

Intelligent Document & Knowledge Management with Automation

COURSE OVERVIEW

This course provides practical guidance on how organizations can harness automation, AI, and digital platforms to optimize document processing and knowledge sharing. The curriculum elaborates on how intelligent automation can streamline document capture, classification, and retrieval while knowledge management systems enhance collaboration, compliance, and decision-making. Participants will gain practical skills to design and implement smart document workflows, build knowledge repositories, and integrate automation into enterprise systems to improve efficiency, reduce risk, and create a culture of digital knowledge excellence.

WHO SHOULD ATTEND?

This course is designed for executives, knowledge managers, compliance officers, records administrators, IT leaders, and operations professionals responsible for document-heavy workflows and enterprise knowledge systems. It is equally valuable for consultants, project managers, and digital transformation specialists seeking to embed automation and AI into organizational knowledge management practices.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Understand the role of automation in document and knowledge management.
- Apply AI tools to streamline document capture, classification, and retrieval.
- Build knowledge management systems that support collaboration and compliance.
- Integrate smart document workflows into enterprise operations.
- Design and optimize document workflows.
- Enhance decision-making and organizational agility through digital knowledge systems.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- The core principles of intelligent document and knowledge management.
- Automated documentation, capture, classification and indexing.
- The full document lifecycle from capture to archival.
- Metadata, tagging and smart search capabilities.
- Frameworks for designing and deploying digital knowledge repositories.
- Compliance and risk management.
- Case studies on enterprises transforming information management with AI.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate.
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded.