforce change plan and a scaling sequence for sponsor approval.

Agentic AI for Business Transformation: The Way Forward

The Agentic Transformation Roadmap first informs which value stream receives the first wave of agent redesign. Transformation offices, operations directors and sponsors use it to fund, sequence and staff the change. After the first wave, the suitability scores and autonomy levels deserve another look, since live exception rates show where agents can safely take on more.