

Office Technology Governance and Workflow Design Training Course

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Course Overview

Office Technology Governance and Workflow Design Training Course is a one-week course for office managers, administration supervisors, workplace coordinators, and process owners who leave with an Office Technology Governance Roadmap. Participants inventory digital workflows, design collaboration spaces, assess automation candidates, define requirements and access roles, screen AI use cases, test controls, and plan adoption. The course links technology choices to accountable office services. Office technology governance and workflow design are taught by Agile Leaders Training Center.

Who Should Attend

- Office management functions responsible for selecting and governing workplace technologies
- Administration supervision functions responsible for digitized processes and user adoption
- Process ownership functions responsible for workflow requirements and control points
- Collaboration support functions responsible for shared workspaces and access structures
- Business technology liaison functions responsible for coordinating office and IT requirements

The course assumes participants own or supervise office processes and leaves out software development, platform administration, and technical cybersecurity configuration.

Departments and Industries

The course supports office technology governance across service and operational environments.

- Corporate administration and shared services
- Professional and financial services
- Healthcare and education administration
- Industrial and utility support functions
- Government and nonprofit operations

Learning Objectives

By the end of this course, participants will be able to:

- Analyze office workflows, information exchanges, and technology pain points
- Build collaboration-space, access-role, and process-stage designs
- Apply automation candidate and requirements assessment methods
- Use NIST AI RMF functions to screen office AI use cases
- Evaluate controls, adoption readiness, and service measures

- Build an Office Technology Governance Roadmap

Course Agenda

Day 1: Digital Office Service Mapping

- Office Technology Service Inventory
- Digital Workflow Context Diagram
- Information Exchange Mapping Sheet
- Technology Pain Point Register
- Process Digitization Priority Matrix

Day 2: Collaboration and Workflow Design

- Shared Workspace Architecture Map
- File Collaboration Control Guide
- Business Process Stage Model
- Required Data Field Catalogue
- Role-Based Access Matrix

Day 3: Automation and AI Governance

- Office Automation Candidate Scorecard
- Automation Requirements Specification
- Human Review Control Point Map
- NIST AI RMF Use-Case Screening
- AI Output Handling Decision Log

Day 4: Controls and Adoption

- Technology Control Test Script
- User Acceptance Evidence Sheet
- Adoption Readiness Assessment
- Office Technology Support Model
- Digital Service Measure Dictionary

Day 5: Technology Governance Practice

- Workflow Mapping Exercise
- Collaboration Access Design Exercise
- Automation and AI Screening Exercise
- Control and Adoption Review Simulation
- Capstone Office Technology Governance Roadmap

Practical Exercises

The course uses suggested activities based on shared services, healthcare administration, professional services, and industrial support settings.

- Suggested activity: map an office workflow and identify digitization pain points
- Suggested activity: design a shared workspace with process stages and access roles
- Suggested activity: score an automation candidate and screen an AI use case
- Suggested activity: test controls and assemble adoption and service-measure actions

FAQs

Who does the Office Technology Governance and Workflow Design Training Course suit?

The course suits managers and process owners who shape office technology use and assumes responsibility for workflows, requirements, access, adoption, or service controls.

How does office technology governance differ from software training?

Office technology governance defines why and how tools are selected, controlled, measured, and adopted, while software training teaches users how to operate a particular application.

What is a digital office workflow?

A digital office workflow links defined stages, required information, responsible roles, decisions, access permissions, automated actions, human reviews, evidence, and completion criteria.

How are office automation candidates assessed?

Office automation candidates are assessed through volume, repetition, rule stability, data quality, exception frequency, risk, human judgment needs, integration effort, and measurable service benefit.

How can NIST AI RMF support office AI governance?

NIST AI RMF supports office AI governance by organizing risk work through Govern, Map, Measure, and Manage functions that can structure use-case screening and review.

Conclusion

Participants take back an Office Technology Governance Roadmap linking workflows, collaboration spaces, access roles, automation requirements, AI screening, controls, adoption, and measures. The roadmap replaces tool-led decisions with accountable service design. It helps office managers prioritize technology changes, define human review, and monitor whether digital services operate as intended.

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