

Clear Skies.

Finding Your First AI Win



Welcome to Clear Skies

Your Hosts:



Caroline Clark
Co-Host



Jim Hake
Co-Host



Pick the Task Nobody Wants to Do

Start with the boring stuff. The wins will follow.

~Ticket Review (3907 + 3)

☰	T20260611.0040	Gomez, Jean (primary)	Randi computer - Randi - Approve Horizon software download access
☰	T20260611.0042	Gomez, Jean (primary)	Michelle Mays - Edge bookmarks/favorites icons not displaying - JTO-2023-02
☰	T20260611.0045	Gomez, Jean (primary)	Propeller - Alan Marshall - assistant with Propeller system access
☰	T20260611.0046	Samnang, Seth (primary)	Roebuck: Parts Request - Alex's Laptop Screen Disconnected
☰	T20260611.0051	Dunn, Lanea (primary) Zayas, Jared	CLARITY DX : CDX 24-05 - Heather Strickland - New Employee Set up - Starting 6/16/2026
☰	T20260611.0054	Pamatian, Zack (primary)	Yazz Crawford - Restore requested quarantined email
☰	T20260612.0004	Dunn, Lanea (primary)	CCSI: Migrate Michael Cygan from CCSI-25-LT34 to CCSI-26-LT19
☰	T20260612.0005	Gomez, Jean (primary)	BLG : CONFIDENTIAL : Set up accounting@ email and fwd user's emails to this new email
☰	T20260612.0008	Samnang, Seth (primary)	Ansi Fernandes - Reset GLOCOM password, IP unauthorized
☰	T20260612.0009	Dunn, Lanea (primary)	CCSI: Assess CCK-TYRONE for Possible Decom
☰	T20260612.0011	Dunn, Lanea (primary)	CHASTANG: Received notification f system location services
☰	T20260612.0013	Flandreau, Joey (primary)	BLG: Hannah Outlook Desktop issu - slow + not receiving emails
☰	T20260612.0014	Flandreau, Joey (primary)	Anika Sandoval - Diagnose or replac faulty work headset



The **First** Round

 AGENT ...

Tech QA Review Agent

Paste in your Ticket Time Entries and/or Notes for feedback or other thoughts from a senior resource

By Rob Gundling
Created 01/06/2026 at 4:23 PM

Open

1

Ticket Title

2

Ticket Description

3

Time Entries



And Here's the Magic...

> Thought

Here's a concise summary you can share with your tech team:

Project Summary: Authentication System Upgrade & New Security Service

What was accomplished:

- **Problem solved:** The old Duo authentication system was failing and too outdated to fix, so Max built a completely new one from scratch
- **New security service:** Successfully deployed Timus SASE for all 12 users with single sign-on capabilities
- **Smooth transition:** The switchover was completed with minimal downtime - everything tested and working properly

Key feedback points:

- Max properly identified when the old system couldn't be salvaged and took the right approach to rebuild rather than waste time on patches
- Good planning - had the new system fully prepared and tested before switching over
- Clean execution - removed old components after confirming the new setup worked
- The Timus integration appears well-configured with proper user provisioning

Bottom line: What started as a routine upgrade turned into a full system replacement, but it was handled professionally with good planning and execution. Your authentication and security posture should now be more reliable and up-to-date.

This gives you talking points that show you understand the work was more complex than initially planned, but was handled well.





See It in **Action**

LIVE DEMO

Here's a look at what a working AI-assisted workflow can look like — clean, fast, and built for real teams.

Explore the Dashboard



The Hunt Begins

Not every task is a good AI candidate. Use these five signals to spot the right opportunities in your organization.



Repetitive

Done the same way, every time



Time-Consuming

Eats up valuable team hours



Process-Driven

Follows a clear, repeatable sequence



Data-Rich

Generates or relies on structured data



Measurable

Impact can be tracked and proven



Industry Examples



Construction

Daily reports

Project updates



Healthcare

Clinical notes

Patient summaries



Agriculture

Generate crop and field
recommendations

Irrigation recommendations



Finance

Identify anomalies

Summarize financial reports



Getting to Know You

Where would you most like to see an AI win?

-  Saving employee time
-  Improving customer experience
-  Gaining better insights from data
-  Reducing operational costs
-  Improving security and risk management

What's your biggest barrier to adopting AI?

- A. Not sure where to start
- B. Concerns about security or compliance
- C. Lack of internal expertise
- D. Unclear return on investment.



Poll Results

Insights and feedback from today's live session.



What's On Your Mind?

Let's open it up: Questions, insights, success stories,
and yes—even printer complaints.



Thank You for Joining Us

Here's to smarter workflows, and more time for
what matters most.

Thank you for being with us today.

Caroline's Fun Facts



The term "computer bug" came from an actual bug.

In 1947, engineers working on the Harvard Mark II discovered a moth trapped inside a relay. Grace Hopper documented the incident, giving us the first recorded instance of a literal "computer bug."



Your smartphone has more computing power than the computers used for the Moon landing.

The guidance computer used during the Apollo 11 Moon Landing had less memory and processing power than a modern smartphone.



The first AI chatbot is older than the internet.

Created in 1966, ELIZA simulated a psychotherapist by rephrasing users' statements as questions — before the internet, personal computers, or smartphones existed.

