**InfraShieldAI to manage Intune workloads**

**Introduction**

* **Welcome and Overview:**
  + Hosts introduce the topic of AI in endpoint management, featuring Yannick as a guest speaker.
  + Focus on the integration of Artificial Intelligence (AI) and Microsoft Intune, highlighting its potential to revolutionize IT management.

**Why AI is Becoming Increasingly Important**

* **Key Benefits of AI in IT Management:**
  + Prioritization of essential tasks through automation, allowing users to focus on critical issues.
  + Cost-saving potential due to improved efficiency and decision-making based on big data analysis.
  + Ability to predict, analyze, and provide actionable insights from complex IT environments.
* **Capabilities of AI:**
  + Enhanced understanding of systems and data for optimization.
  + Significant reduction in manual errors and faster resolution of issues.
  + Continuous learning and adaptation for improved performance over time.

**Understanding Large Language Models (LLMs)**

* **Overview of LLMs:**
  + AI models trained on vast datasets of text to understand and respond in human language.
  + Functionality includes answering questions, generating content, and creating code.
* **Capabilities:**
  + Part of generative AI, which produces content like code, images, and text.
  + Widely used in tools such as chatbots, GitHub Co-pilot, and for research.
* **Limitations:**
  + Data training cut-off (e.g., 2021), leading to potential outdated responses.
  + Recommendation to supplement with real-time search tools like Bing for updated and enriched content.

**What is the GPT Intune Device Troubleshooter?**

* **Purpose and Features:**
  + Tool designed to answer questions specific to a user's Intune tenant using enriched prompts.
  + Automates processes such as retrieving device lists, configuration profiles, or troubleshooting device health.
* **How It Works:**
  + Detects user intent and queries Microsoft Graph API to fetch data.
  + Provides precise, factual responses tailored to the user's query format (e.g., CSV, XML, YAML).
  + Minimizes "hallucination" in AI responses for accuracy.
* **Prerequisites:**
  + OpenAI-enabled subscription.
  + App registration with delegated permissions to query Microsoft Graph.
  + User permissions for executing calls.

**How the Solution Works**

* **Deployment:**
  + One-click deployment via GitHub to Azure, with minimal configuration required.
  + Includes setting up app ID, cognitive service credentials, and user authentication.
* **Workflow:**
  + User submits a question on a web-based interface.
  + The system authenticates the user, identifies intent, queries Microsoft Graph, and generates an AI-powered response.

**Live Demo Highlights**

* **Demo Features:**
  + Deployed resources managed in Azure for free or low cost based on consumption.
  + Tool retrieves and reformats data into user-specified formats (e.g., JSON, XML).
  + Enhanced troubleshooting with detailed device health and application information.

**Roadmap and Future Enhancements**

* **Upcoming Features:**
  + Ability to create and post configuration profiles directly from the tool.
  + Visualization support for better data insights (e.g., pie charts for device distribution).
  + Integration of custom knowledge bases for precise responses based on user-specific documentation.

**FAQs**

1. **Costs:**
   * Consumption-based pricing; minimal costs for free-tier deployments.
   * Charges mainly for token usage when querying OpenAI services.
2. **Data Privacy:**
   * Microsoft-hosted AI services ensure data remains within user boundaries.
   * No data is used for AI model training; logs are maintained for troubleshooting.
3. **Community Contributions:**
   * Open-source project hosted on GitHub, allowing contributions, issue reporting, and feature suggestions.

**Conclusion**

* **Acknowledgment and Gratitude:**
  + Thanks to Yannick for developing and sharing the tool.
  + Encouragement to explore the capabilities of GPT Intune Troubleshooter for efficient endpoint management.





