

Governance, Oversight & Risk

Master class in agentic AI outsourcing governance

A governance action plan for the engagements your team brings. Examine ownership, agent authority, human oversight, control evidence, and escalation.

2 Days Onsite

Up to 15 Participants

Taught by Phil Hatch

Required first: Outsourcing Lifecycle Management.

Draws on Akholi's 150-engagement, 850-respondent study at Tier 1 financial institutions.

Applied curriculum and practical outputs

01	<i>Ownership and scope</i>	Accountability and decision rights Map engagement responsibilities and governing requirements. Identify accountable owners and decisions the institution must retain.
02	<i>Agent authority</i>	Permissions and human intervention Examine agent permissions, approval thresholds, operational guardrails, human review, and escalation responsibilities.
03	<i>Oversight and evidence</i>	Control evidence and CORAL review Review Compliance, Oversight, Regulatory, and Legal (CORAL) obligations. Identify the evidence needed to observe, audit, and validate controls.
04	<i>Risk and issues</i>	Detection through resolution Trace a problem from detection through ownership, escalation, response, and closure. Prioritize gaps within the institution's framework.
05	<i>Governance action plan</i>	Priorities for sponsor review Sequence corrective work. Assign owners, evidence requirements, and decisions for sponsor or board review.

Before the class

Pre-class interviews and submitted materials guide Akholi's analysis and tailoring to your governance framework.

Taught by Phil Hatch, Akholi CEO and study author. More than 30 years in global outsourcing and workforce development.

Plans and sponsor report

Participants prepare engagement action plans. A post-class survey informs Phil Hatch's executive sponsor report. Vendor interviews and activation support are optional.

Private institutional class. Dates and arrangements agreed with Akholi.

Arrange a private onsite class

Discuss your institution's learning priorities

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