



# AI Fundamentals

Syllabus

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## Training Overview

**Elevate your understanding of modern AI with a dynamic, MSP-focused introduction to the technology shaping today's service landscape. In this training, you'll uncover how data, algorithms and model design directly influence AI outcomes—and what that means for your business. You'll also learn how to distinguish AI from traditional automation and discover practical, high-impact opportunities to leverage AI across the MSP ecosystem.**

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 MSP 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:

- **Define AI**
- **Understand AI vs. Automation**
- **Become Client Zero**
- **Understand the MIP Journey: Discovery**

\* 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: Intro to Artificial Intelligence

- **AI definitions and key concepts**
- **AI vs. Automation vs. Machine Learning**
- **Why AI matters for MSPs**
- **AI use policy**
- **AI maturity model for MSPs**
- **Intro to Client Zero**
- **What's your AI readiness?**

### Session 3: MSP AI Opportunities

- **AI Use Cases in the MSP**
  - **Microsoft Copilot**
  - **Support Chat**
  - **Ticketing/Help Desk Automation**
  - **Knowledge Management**

### Session 2: Becoming Client Zero

- **Define the "Client Zero" concept**
- **Evaluate benefits and risks of piloting AI internally**
- **Outline how MSPs can become their own first AI customer**
- **Assess readiness for internal AI adoption**
- **Capture lessons learned and measurable outcomes**
- **Turning internal AI wins into compelling client stories and offerings**

## Meet the Instructor



**Brian Frederick**  
**Partner Education Specialist**

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## Explore your next steps with Pax8 Academy

- **On-Demand Learning**
  - [AI 101 – Foundational Knowledge](#)
  - [AI 102 – Conceptual Readiness](#)
  - [Data and AI Guided Growth](#)
- **Instructor-Led Training**
  - [Why Every MSP Needs a Cybersecurity Culture](#)
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## Register for this training through the Instructor-Led Training Subscription

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## Agentic Inflection Point

This research report represents the Pax8 analysis of AI transformation and the rise of the Managed Intelligence Provider (MIP).

## The Managed Intelligence Provider (MIP) Playbook

We're at an inflection point. MSPs that adapt can become Managed Intelligence Providers – the trusted architects, integrators and catalysts of the AI-powered future.

## Data and AI Guided Growth

Learn about all aspects of Data and AI, including how to grow your business step-by-step. Lead the transformation, design a vision that scales, master change management, and go to market with confidence.