Report on Advanced IT Skills Training Workshop

Title of the Program   :   Advanced IT Skills Training

Dates   :   19th November 2025 to 22nd November 2025

Venue   :   ICFAI University Meghalaya (IU Meghalaya)

Instructor   :   Mr. Bishal Kumar Shaw

Organised by   :   ICT Academy In collaboration with IBM Advanced IT Skills Program

Inaugural Session

The workshop commenced with an inaugural session held prior to the technical training sessions. The inaugural programme was graced by Dr. Alicia Gatphoh, Hon'ble Vice Chancellor, ICFAI University Meghalaya, who joined the session virtually and emphasized the importance of industry-aligned skill development and emerging technologies for student employability. The session was also attended by Dr. I. Bhuyan, Registrar, ICFAI University Meghalaya, and Dr. Ravi Gujjula, Chief – Industry Connect & Skill Development, who joined virtually and highlighted the relevance of the Advanced IT Skills Training under the IBM Advanced IT Skills Program. The instructor, Mr. Bishal Kumar Shaw, along with faculty members from the Department of Information Technology, were present during the inaugural session. The programme set a positive and motivating tone for the workshop, reinforcing the university's commitment to quality education, industry collaboration, and skill-based learning.

Introduction

ICFAI University Meghalaya successfully organized a four-day Advanced IT Skills Training Workshop from 19th November 2025 to 22nd November 2025 under the IBM Advanced IT Skills Program, implemented by ICT Academy. The programme focused on emerging technologies with special emphasis on Artificial Intelligence and its real-world applications in customer service. The training aimed to equip students with industry-relevant skills and enhance their employability in the evolving digital economy.

Objectives of the Workshop

The key objectives of the workshop were:

- To introduce students to the fundamentals of Artificial Intelligence.

- To familiarize participants with AI-enabled applications for customer service.

- To develop an understanding of how AI is transforming service industries.

- To provide exposure to practical use cases and industry best practices.

- To prepare students for certification and career opportunities in AI-driven roles.

The workshop was attended by undergraduate and postgraduate students from the IT department. Faculty members acted as coordinators and facilitators to ensure effective participation and smooth conduct of the sessions.

Programme Structure

The training programme was conducted for a total duration of 42 hours, comprising:

- 16 hours of self-learning modules delivered online,

- 24 hours of Instructor-Led Training (ILT) conducted during the workshop period,

- 2 hours of post-assessment to evaluate learning outcomes.

The sessions were interactive, combining conceptual explanations with practical demonstrations.

Topics Covered

The workshop focused on the following key areas:

1. Artificial Intelligence Fundamentals

- Introduction to Artificial Intelligence and its evolution

- Types of AI and intelligent systems

- Basics of machine learning and data-driven decision making

- AI tools, platforms, and ethical considerations

2. AI-Enabled Applications for Customer Service

- Role of AI in customer engagement and support

- Chatbots and virtual assistants

- AI-based customer query handling and automation

- Use of AI for personalization and service optimization

- Real-world case studies of AI in customer service industries

Participants successfully completed the certification modules Artificial Intelligence Fundamentals and AI-Enabled Applications for Customer Service, earning digital credentials upon assessment completion.

Outcome and Learning Impact

The workshop achieved the following outcomes:

- Enhanced understanding of core AI concepts and customer service applications.

- Improved awareness of AI-driven customer engagement technologies.

- Hands-on exposure to practical use cases relevant to industry needs.

- Increased student confidence to pursue careers in AI and service-oriented IT roles.

- Strengthened industry-academia collaboration through ICT Academy and IBM.

The Advanced IT Skills Training Workshop conducted from 19th to 22nd November 2025 was a valuable learning initiative for students of ICFAI University Meghalaya. By focusing on Artificial Intelligence Fundamentals and AI-Enabled Applications for Customer Service, the programme successfully bridged theoretical knowledge with practical industry applications. The workshop significantly contributed to enhancing students' technical skills, employability, and readiness for the modern AI-driven workplace.

The university looks forward to continuing such impactful skill-development programmes in collaboration with ICT Academy and IBM.

The workshop was well documented through photographs captured during various sessions of the programme

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