



CENTRAL BANK OF EGYPT  
Egyptian Banking Institute

Markov

## AI TOOLS FOR IT OPERATIONS

Using AI tools to streamline daily tasks such as ticket triage, log analysis, and script drafting.



## DESCRIPTION:

This training equips IT teams to use AI tools to streamline daily tasks such as ticket triage, log analysis, and script drafting. Participants learn practical prompt techniques and safe automation practices aligned with enterprise security standards. By the end, attendees are confident in applying AI tools to improve efficiency, service quality, and operational reliability.

## TARGETED AUDIENCE:

IT support teams, system administrators, service desk analysts, and technical operations staff looking to enhance productivity and automation using AI tools.

## OBJECTIVE:

- **Turn everyday IT tasks into one click wins**  
Your team will see how AI can triage service, desk tickets, surface log errors, auto, draft scripts, and forecast capacity. Cutting troubleshooting time from hours to minutes.
- **Keep automation safe, auditable, and policy, aligned**  
Participants will internalize the Golden Rules for IT, AI, data masking, strict access control, human override, and full audit trails, so every model output meets banking security standards.
- **Arm staff with a plug, and play AI toolkit**  
Attendees will know exactly when to tap ChatGPT or Gemini for code snippets, Perplexity for fast analysis, Read.ai for meeting minutes, Gamma for slide decks, and Custom GPT for bilingual knowledge chatbots, no coding required.

## COURSE CONTENT

### Instant AI Wins for the IT Department

- **The Strategic Case for AI in Banking IT**  
Why generative AI adoption is urgent now: accelerating incident response, reducing toil, and strengthening resilience across Egyptian financial institutions.
- **AI Essentials for IT Professionals**  
Real-world AI applications in banking IT: log anomaly detection, natural- language ticket responses, and regional use cases, explained in clear, jargon-free terms.
- **AI Fundamentals for Technical Teams**  
Core concepts of Machine Learning, NLP, and Generative AI, demystified through relatable examples from Egyptian bank operations.



- **Effective Prompt Engineering for IT**

Five principles for generating accurate, secure, and reusable AI outputs, plus privacy-conscious phrasing and data-safety best practices.

- **Personal Productivity Tools for IT Leaders**

- Read.ai for intelligent meeting summarization
- Gamma for rapid, professional presentation creation
- Deep research using Perplexity, Gemini, and ChatGPT for
- technical analysis and vendor evaluation

- **Intelligent Service-Desk Triage**

- Live demo: paste 20 mock tickets > GPT auto-tags priority and suggests resolutions
- Walkthrough of a simple, reusable prompt for consistent, scalable triage

- **From Log Noise to Actionable Insights**

Feed raw system logs into GPT - instantly surface the top 3 recurring errors, no regex, no scripting, no delay.

## Safe AI and Chatbot Creation

- **Golden Rules for Secure AI in IT**

Critical guardrails: data masking, strict access control, human-in-the-loop validation, audit logging, and alignment with internal IT policies.

- **Your Data, Secure Preparation in Minutes**

- Redact sensitive identifiers (server names, IPs) from CSV logs
- Retain only essential fields (e.g., timestamp, error message) for
- safety, focused AI analysis

- **Capacity & Outage Risk Forecasting (Live Demo)**

GPT analyzes a simple CPU-utilization table - flags emerging weekend capacity risks with plain-language explanations.

- **Knowledge-Base Chatbot for Core Systems**

Build a bilingual (Arabic/English) support assistant from a single PDF ("Core-Banking FAQ"), enabling instant, accurate self-service.

- **Rapid Configuration & Script Drafting**

Watching GPT generate a PowerShell automation snippet and a Cisco-style network config outline from plain-language requests, accelerating routine tasks.



- **Ask-Me-Anything Lab: Solve Your Real IT Challenges**

Demonstrate practical prompts, workflows, or safety checks, no pre- built scripts, just real-time problem solving.

**TOOLS:**

- ChatGPT
- Gemini
- Perplexity
- Deep research (Gemini, ChatGPT, Perplexity)
- Custom GPT
- Read.ai (AI for meetings)
- Gamma for presentations

