Professional Skills English Year 2

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In recent years, artificial intelligence (AI) has emerged as one of the most transformative technologies in the modern world. Its ability to analyze data, recognize patterns and perform tasks traditionally done by humans has redefined possibilities across various fields. In the IT sector, AI's growing role is reshaping how systems are monitored, maintained and optimized. By handling tasks that once required significant human intervention, it has introduced new levels of precision and reliability. AI is revolutionizing IT operations by improving efficiency and automating complex tasks, but overreliance on these systems creates a dangerous dependency, reduces human oversight and weakens the problem-solving skills essential to managing IT systems effectively.

Commented [LL1]: Nice funnel structure

As organizations continue to integrate AI into their IT operations, a growing dependence on these technologies has emerged. While AI can streamline processes like network monitoring or resource allocation, an overdependence on such tools creates vulnerabilities. When technical failures occur, businesses that lack alternative solutions or human expertise are left unprepared to address critical issues. This reliance also makes systems less adaptable to unforeseen challenges, as AI applications are only as robust as the data they are trained on. For instance, when faced with an unprecedented cyberattack outside its training scope, AI may fail to detect or respond effectively, leaving the organization exposed. Leaning too heavily on AI without ensuring backup strategies can therefore undermine operational resilience. These risks are compounded when organizations allow AI to operate unchecked, diminishing the essential role of human oversight.

Commented [LL2]: Good transition

The diminishing involvement of IT professionals in day-to-day operations is one of the hidden costs of AI adoption. Processes that once required active supervision by skilled personnel are now entrusted to automated technologies, fostering a sense of complacency. While AI is highly effective in handling routine tasks, it is not flawless; flaws in algorithms, unforeseen glitches, or misinterpretations of information can still occur. Without sufficient human involvement, these issues may go unnoticed until they escalate into larger problems. Additionally, reduced oversight can lead to a lack of accountability, as organizations may struggle to assign responsibility when AI-driven decisions fail. The absence of human monitoring not only increases risk but also diminishes opportunities for IT professionals to refine their analytical abilities.

As AI continues to handle intricate tasks, IT professionals risk losing the hands-on experience necessary to maintain their expertise. Critical thinking skills, which are cultivated through regular practice and exposure to challenges, can erode when employees depend excessively on automated solutions. This deterioration becomes evident in situations where AI systems fail or encounter scenarios they are not equipped to handle. Without the ability to intervene effectively, teams may struggle to resolve critical issues, causing prolonged disruptions. Moreover, this reliance on automation

creates a workforce that is increasingly disconnected from the underlying processes they are meant to oversee. Retaining human expertise and fostering problem-solving capabilities in IT operations is essential to counterbalance the limitations of AI and ensure long-term stability.

In conclusion, artificial intelligence has revolutionized IT operations, delivering efficiency and precision like never before. Yet, its integration poses risks, including dependency, diminished oversight and the erosion of essential problem-solving skills. To fully benefit from AI, organizations must balance automation with human expertise, ensuring technology enhances rather than replaces human capabilities. AI is a powerful tool, but it must remain just that: a tool, not a crutch.

Sources:

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