

AI for Technology Management Applied Certification

OVERVIEW

The AOTMP® AI for Technology Management Applied Certification prepares practitioners, managers, and leaders to use artificial intelligence in the work that directly affects cost, service, risk, accountability, and business performance.

This is not a data science certification, and it does not require completion of a course. It is an applied credential for professionals who manage or influence telecom, mobile, cloud, IT, SaaS, network, asset, service, vendor, financial, and governance activities.

The certification focuses on practical judgment:

- ✓ Where AI can reduce effort, improve consistency, and strengthen decision support.
- ✓ Which data, controls, and review steps are necessary before relying on AI-generated output.
- ✓ How to use AI for forecasting, cost optimization, reporting, vendor management, inventory, service operations, and other technology-management work.
- ✓ How to maintain human accountability so AI-supported work remains accurate, defensible, traceable, and auditable.
- ✓ How to align AI initiatives to the AOTMP® Efficiency First® Framework and measurable business outcomes.

What Is Included

Your AI for Technology Management Applied Certification preparation package includes three valuable resources to prepare for the certification exam:

1. AI for Technology Management Applied Certification Study Guide

The primary preparation resource for the certification examination. It covers AI foundations, AI-enabled decision-making, operational efficiency, governance, strategy, Framework alignment, applied scenarios, and exam preparation.

2. AOTMP® Efficiency First® Framework Guidebook, Second Edition

The authoritative reference for the principles, practices, technologies, roles, performance measures, and continuous-improvement approach that define effective technology management.

3. AI Prompt Library for Efficiency First® Framework Practice Areas: 150 AI Use Cases

A practical resource containing 150 adaptable AI use cases across the 30 Efficiency First® Framework Practice Areas. Each use case identifies the required data sources and provides a complete prompt structure designed to support reviewable, accountable work.

This overview document provides the introduction and table of contents for each resource. Review these sections to understand the topics covered, how the resources work together, and the practical knowledge and capabilities you will develop while preparing for the Applied Certification examination.

What This Credential Signals

Earning the AI for Technology Management Applied Certification demonstrates that you can evaluate and apply AI as a governed management capability, not simply generate content or automate activity.

Certified professionals are prepared to:

- ✓ Identify suitable AI use cases based on business value, data availability, process maturity, risk, and accountability.
- ✓ Distinguish AI-supported analysis from unsupported assumptions, incomplete evidence, and unverified recommendations.
- ✓ Build prompts that specify the business context, relevant data, expected work product, output format, and mandatory review requirements.
- ✓ Apply human review and approval controls before AI output drives a decision, communication, transaction, or operational action.
- ✓ Connect AI investments to measurable improvements in efficiency, quality, service, cost, risk, and stakeholder confidence.
- ✓ Use the Efficiency First® Framework to prioritize, govern, and continuously improve AI-enabled technology-management practices.

Examination Details

When you are prepared, proceed to the certification examination.

- **Format:** 35 True/False and Multiple-Choice questions
- **Passing score:** 80% or higher
- **Time limit:** 60 minutes
- **Completion requirement:** One uninterrupted examination session
- **Attempts included:** Two
- **Additional attempts:** Available for purchase, if needed

The examination measures practical competency rather than recall of vendor terminology. Candidates should be ready to assess an AI use case, identify necessary controls, judge the quality of prompts and outputs, recognize evidence gaps, sequence actions appropriately, and articulate business value.

AI for Technology Management

APPLIED CERTIFICATION STUDY GUIDE



How to Use This Study Guide

This study guide prepares technology management practitioners, managers, and leaders for the AOTMP® Applied Certification examination in AI for Technology Management. It does not require completion of a course. Professionals may prepare through industry experience, this guide, AOTMP® publications and curated content, peer learning, or self-directed study.

The guide assumes you already manage or influence an internal technology environment. It does not teach data science. It teaches you how to apply artificial intelligence to the work that technology management teams actually perform, how to evaluate where AI yields measurable results, and how to govern its use so that the AI outputs remain accurate, defensible, and auditable.

Each section closes with review questions. Work through them before moving forward. The examination validates practical competency rather than recall of vendor terminology.

Two companion resources support this guide. The Efficiency First® Framework Guidebook provides the authoritative definitions of the Guiding Principles, Focus Areas, Practice Areas, Core Management Technologies, and Performance Areas referenced throughout. The AI Prompt Library for Efficiency First® Framework Practice Areas provides 150 use cases with required data sources and complete prompts that apply the concepts in Sections 3 through 7. Both are described in the Supplemental Resources section.

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Supplemental Resources

This study guide draws on the following AOTMP® resources. The Guidebook is the reference for each practice. The Prompt Library is the reference for applying AI to it. Candidates preparing for the examination should use both.

AOTMP® Efficiency First® Framework Guidebook, Second Edition

The Efficiency First® Framework Guidebook is for business and public sector organizations adopting the Framework principles and for service providers aligning their products, services, and solutions with the Framework principles. It defines and outlines key principles and practices that help drive performance and efficiency, which can be applied to existing practices and processes. In addition, the principles of the Efficiency First® Framework complement other business practices such as ITIL, Six Sigma, Lean Sigma, and TBM. The Guidebook includes:

- **Guiding Principles:** descriptions, definitions, and evaluation criteria.
- **Portfolio Areas:** descriptions, definitions, and management considerations.
- **Focus Areas:** descriptions, definitions, and evaluation guidelines.
- **Practice Areas:** descriptions, definitions, and process development guidance covering:
 - Asset Management
 - Auditing
 - Budgeting & Forecasting
 - Business Analysis
 - Change Control
 - Contract Management
 - Data Privacy
 - Disaster Recovery
 - Endpoint Management
 - Exception Management
 - Framework Alignment
 - Governance
 - Help Desk
 - Invoice Processing
 - License Management
 - Network Design
 - Order Management
 - Performance Management
 - Policy
 - Portfolio Delivery
 - Project Management
 - Quality Control & Assurance
 - Regulatory Compliance
 - Reporting & Analytics
 - Risk Management
 - Security
 - Service Management
 - Sourcing & Procurement
 - Strategy
 - Vendor Management
- **Core Management Technologies:** descriptions, definitions, and use cases.
- **Stakeholder Groups:** descriptions, definitions, and role/responsibility profiles.
- **Performance Areas:** descriptions, definitions, and measurement criteria.
- **Continuous Improvement Approach:** descriptions, definitions, and adoption best practices.

AI Prompt Library for Efficiency First® Framework Practice Areas: 150 AI Use Cases.

The AI Prompt Library is a working companion to this study guide. It turns the concepts in Sections 3 through 7 into prompts that practitioners can use right away. It contains 150 use cases, five for each of the 30 Efficiency First® Framework Practice Areas. Each use case includes a complete prompt built on the five-element model taught in Section 5.3.

Every prompt starts by naming the data sources the work requires. Practitioners can therefore see whether the needed inventory, contract, billing, service, or performance data is available before they start. Source references appear in brackets, both in the list of sources and within the prompt text. This ties each instruction to the material it depends on, making the output traceable during review.

Every prompt ends with a built-in Review element as a governance control. The Review element requires the output to do six things:

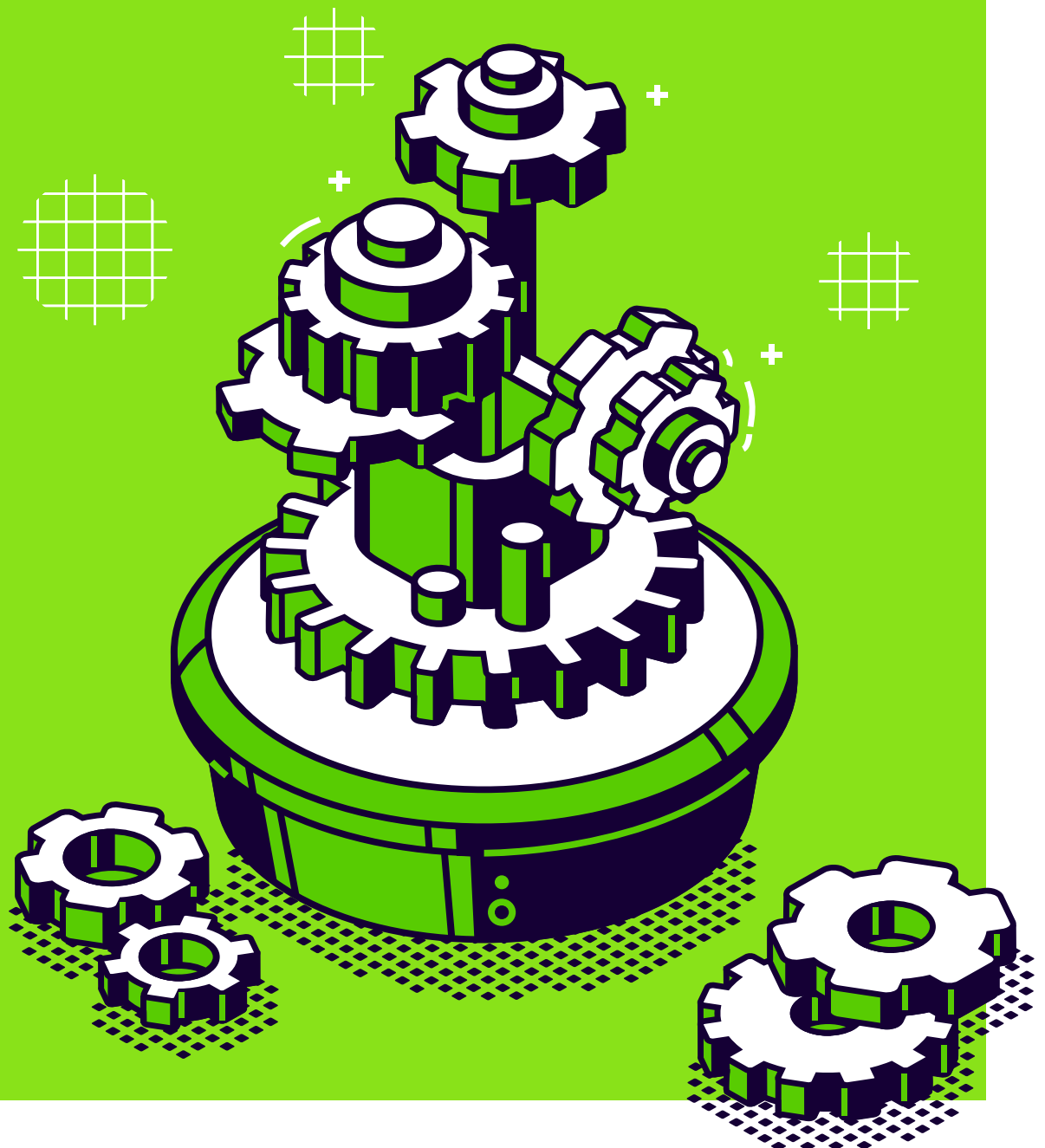
- State its assumptions.
- Name any sources that were unavailable or incomplete.
- Separate confirmed fact from inference.
- Describe relationships as coincident unless the evidence shows cause.
- Label estimates as estimates.
- Confirm that no action proceeds without approval from a named person.

The library is a model to adapt, not a script to run unchanged. Practitioners should replace the bracketed sources with their own systems and adjust thresholds and formats to local standards. The approval requirements stay in place. The library includes the following:

- **Prompt Model Reference:** a description of the Context, Role, Task, Format, and Review elements and the purpose of each.
- **Source Reference Convention:** a standard set of bracketed source labels. They start with the ten Core Management Technologies defined in the Efficiency First® Framework Guidebook. Added labels cover HR and directory records, financial systems, invoices, vendor portals, executed contracts, policy libraries, security and identity records, configuration data, regulatory references, and market benchmarks.
- **Practice Area Use Cases:** 150 use cases grouped by Practice Area. Each has a required data sources list and a complete five-element prompt.
- **Governance Requirements:** review and approval steps built into every prompt so that AI output supports human decisions and never replaces them.

Efficiency First[®] Framework Guidebook

SECOND EDITION



Publication Date

Second edition: August 2024

About AOTMP®

AOTMP® is a training and certification organization delivering best practices and industry education that empower telecom, mobile, and cloud / IT management professionals to deliver positive and sustainable business results. The Efficiency First® Framework is a set of practices and principles for managing telecom, mobile, and cloud / IT technology, and is the foundation of AOTMP® training and certifications.

For more information visit www.aotmp.com.

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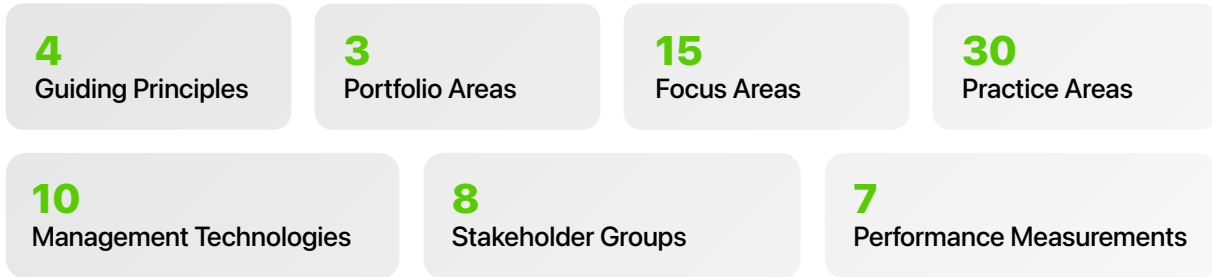
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INTRODUCTION

Efficiency First® Framework Elements



1,000+

Digital transformation and optimization performance diagnostic points.

ABOUT THE EFFICIENCY FIRST® FRAMEWORK

The Efficiency First® Framework is the foundation for a Center of Excellence designed to deliver maximum business value.

- Business and Public Sector organizations adopt Efficiency First® Framework principles to drive Center of Excellence performance results.
- Service providers align products, services, and solutions with Efficiency First® Framework principles to support customers' performance goals.

ABOUT THE EFFICIENCY FIRST® FRAMEWORK GUIDEBOOK

The Efficiency First® Framework Guidebook is for business and public sector organizations adopting Framework principles and service providers aligning products, services, and solutions with Framework principles. This Guidebook defines and outlines key principles and practices that help drive performance and efficiency which can be applied to existing practices and processes. In addition, the principles of the Efficiency First® Framework complement other business practices such as ITIL, Six Sigma, Lean Sigma, and TBM.

This guidebook includes:

- [Framework Principles](#) descriptions, definitions, and evaluation criteria
- [Portfolio Areas](#) descriptions, definitions, and management considerations
- [Focus Areas](#) descriptions, definitions, and evaluation guidelines
- [Practice Areas](#) descriptions, definitions, and process development guidance
- [Core Management Technologies](#) descriptions, definitions, and use cases
- [Stakeholder Groups](#) descriptions, definitions, and role / responsibility profiles
- [Performance Areas](#) descriptions, definitions, and measurement criteria
- [Continuous Improvement Approach](#) descriptions, definitions, and adoption best practices

AUDIENCE & HOW TO USE THE GUIDEBOOK

Utilization of the Efficiency First® Framework Guidebook will vary based upon stakeholder group. Examples of key stakeholder groups and how they might use the Guidebook include:

KEY STAKEHOLDER GROUPS	DESCRIPTION
Executives & Business Leaders	Understanding how telecom, mobile, cloud / IT can drive business results.
Finance Professionals	Determining factors that influence total cost of ownership and drive optimal financial performance.
Procurement Professionals	Determining factors that influence vendor performance products and services.
Telecom / Mobile / Cloud / IT Management Professionals	Providing structure and drive performance accountability.
Telecom / Mobile / Cloud / IT Operations Professionals	Determining actions that support best practice performance.

EFFICIENCY FIRST® FRAMEWORK GUIDEBOOK

AI Prompt Library for Efficiency First® Framework Practice Areas

150 USE CASES

Introduction

About This Library

The AI Prompt Library for Efficiency First® Framework Practice Areas is a working reference for applying artificial intelligence to everyday technology management. It contains 150 use cases, five for each of the 30 Practice Areas defined in the Efficiency First® Framework. Each use case pairs a specific management objective with the data sources the work requires and a complete prompt ready to adapt.

The library covers work across telecom, mobile, cloud, IT, SaaS, and network services. This includes validating invoices, reconciling inventory, qualifying orders, preparing vendor escalations, explaining budget variances, drafting executive reports, and more. These tasks are repetitive, data-heavy, and error-prone. AI can reduce the effort they take and make results more consistent, provided a qualified person reviews the output before anyone acts on it.

Who Should Use It

The library serves three audiences. Practitioners use it to complete routine analysis, reconciliation, and drafting faster and with fewer errors. Managers use it to standardize how their teams apply AI and to make AI-supported work reviewable. Leaders use it to identify where AI can improve performance in each Practice Area and to ensure that adoption remains governed.

No prior prompting experience is required. Every prompt follows the same structure, so a user who learns one can read and adapt any other.

How the Library Is Organized

Use cases are grouped by Practice Area in alphabetical order. Each entry contains six parts.

- **Data Sources:** lists the systems and records the prompt depends on, using the bracketed labels defined in the Source Reference Convention.
- **Context:** describes the situation, the audience, and the material supplied.
- **Role:** sets the professional perspective the output should reflect.
- **Task:** states the specific work the AI should perform.
- **Format:** defines the structure, fields, and length of the output.
- **Review:** requires the output to show its assumptions, gaps, and open questions, and to confirm that a person approves before any action is taken.

How to Use a Prompt

1. **Select the use case.** Start with the Practice Area where the work sits, then choose the use case that matches the objective.
2. **Confirm the data.** Check each bracketed source against the systems in your environment. A missing or unreliable source is a finding in itself. Record it before you proceed.
3. **Adapt the prompt.** Replace the bracketed labels with your own systems and data extracts. Adjust thresholds, time periods, audiences, and formats to local standards. Keep the Review element intact.
4. **Use an approved tool.** Run the prompt only in an AI tool your organization has approved and provide only information you are authorized to share.
5. **Review the output.** Verify facts, calculations, and conclusions against the source data. Resolve every assumption and gap the output identifies.
6. **Obtain approval and record the result.** Route the output to the accountable owner. Record what the AI produced, what was changed, what evidence supported the final position, and who approved it.

Adapting and Extending the Library

The prompts are models to adapt, not scripts to run unchanged. Organizations get the most value when they build a local version of the library that reflects their own systems, terminology, thresholds, and approval paths. New use cases should follow the same six-part structure so that every prompt in the organization stays consistent and reviewable. The most useful place to start is with Practice Areas that have high transaction volume and clear

validation rules, such as Auditing, Invoice Processing, Order Management, and Asset Management.

Related Resources

The Efficiency First® Framework Guidebook defines the Practice Areas, Core Management Technologies, and performance measures this library draws on. This document is also a supplemental resource for the AOTMP® AI for Technology Management Applied Certification, but it does not require the certification to be useful. Any technology management team can apply it on its own.

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