

# Practical AI Skills for the PMO



This course equips PMO professionals with the practical skills to apply AI safely, effectively, and credibly across the PMO lifecycle.

It focuses on augmentation rather than automation, showing where AI accelerates PMO work (reporting, assurance, insights, planning) and where human judgement remains essential.

## Course Delivery

**Learning Approach:** Virtual Classroom

**Duration:** 2 Days

**Virtual Course Timings:** 9am to 4:30pm  
UK time each day

**Who Should attend:** The Practical AI Skills for the PMO course is suitable for PMO Administrators, Analysts, Managers, Heads of PMO and anyone supporting project, programme or portfolio delivery.

## Technical Requirements:

This 2-day intensive training program uses advanced Generative AI tools. Learners will need access to at least one of the following:

- **Microsoft Copilot**
- **ChatGPT**
- **Google Gemini**

We recommend using a paid plan of a GenAI model for the best experience during the course case study. A free plan can still be used effectively, and you will be able to participate fully in the course.

### Module 1: AI Foundations & PMO Fundamentals

- What AI is (and isn't) in the PMO.
- LLMs, copilots, agents, RAG, embeddings.
- AI tools in M365, ChatGPT, Gemini.
- Safe, ethical, and controlled use.
- PMO-specific value of AI.

### Module 2: AI Across the PMO Lifecycle

- Governance & assurance reviews.
- Reporting, metrics, and portfolio insights.
- Risk, issue, and dependency analysis.
- Demand, resource, and capacity management.
- PMO standards, SOPs, and service design.

### Module 3: AI for Project Delivery

- Planning and scheduling.
- Risk, issue, and change analysis.
- Meetings, minutes, actions & decision logs.
- Status reporting and RAG consistency.
- Productivity, prompt packs, & ways of working.

### Module 4: Practical Use Cases & Application

- Measures, KPIs, and dashboards.
- Benefits Realisation.
- Decision support and option analysis.
- Creative problem solving and innovation.
- PMO service development with AI.
- Open lab using real PMO artefacts.

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## Course Disclaimer: AI Tools & Technical Requirements

### AI Tool Access & Subscription Requirements

Learners will need access to at least one of the following Generative AI tools:

- Microsoft Copilot
- ChatGPT
- Google Gemini

We recommend using a paid plan of a GenAI model for the best experience during the course case study. A free plan can still be used effectively, and you will be able to participate fully in the course, however some activities may require simple workarounds to manage limitations on prompts or image generation.

### Employer-Provided Devices, Licenses & Regional Access

If you are accessing this course using equipment or accounts provided by your employer:

**Institutional Permission:** You must confirm with your IT, HR, or Legal department that you are permitted to use corporate resources for external training purposes.

**Policy Compliance:** It is the learner's responsibility to ensure compliance with all internal organisational policies and acceptable-use rules.

**Geographic Restrictions:** Participants must ensure AI platforms are legally and technically accessible from their current physical location.

### Data Privacy, Training Data & Security

**Data Responsibility:** Learners must protect corporate and personal data.

**No Sensitive Data:** Do not upload or share confidential or expose confidential, proprietary or sensitive organisational information.

**AI Privacy Settings:** Learners must manage their own privacy settings in AI tools.

**Provider Liability:** The training provider does not store or retain any content a student inputs into external AI systems and is not liable for any data exposure caused by a student's use of these tools.

### AI Accuracy, Hallucinations & Professional Liability

As this course is designed for PMOs, the stakes for data accuracy are high.

**Verification Requirement:** AI-generated outputs can be inaccurate, biased, or fabricated ("hallucinations"). It is good practice to always check the outputs from GenAI models in real-world work situations. The training course will use "fake" dummy data for exercises.

**Professional Responsibility:** The training provider is not liable for decisions, project delays or financial losses resulting from the use of AI-generated content in real-world environments. Human oversight is required.

### Hardware, Software & Network Requirements

To avoid technical friction during the workshop:

**Device:** A laptop or desktop computer with a physical keyboard is essential. Tablets and mobile devices are not sufficient for the multi-window tasks required.

**Connectivity:** Verify that your network/VPN allows access to access your GenAI tool before Day 1.

**If applicable to your work place) 2FA Access:** Ensure you have access to your Two-Factor Authentication (2FA) method (e.g., mobile phone) during the workshop to avoid account lockouts on training devices.

### Interactive Privacy (Screen Sharing)

During troubleshooting or exercise debrief "show and tell" sessions, students may be invited to share their screens.

**Visible Information:** It is the student's responsibility to ensure no sensitive, personal, or corporate information is visible on their desktop, browser tabs, or email notifications during these sessions.

### Third-Party Tools & Curriculum Evolution

**Tool Availability:** The training provider does not control the uptime, pricing, or technical limitations of third-party AI vendors and is not responsible for service outages.

**"AI Drift":** Due to rapid updates, the user interface (UI) or specific features shown by the instructor may differ slightly from what the student sees. The training provider reserves the right to modify modules to maintain relevance with current AI versions.

### Ethical Use & Intellectual Property

Students agree to use AI tools:

**Ethically:** Avoiding the generation of harmful, biased, or non-compliant content.

**Legal Compliance:** Ensuring any documents or files uploaded to AI tools are materials they own, have created, or have explicit permission to use.

**Liability:** The training provider is not responsible for any copyright or IP violations arising from student-provided content.