



AI Fundamentals

Syllabus

Updated: February 2026

Training Overview

AI Fundamentals equips MSPs to:

- Identify how AI agents create value
- Evaluate and prioritize opportunities
- Establish AI governance
- Position intelligence services that benefit both their business and their clients

Each session produces a tangible output participants can use immediately.

This training is designed for:

- Entry Level AI Roles
- Service Delivery Roles
- Operations Roles

Training Inclusions

- 3-hours of virtual, interactive content taught by an expert instructor with AI expertise
- Downloadable videos* of the content you can watch on-demand at your convenience
- Downloadable slide decks, handouts and resources

Learning Objectives

Partners attending this training will learn how to:

- Cut through the AI hype and see exactly how intelligence fits into real MSP operations
- Understand why AI creates real traction—driving efficiency, quality and scale
- Develop a clear, confident first move toward intelligent service delivery

* Videos will either be recordings from your session or previously recorded material in which partner faces and voices have been removed. It is recommended to attend trainings live to receive the full benefits of interactive Q&A with the instructor and class participants.

Training Topics

Session 1: What AI Actually Means to MSP Operations

- Why MSPs hit an operational ceiling—and how AI introduces an intelligence layer
- Using Calculator vs. Intern thinking to place AI where it truly adds value
- How the Agent Loop enables systems to observe, decide and act in workflows

Session 2: Evaluating Opportunities and Finding Value

- Evaluating AI use cases with the BXT Framework
- Understanding the Solution Spectrum from automation to intelligence
- Identifying value through process mapping and gap analysis

Session 3: Getting Started Responsibly

- Applying AI use policies for safe, scalable adoption
- Progressing adoption using the Engagement Ladder
- Defining your first step toward becoming “Client Zero”

Meet the Instructor



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Agentic Inflection Point

This report serves as a roadmap for MSPs navigating the agentic future, introducing a new framework for the transition to Managed Intelligence Provider (MIP).

Data and AI Guided Growth

Get started taking AI from insights to action with this complimentary educational resource. Learn how to lead the transformation, master change management and go to market with confidence.

The MIP Playbook

This report is a deeper dive into the playbook section of the AIP report, focusing on translating vision into execution, monetization strategies, and frameworks needed to transform from MSP to MIP.