NEW HORIZON COLLEGE OF ENGINEERING

DEPARTMENT OF CSE (DATA SCIENCE)

Event: "Foundations of Agentic AI: Concepts and Business Applications"

Venue: Room C 204 **Time-10:00 AM-12:00PM**

The Department of Computer Science and Engineering (Data Science), New Horizon College of Engineering, organised a workshop titled “Foundations of Agentic AI: Concepts and Business Applications” on 06th March 2026 for the 4th-semester students. The session was conducted by Mr. Venkat Surendra, Technical Architect at Adobe.

The expert talk session on Foundations of Agentic AI: Concepts and Business Applications provided valuable insights into how Agentic AI is used in the business applications of modern IT environments. The session began with an overview of agentic AI, operations, explaining how organisations manage their hardware, software, networks, and facilities to ensure reliable and secure IT service delivery. In expert discussions, the emphasis is on how agentic AI shifts the paradigm from “AI as a service” to “AI as a collaborator,” raising both opportunities for innovation and challenges around accountability, safety, and governance.


SBA FR7
Agentic AI: From Intelligent Models to Autonomous Digital Workers
- Venkat Surendra, Technical Architect (Adobe)
Adobe

The session covered the core aspects of agentic AI centered on autonomy, contextual reasoning, and proactive action - making AI systems capable of perceiving, deciding, and executing tasks independently rather than functioning as static tools. The speaker highlighted how AI is now being used to enhance each of these functions by improving efficiency, scalability, and productivity.

A major focus of the talk was on the scope of how Agentic AI finds applications across IT operations, customer service, supply chain management, cybersecurity, enterprise automation, and finance, where it autonomously predicts failures, detects anomalies, optimises resources, orchestrates workflows, and strengthens decision-making. In practice, this means agentic AI acts as a proactive collaborator—anticipating risks, adapting to dynamic contexts, and executing tasks independently-ultimately driving efficiency, resilience, and innovation across business ecosystems.

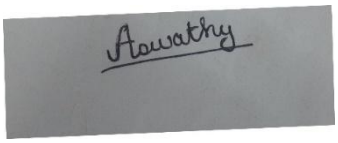
The benefits of adopting agentic AI were presented comprehensively. Integration of agentic AI leads to increased efficiency and productivity by automating routine tasks and orchestrating complex workflows, while also reducing operational costs through optimised resource utilisation. It enables faster incident resolution and improved service reliability by proactively predicting failures, diagnosing root causes, and remediating issues autonomously. Moreover, agentic AI strengthens decision-making by leveraging contextual awareness and data-driven insights, ensuring organisations can respond intelligently to dynamic challenges.

However, the session also acknowledged the challenges and considerations in implementing Agentic AI. These include the challenges of adopting agentic AI include high initial implementation costs, shortage of skilled professionals,

integration difficulties with legacy systems, data management and compatibility issues, and ethical concerns such as bias, transparency, and lack of explainability in AI models. The speaker stressed that addressing these challenges is crucial for ensuring responsible and effective AI adoption in IT operations.

It provides participants with a comprehensive understanding of agentic AI concepts, including autonomy, contextual reasoning, and proactive decision-making, while also showcasing real-world business applications across IT operations, customer service, supply chain, and cybersecurity. Such sessions help bridge the gap between theory and practice, inspiring learners to see agentic AI not just as a technology but as a paradigm shift toward intelligent, collaborative systems.

The talk fosters career awareness and skill development, highlighting emerging opportunities in AIOps, enterprise automation, and intelligent infrastructure management. They encourage continuous learning, critical thinking about ethical challenges, and readiness to adapt to evolving technologies. Overall, an expert talk on agentic AI empowers students and professionals to align themselves with the future of AI-driven innovation, resilience, and strategic growth.



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