

Days: 1

Audience: This class provides IT managers and IT executives with the insights, principles, and processes needed to deal with Shadow IT in this new, exciting, and sometimes dangerous AI environment.

Description: Shadow IT is when non-IT users develop software internally without the involvement, support, and approval of IT. It has existed for as long as there have been IT groups and technical-savvy business users. AI, however, dramatically accelerated shadow IT activities because of its ease of use and availability. Shadow IT has always been both an organizational benefit and a curse, and must be properly understood, monitored, and managed, or the risks can be career and organizationally ending.

Course Objectives: Upon completion of this course, you will be able to:

- Understand the risks and benefits associated with Shadow IT in AI environments
- Identify and assess Shadow IT activities within the organization
- Develop strategies and processes for monitoring and managing Shadow IT
- Equip IT managers and executives with practical tools to mitigate potential threats and leverage positive outcomes
- Foster collaboration between IT and business units to ensure responsible use of AI technologies

OUTLINE:

CAUSE OF AI SHADOW IT

- Organizational Dynamics
- Vendor Participation
- IT-Related Causes
- Funding and resource constraints

AI AS A SHADOW IT ACCELERANT

- AI-driven low-code and no-code platforms
- Access to AI-powered tools
- SaaS-based profession-Specific AI-driven tools
- Lack of Mature AI Governance Policies
- Breadth of AI Tool Set

RISKS, CHALLENGES, AND FINANCIALS OF AI SHADOW IT

- Security vulnerabilities
- Compliance and regulatory concerns
- Data integrity and integration issues
- Support and maintenance challenges
- Full Financial Cost of Shadow IT
- Productivity Gains and Losses

OPPORTUNITIES AND BENEFITS OF AI SHADOW IT

- Innovation and agility

- Meeting unique business needs
- User empowerment and engagement

IT STRATEGIES TO ADDRESS AI SHADOW IT

- Building IT/user Relationships
- IT Thought Leadership
- Collaborative IT/user Development
- Tool Set Requirements
- Super User Designations
- Establishing governance and clear guidelines
- Balancing control and flexibility
- Leveraging citizen development and low-code platforms

IT MANAGEMENT ACTION PLAN

- Guiding principles
- Roles and responsibilities
- Control mechanisms
- Operational metrics
- Implementation roadmap