

GenAI Mastery for IT Professionals

10-Day No-Code Curriculum — upskill from within your current IT role

10 DAYS	2 hrs PER DAY	20 hrs TOTAL TIME	1 hr SAVED/DAY	56% AI WAGE PREMIUM
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What this curriculum is

A 10-day, role-aware upskilling plan for **working IT professionals** — developers, testers, business analysts, project managers, support engineers, infrastructure and operations staff, and consultants — who want to apply GenAI to their **current role**, identify AI use cases in their **current project or account**, and position themselves for **internal moves** into AI-adjacent roles. No programming required. Built on what TCS, Infosys, Wipro and Accenture are actually upskilling their workforce on right now.

Why your firm is investing crores in this exact skill set

- **TCS** has trained 350,000+ employees on foundational GenAI skills and launched an internal AI Experience Zone for hands-on practice.
- **Infosys** has 270,000 employees (84% of staff) now AI-aware through 66 internal Lex courses across three personas: AI-Aware, AI-Builder, AI-Master.
- **Wipro** committed \$1 billion to train all 250,000 employees on GenAI fundamentals plus advanced training for AI specialists.
- **Accenture** is investing \$3 billion to expand its AI workforce from 40,000 to 80,000 practitioners by end of FY26.
- Workers with advanced AI skills earn **56% more** than peers in the same role without those skills (PwC, 2026).
- **37% of tech roles** have been redefined by GenAI in the past two years — and **80% of employees** already save 1+ hour/day with GenAI tools.

How to use this tracker

Each day has two blocks: **Hour 1 (concepts)** and **Hour 2 (hands-on practice on your real work)**. Unlike a fresher curriculum, every exercise is designed around **your actual project, account, or daily tasks**. The deliverables you build are artefacts you can show to your delivery lead, your AI guild, and your firm's L&D team — not portfolio pieces for external job applications.

>> Turn the page for the market snapshot and Day 1.

What top IT companies actually expect from AI-fluent employees

The expectation in 2026 has moved far beyond "can you use ChatGPT." Internal AI academies at the major IT firms are organised around a clear skills progression. This curriculum is mapped 1:1 to that progression.

Skill area	Why your firm now demands it	Covered on
AI literacy & self-positioning	Knowing where you sit on the AI-Aware → Builder → Master ladder	Day 1
AI productivity in your tools	Save 1+ hr/day on email, code, tests, stories, status reports	Day 2
Prompt & context engineering	Replaces "prompt engineering" as the 2026 differentiator	Day 3
Role-applied GenAI	Apply AI to your specific function (dev / test / BA / PM / ops)	Day 4
RAG over enterprise knowledge	Most large client engagements in 2026 are RAG projects	Day 5
Agentic AI	Fastest-growing AI category — "Agent Ops" is the new job family	Day 6
AI use case discovery & ROI	What separates a senior consultant from a junior one	Day 7
No-code AI solution building	The fastest way to prove value without waiting for engineers	Day 8
Responsible AI & governance	EU AI Act + India DPDP + client confidentiality = must-have	Day 9
Internal positioning	Move to AI engagements / AI roles inside your current employer	Day 10

8 internal AI career moves this curriculum opens up

1. AI Champion / SPOC	Goes-to person for AI in your team or account
2. AI Solution Consultant	Pitches AI use cases to clients; lateral move from BA/SC
3. AI Product Owner / PO	Owens AI features in a product or platform engagement
4. Prompt / Context Engineer	Designs and maintains enterprise LLM workflows
5. AI Quality / Eval Lead	Builds test sets, scorecards, and eval pipelines for AI apps
6. AI Trainer (internal L&D)	Trains hundreds of colleagues — high-visibility internal role
7. AI Governance / Risk Lead	Bridges AI delivery with EU AI Act / DPDP / client policies
8. AI Operations / Agent Ops	Coordinates multiple agents and AI workflows in production

DAY 01

AI Landscape & Self-Positioning

Goal: Know where you sit today, and where you want to move in 6 months.

HOUR 1 — CONCEPTS

- The 2026 enterprise AI reality vs hype — what your CIO is actually buying and why.
- Why TCS, Infosys, Wipro, Accenture are running mass upskilling — the services business model shift.
- The 3-persona ladder used by Infosys Lex and others: **AI-Aware** → **AI-Builder** → **AI-Master**.
- Internal career moves available right now: AI Champion, AI Solution Consultant, AI Product Owner, AI Governance Lead, AI Trainer.
- The "AI-augmented professional" mindset — collaborator and orchestrator, not consumer.

HOUR 2 — HANDS-ON

- Self-assessment: which persona are you today, which do you want to be in 6 months?
- Audit 5 hours of your last work week — identify where AI could have saved 30%.
- Write a 1-page "AI growth plan" with target persona, target internal role, target firm-academy enrolment.
- Find and bookmark your firm's internal AI academy (TCS AI.Cloud Academy / Infosys Lex / Wipro AI / Accenture LearnVantage).

TODAY'S DELIVERABLE

1-page personal AI growth plan + enrolled in your firm's internal AI academy.

END-OF-DAY CHECKLIST

- ☐ Identified current AI persona (Aware / Builder / Master)
- ☐ Picked target internal AI role for next 6 months
- ☐ Audited 5 hours of recent work to find AI-savings
- ☐ Enrolled in firm's internal AI academy

KEY VOCABULARY

AI-Aware	AI-Builder
AI-Master	Internal Mobility
AI Champion	Upskilling

NOTES & REFLECTION

DAY 02

AI Productivity — Save 1 Hour Every Day

Goal: Move at least one daily task to an AI-assisted workflow this week.

HOURL 1 — CONCEPTS

- The enterprise AI stack: ChatGPT Enterprise, Claude, Microsoft 365 Copilot, Gemini for Workspace, GitHub Copilot.
- Enterprise vs consumer AI SKUs — what your firm pays for, and what data it does/doesn't see.
- Tools by IT function:
 - **Developers** → GitHub Copilot, Cursor, Claude Code
 - **Testers** → Copilot for test case generation, defect summaries
 - **BAs** → ChatGPT/Claude for user stories, acceptance criteria, requirements clarification
 - **PMs** → Copilot in Outlook/Teams for status reports, action items, meeting summaries
 - **Support & Ops** → AI summarisers, draft-reply tools, log-analysis assistants
- Avoiding "AI workslop" — output that creates rework for teammates.

HOURL 2 — HANDS-ON

- Set up 1 AI assistant inside the tool you use most (Outlook / Teams / IDE / Jira / ServiceNow).
- Run today's actual emails, standup notes, or story-writing through it.
- Start a "Time Saved" log in a spreadsheet — record minutes saved per task, every day this curriculum.
- Share one productivity win with a colleague — the first step to AI Champion visibility.

TODAY'S DELIVERABLE

Working AI assistant in your daily tool + Time Saved log started.

END-OF-DAY CHECKLIST

- ☐ Identified my firm's approved AI tools and their data policies
- ☐ Set up AI inside the tool I use most
- ☐ Created "Time Saved" log
- ☐ Recorded today's actual time saved (target: 30+ min)

KEY VOCABULARY

M365 Copilot	GitHub Copilot
Workslop	Productivity Loop
Enterprise SKU	Data Boundary

NOTES & REFLECTION

DAY 03

Prompt & Context Engineering

Goal: Build prompts your team actually reuses every day.

Hour 1 — Concepts

- The **RCTFC framework**: Role + Context + Task + Format + Constraints.
- Zero-shot vs few-shot vs Chain-of-Thought prompting — when each fits.
- **Context engineering** — the 2026 evolution beyond prompts: giving the model the right documents, history, and structure, not just better instructions.
- Role-specific prompt patterns: the 5 prompts your function uses 80% of the time.
- Prompt versioning & evaluation — treat prompts like code, not text.

Hour 2 — Hands-on

- Build **10 reusable prompts** for your exact role:
- Code review / Test case generation / Story-writing / Requirement clarification / RCA / Status report / Defect summary / Customer reply / Risk assessment / Architecture explanation.
- Save them in a shared Confluence / SharePoint / OneNote space.
- Run each prompt through your firm's approved AI tool and capture sample outputs.

Today's Deliverable

Role-specific Prompt Library v1 — 10 prompts in a shared team space.

End-of-Day Checklist

- ☐ Memorised the RCTFC framework
- ☐ Built 10 role-specific reusable prompts
- ☐ Saved Prompt Library in shared team space
- ☐ Shared the library link with at least 3 colleagues

Key Vocabulary

RCTFC	Context Engineering
Few-shot	Chain-of-Thought
Prompt Versioning	Prompt Library

Notes & Reflection

DAY 04

Applying GenAI to Your Daily IT Work

Goal: Ship 3 personal AI workflows you will use every week.

HOUR 1 — CONCEPTS

- Domain × AI thinking — where high-value AI sits inside each IT function.
- **Workflow mapping**: find the 3 highest-friction repeatable tasks in your week.
- The 3 workflow archetypes for IT professionals:
 1. **Draft-and-edit** — AI writes first cut (emails, code, tests, stories, replies).
 2. **Summarise-and-extract** — AI condenses (logs, meetings, defects, docs).
 3. **Analyse-and-explain** — AI investigates (data, errors, patterns, anomalies).
- Quality control: when to trust AI output, when to verify, when to discard.

HOUR 2 — HANDS-ON

- Build **3 personal AI workflows** covering each archetype above, tailored to your role.
- Examples by role: Dev: code-comment generator. Tester: test-case-from-story generator. BA: requirement gap finder. PM: weekly status compiler. Ops: log-error explainer.
- Demo one to a colleague this week — start building your internal AI Champion reputation.
- Update your Time Saved log with new wins.

TODAY'S DELIVERABLE

3 documented personal AI workflows + at least 1 colleague demo done.

END-OF-DAY CHECKLIST

- ☐ Mapped my 3 highest-friction repeatable tasks
- ☐ Built workflow #1: Draft-and-edit
- ☐ Built workflow #2: Summarise-and-extract
- ☐ Built workflow #3: Analyse-and-explain
- ☐ Demoed at least one workflow to a colleague

KEY VOCABULARY

Workflow Mapping	Draft-and-edit
Summarise	Analyse
Toil Reduction	Demo Discipline

NOTES & REFLECTION

DAY 05

RAG over Enterprise Knowledge

Goal: Build a no-code RAG assistant on safe internal documents.

HOURL 1 — CONCEPTS

- Why nearly every enterprise GenAI engagement in 2026 is a **RAG project**.
- Embeddings, chunking, vector databases — conceptually (no code).
- RAG vs fine-tuning vs long-context prompting — the 2026 decision tree.
- Security and PII concerns specific to client data — what stays in / out.
- Real enterprise RAG patterns: SOP assistants, contract review, ticket triage, KB copilots, audit-evidence finders, code-search assistants.

HOURL 2 — HANDS-ON

- Build a no-code RAG assistant in **Microsoft Copilot Studio**, **Claude Projects**, or **ChatGPT Custom GPT with files**.
- Load it with SAFE documents only: your team's runbook, a public product manual, or an internal policy doc you're authorised to share.
- **Do NOT** upload client confidential data, PII, source code under NDA, or unreleased material.
- Test 15 real questions your team gets routinely — measure how many would be auto-deflected.

TODAY'S DELIVERABLE

Working no-code RAG assistant + 15-question test report.

END-OF-DAY CHECKLIST

- ☐ Can draw the RAG flow on a whiteboard from memory
- ☐ Built a working RAG assistant with safe documents only
- ☐ Tested with 15 real-world questions
- ☐ Documented hit rate, miss rate, and one improvement idea

KEY VOCABULARY

RAG	Embedding
Chunking	Vector DB
Grounding	Citation
PII Risk	

NOTES & REFLECTION

DAY 06

AI Agents & Agentic Workflows for Enterprises

Goal: Identify 5 places agents could remove toil from your current project.

HOURL 1 — CONCEPTS

- What separates an agent from a chatbot — autonomy, tools, memory, multi-step reasoning.
- The ReAct loop: Reason → Act → Observe → Repeat.
- Enterprise agent use cases by IT function:
 - Incident triage / ticket routing / RCA drafting
 - Code review automation / PR summarisation
 - Test execution summarisation / defect clustering
 - Account research / pursuit support / proposal drafting
 - Onboarding assistants / SOP walkthroughs
- **Agent Ops** — the emerging job family coordinating multiple agents in production.

HOURL 2 — HANDS-ON

- Try **Microsoft Copilot Studio agent builder** — drag-and-drop a 3-step agent.
- Or use **ChatGPT Agent Mode / Claude with tools** to run a real research task you need at work.
- Document 5 specific places an agent could remove toil from your current project.
- Pick the strongest one — it becomes your Day 8 build candidate.

TODAY'S DELIVERABLE

List of 5 agent use cases in your current project + 1 hands-on agent test run.

END-OF-DAY CHECKLIST

- ☐ Tried an agent builder (Copilot Studio / LangFlow / Flowise) for 30+ minutes
- ☐ Ran a real research task via an autonomous agent
- ☐ Documented 5 agent use cases in current project
- ☐ Picked top candidate for Day 8 build

KEY VOCABULARY

AI Agent	ReAct
Tool Use	Agent Ops
Multi-Agent	Autonomy
Orchestration	

NOTES & REFLECTION

DAY 07

AI Use Case Identification & ROI

Goal: Produce one 1-page business case strong enough to pitch to your delivery lead.

HOUR 1 — CONCEPTS

- The **discovery framework**: workflow mapping → pain point identification → AI fit check.
- The **Impact × Feasibility × Risk** scoring matrix.
- Building a 1-page business case: problem, solution, cost, savings, risks, timeline, sponsor.
- ROI math for AI projects — FTE-hours saved, cycle-time reduction, error-rate reduction.
- The phrase that earns promotions: **"AI is not the right solution here"** — and when to use it.

HOUR 2 — HANDS-ON

- Pick your current account or project.
- Brainstorm 10 candidate AI use cases.
- Score each on Impact (1-5) × Feasibility (1-5) × Risk (low/med/high).
- Write a 1-page business case for your top-scoring idea using the template above.
- Identify the internal sponsor you would pitch this to — usually your delivery lead or account architect.

TODAY'S DELIVERABLE

10 scored use cases + 1-page business case for the strongest.

END-OF-DAY CHECKLIST

- ☐ Listed 10 candidate use cases from current work
- ☐ Scored each on Impact × Feasibility × Risk
- ☐ Wrote 1-page business case for the winner
- ☐ Identified the internal sponsor I will pitch to

KEY VOCABULARY

Use Case Discovery	Impact-Feasibility-Risk
Business Case	FTE Savings
Sponsor	ROI

NOTES & REFLECTION

DAY 08

Build an AI Solution for Your Real Project

Goal: Ship a no-code prototype solving a real problem from your current work.

HOURL 1 — CONCEPTS

- Pick the use case from Day 7 (or your top agent idea from Day 6).
- Define before you build:
 - **Problem statement** (one paragraph)
 - **Target user** (your colleague or client persona)
 - **Success metric** (time saved / errors caught / handle time reduced)
 - **Tool choice** (Copilot Studio / Claude Project / Custom GPT / Zapier AI flow)
 - **10-input evaluation set**

HOURL 2 — HANDS-ON

- Build it. Iterate twice. Test with 10 inputs.
- Write a 1-page case study: problem → solution → design choices → results → screenshots.
- Save it where colleagues can see it (internal wiki, Teams page, firm's AI community of practice).
- This is the artefact that gets you onto an AI engagement or invited to your firm's AI guild.

TODAY'S DELIVERABLE

Working no-code AI prototype + 1-page internal case study.

END-OF-DAY CHECKLIST

- ☐ Use case clearly defined in writing before building
- ☐ Prototype built and tested with 10 inputs
- ☐ 1-page case study written with screenshots
- ☐ Posted to internal wiki / Teams / community of practice

KEY VOCABULARY

Problem Statement	Success Metric
Eval Set	Prototype
Internal Case Study	Visibility

NOTES & REFLECTION

DAY 09

AI Governance, Risk & Responsible AI

Goal: Pass the responsible-AI questions your firm now asks in every AI engagement.

HOURL 1 — CONCEPTS

- Data-leak red lines: **never** paste into public AI — PII, source under NDA, client data, contracts, financials, unreleased material.
- Enterprise SKUs vs consumer SKUs — why your firm pays for Copilot Enterprise / ChatGPT Enterprise.
- Regulations cheat sheet: **EU AI Act**, **India DPDP Act**, **NIST AI RMF** — the headline obligations every IT pro should recognise.
- Responsible AI principles — Microsoft's 6, Google's, Anthropic's — memorise the headline list.
- Guardrails: input filtering, output filtering, refusal patterns, human-in-the-loop.
- The **AI workslop** and critical-thinking-atrophy risk — how mature teams prevent it.

HOURL 2 — HANDS-ON

- Build a **15-question evaluation scorecard** for your Day 8 prototype.
- Score outputs on: accuracy, tone, format compliance, refusal behaviour, hallucination rate.
- Write a 1-page **Responsible AI summary** your delivery manager can read in 90 seconds.
- Check your Day 5 RAG assistant for any accidental confidential data — remediate.

TODAY'S DELIVERABLE

15-question Eval Scorecard + 1-page Responsible AI summary for your prototype.

END-OF-DAY CHECKLIST

- ☐ Wrote 15-question evaluation scorecard for Day 8 build
- ☐ Scored prototype across 5 dimensions
- ☐ Memorised 6 Microsoft Responsible AI principles
- ☐ Read EU AI Act + India DPDP 1-page summaries
- ☐ Re-audited Day 5 RAG for confidential-data leakage

KEY VOCABULARY

EU AI Act	DPDP
NIST AI RMF	Guardrails
HITL	Bias
Workslop	PII

NOTES & REFLECTION

DAY 10

Internal Positioning & Becoming the AI Champion

Goal: Become visibly AI-capable inside your firm within the next 30 days.

HOOR 1 — CONCEPTS

- Internal positioning — the moves that get you onto AI engagements:
- Update your internal LMS / talent profile with new AI skills and certifications.
- Join your firm's AI guild / community of practice.
- Tag yourself as an AI Champion / SPOC for your team.
- External certifications that move you up the band (high signal, low cost):
- Microsoft AI-900 (Azure AI Fundamentals) — fastest signal
- AWS AI Practitioner
- Google Generative AI Learning Path (free)
- Anthropic Prompt Engineering course (free)
- The 7 internal conversations to have this month: delivery lead, account architect, firm's AI practice lead, HR/L&D contact, client SPOC, skip-level, AI guild leader.

HOOR 2 — HANDS-ON

- Update your internal LMS profile + add AI skill tags this hour.
- Pitch your Day 7 business case to your delivery lead this week.
- Volunteer for the next AI proposal / pursuit in your account.
- Host a 30-minute internal lunch-and-learn on your Day 8 project.
- Register for one external certification.
- Decide your 6-month path: grow internally on AI engagements OR move to AI-focused account.

TODAY'S DELIVERABLE

Updated internal profile + 1 cert registered + 1 pitch scheduled + lunch-and-learn booked.

END-OF-DAY CHECKLIST

- ☐ Internal LMS / talent profile updated with AI skills
- ☐ Joined firm's AI guild or community of practice
- ☐ Registered for at least 1 external certification
- ☐ Scheduled pitch of Day 7 business case to sponsor
- ☐ Booked internal lunch-and-learn on Day 8 project
- ☐ Had at least 3 of the 7 internal conversations

KEY VOCABULARY

AI Guild	AI-900
Sponsor Pitch	Lunch & Learn
Internal Mobility	AI SPOC

NOTES & REFLECTION

Tool & resource library for working professionals

Most enterprise teams already have access to a paid AI suite. Check with your IT/L&D before using consumer accounts on work data.

Enterprise AI suites your firm likely already has

Microsoft 365 Copilot (Word, Excel, Outlook, Teams)	microsoft.com/copilot
GitHub Copilot (for developers)	github.com/features/copilot
ChatGPT Enterprise / Team	openai.com/enterprise
Claude for Enterprise	anthropic.com/enterprise
Google Gemini for Workspace	workspace.google.com/ai

No-code AI builders for internal prototypes

Microsoft Copilot Studio	copilotstudio.microsoft.com
Claude Projects	claude.ai (Projects)
ChatGPT Custom GPTs	chat.openai.com (GPTs)
Google Gemini Gems	gemini.google.com
LangFlow / Flowise (open-source visual)	langflow.org / flowiseai.com
Zapier AI / Make.com / n8n	zapier.com • make.com • n8n.io

Internal academies (check your firm's intranet)

TCS AI.Cloud Academy + AI Experience Zone	Internal portal
Infosys Lex (66+ GenAI courses)	Internal portal
Wipro AI initiative (250K-employee programme)	Internal portal
Accenture LearnVantage / myLearning	Internal portal
Capgemini, Cognizant, HCLTech internal AI academies	Internal portal

External certifications (high signal, low cost)

Microsoft AI-900 (Azure AI Fundamentals)	learn.microsoft.com
AWS AI Practitioner	skillbuilder.aws
Google Generative AI Learning Path (free)	cloudskillsboost.google
Anthropic Prompt Engineering Course (free)	anthropic.com (courses)
DeepLearning.AI Short Courses (free)	learn.deeplearning.ai

Day 11 onwards — your internal launch plan

The 10 days build the artefacts. The 30 days that follow turn artefacts into visibility, and visibility into AI engagements or AI roles inside your current firm.

Artefact scorecard (must-have)

- ☐ 1-page AI growth plan (Day 1) — saved and reviewed monthly
- ☐ Time Saved log — running daily; total > 10 hrs by Day 30
- ☐ Role-specific Prompt Library (10+ prompts) — shared with team
- ☐ 3 personal AI workflows — embedded in daily routine
- ☐ Working no-code RAG assistant on safe documents
- ☐ Internal AI prototype (Day 8) + 1-page case study
- ☐ 15-question Eval Scorecard + Responsible AI summary
- ☐ 1-page Business Case (Day 7) — pitched to delivery lead

Internal positioning checklist (Week 3)

- ☐ Internal LMS / talent profile updated with new AI skills + certs
- ☐ Joined firm's AI guild / community of practice
- ☐ Volunteered for next AI proposal or pursuit in your account
- ☐ Hosted a 30-minute internal lunch-and-learn
- ☐ Booked 1:1 with delivery lead + account architect on AI roadmap
- ☐ Connected with firm's AI practice lead on internal channels
- ☐ Asked HR/L&D about AI role mobility options

External signal checklist (Week 4)

- ☐ Cleared Microsoft AI-900 OR AWS AI Practitioner
- ☐ Completed Google's free Generative AI Learning Path
- ☐ Completed Anthropic's free Prompt Engineering course
- ☐ Posted 2 LinkedIn updates on your AI projects (compliant with firm policy)
- ☐ Connected with 20 AI practitioners inside the firm on internal channels

One last thing from your AI Coach.

Freshers have energy and time. **Your advantage is context** — you understand the client, the domain, the regulations, the org politics, and where the real friction lives. AI tools amplify context far more than they amplify enthusiasm. Don't compete on "how many AI buzzwords I know." Compete on **"I shipped one thing that saved 8 hours/week on my account."** That is the story that gets you onto AI engagements and moves you up.