



# AI-3025: Work smarter with AI Fundamentals and Workplace Applications

Course ID #: 7000-1038-ZZ-Z

Hours: 7

## Course Content

### Course Description:

To understand the importance of using AI in your daily work, it is important to learn the history and fundamentals of AI as well as exploring some of the tools (chatbots, copilots, analytics, generative AI) available. Get more done and unleash your creativity by exploring how to use Microsoft Copilot, ChatGPT, and Gemini and know the difference between them. You will also get a brief introduction to Azure AI services as it pertains to IT professionals. You will learn how to use these tools to research, find information, and generate effective content. You learn practical applications for AI in the workplace.

### Prerequisites:

Familiarity with Microsoft productivity applications, like Word, Excel, Outlook, and PowerPoint.

### Target Audience

IT Professionals and Business Users

### Topics:

#### Lesson 1: History and Fundamentals of AI

Provides historical context and the foundational knowledge needed to understand how AI has developed into what it is today.

- Evolution of AI (1950s to today)
- Core concepts: machine learning, NLP, computer vision
- AI myths vs. realities

#### Lesson 2: Exploring AI Tools

High-level overview of different AI tools available and their uses.

- Categories of AI tools (chatbots, copilots, analytics, generative AI)
- Common features and differences
- Security and compliance considerations

#### Lesson 3: ChatGPT – What It Is, How to Use It

Introduction to ChatGPT with a focus on how it generates content and how to get the most out of it.

- How ChatGPT works (generative AI, large language models, NLP technique)
- Access options (free vs. enterprise versions)
- Prompting basics (effective queries and instructions)



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## Lesson 4: ChatGPT at the Workplace

Demonstrates practical applications of ChatGPT for day-to-day work for business users and gives IT professionals awareness of compliance and security.

- Drafting documents, emails, and reports
- Summarizing policies and procedures
- Brainstorming and knowledge retrieval
- Ethical and responsible use

## Lesson 5: Copilot – What It Is, How to Use It

Introduction to Microsoft Copilot with live demonstrations of productivity use cases.

- Microsoft's AI integration in Office 365
- Access and licensing considerations
- Hands-on examples (Word, Excel, PowerPoint, Outlook)

## Lesson 6: Copilot at the Workplace

Showcases how Copilot can improve productivity across roles.

- Automating repetitive tasks
- Data analysis and visualization in Excel
- Presentation design in PowerPoint
- Policy drafting and review in Word

## Lesson 7: Gemini – What It Is, How to Use It

Introduces Gemini as a government-friendly AI option within the Google ecosystem.

- Overview of Google Gemini (formerly Bard)
- Access and integration with Google Workspace
- Key strengths and differentiators

## Lesson 8: Gemini at the Workplace

Practical Gemini applications in daily tasks.

- Search and research tasks
- Collaboration in Google Docs/Sheets/Slides
- Meeting notes and task automation

## Lesson 9: ChatGPT vs. Copilot vs. Gemini

Helps both IT and business users choose the right tool based on their organizational needs with a stronger IT emphasis on compliance and security.

- Comparative strengths and weaknesses
- Integration with existing systems
- Licensing, security, and compliance considerations



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## Lesson 10: Brief Introduction to Azure

Explains Microsoft Azure's AI ecosystem and relevance for an organization's IT Professionals, but business users can benefit from knowing more about security and compliance considerations.

- Azure AI services (Cognitive Services, OpenAI integration)
- Security, privacy, and compliance in Azure
- Government cloud considerations

## Lesson 11: Practical Implementation of AI in Organizations

Connects AI tools to real-world use cases and highlights the organizational impact.

- AI in decision-making and policy analysis
- Workflow automation and efficiency gains
- Case studies from government and public sector
- Risk management and governance

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## NASBA Information

**Level:** Introduction

**Attendance Requirement:** To be awarded the full credit hours, you must sign in and attend the entire course.

**Fields:** Computer Software & Applications

**CPEs:** 7.8

### **Policies: Course Registration, Cancellation, Refund and Complaint Resolution**

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