AI Agent Essentials on Google Cloud Training

Duration: **3 Day**

BİLGİNÇ IT Academy
info@bilginc.com
bilginc.com

Overview

AI Agent Essentials on Google Cloud is a practical course designed to help managers move beyond using AI simply as a conversational tool and begin building and directing their own digital workforce. The program supports a shift from being the person responsible for every repetitive task to becoming an **“Agent Manager”** who oversees an intelligent digital team.

Throughout the course, learners explore how the Google Cloud AI toolkit can support everyday business operations. Gemini is considered for day-to-day assistant activities, while Gemini Enterprise Agent Platform is used to explore the development of specialised AI agents that understand specific organisational processes and business rules.

A central theme of the program is the difference between simply chatting with AI and establishing automated, high-output workflows. Learners develop an approach for identifying repetitive work that consumes valuable time, creating clear **Playbooks** that AI agents can reliably follow, and determining where human oversight remains essential.

The course also addresses agent reliability, business risk, security and data privacy. The objective is to help organisations increase the impact and capacity of existing teams through a controlled digital workforce rather than relying solely on additional headcount.

Prerequisites

Learners are recommended to have:

- **A basic understanding of Generative AI:** An awareness of the difference between a one-off prompt and an ongoing AI conversation.
- **Strong knowledge of their own business processes:** The ability to explain the individual steps a task follows through a department or team.
- **Awareness of manual toil:** An ability to recognise repetitive tasks and operational bottlenecks that consume valuable team capacity.
- **A “Director” mindset:** A willingness to move from personally completing every task towards defining the rules and expectations for a digital collaborator.

Who Should Attend

This course is designed for:

- Department heads looking to increase their team's impact and capacity without necessarily increasing headcount
- Change agents responsible for reducing repetitive work and improving operational workflows
- Strategic architects who need to translate business rules into dependable AI actions and create secure Playbooks

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What You Will Learn

By the end of the course, learners will be able to:

- Distinguish between **“Librarian”** and **“Chief of Staff”** AI agent roles.
- Direct the development of functional, grounded agents using the**Agentic Build Loop**.
- Apply **Human-in-the-Loop** oversight models to manage business risk.
- Lead responsible agentic transformation and increase departmental capacity.
- Evaluate where AI agents can provide value and where human supervision should remain in place.
- Establish a foundation for scaling a digital workforce securely and responsibly.

Outline

Module 1: Foundations of Agentic AI

Learners begin by examining AI agents from a practical business perspective and understanding the principles behind agentic systems.

- Recognising agent concepts already present in everyday work
- What is an AI agent, really?
- Moving from conventional AI usage towards agentic workflows
- The models behind AI agents
- Understanding different agent roles

Module 2: Building and Deploying Agents

This module explores the journey from identifying a business requirement to developing a functioning enterprise AI agent.

- Understanding the **build spectrum**
- Building an enterprise AI agent
- Applying the Agentic Build Loop
- Translating business rules into actionable instructions
- Developing clear Playbooks that agents can follow
- Using the decision framework to select an appropriate agent approach

Module 3: Security, Resilience and Oversight

As agents gain greater responsibility, appropriate controls become increasingly important. This module examines how organisations can manage errors and operational risk.

- Understanding what can happen when agents go wrong
- Keeping agent behaviour under control
- Human-in-the-Loop oversight models
- Maintaining human supervision at critical decision points
- Resilience and security
- Protecting the privacy of organisational data

Module 4: Governance and the Agentic Future

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This module considers how organisations can progress from individual AI agents towards a scalable and responsibly managed digital workforce.

- Governing AI agents at scale
- Establishing an agentic AI governance approach
- Developing a shared language between business and technical teams
- Supporting responsible agentic transformation
- Scaling departmental capacity through digital workers
- Developing a practical **30-day action plan**

Summary and Quiz

- Review of the course's core concepts
- Reinforcement of key learning points
- Knowledge assessment through a quiz