



## Applied Agentic AI for Organizational Transformation

### Glossary

#### Module 6

**ADKAR Model:** A change management framework focusing on Awareness, Desire, Knowledge, Ability, and Reinforcement as sequential building blocks for successful change.

**Application programming interface (API):** A set of rules and protocols that allows different software applications to communicate with each other. It acts like a bridge between two systems, enabling them to request and exchange data or functions in a standardized way.

**Customer Relationship Management (CRM):** Strategies, processes, and technologies that organizations use to manage and analyze interactions with current and potential customers, with the goal of improving relationships, enhancing customer retention, and driving sales growth.

**Kotter's 8-Step Model:** A comprehensive change management framework developed by John Kotter, providing a structured approach to organizational transformation.

**Machine Learning Operations (MLOps):** MLOps, short for machine learning operations, is a set of practices and a cultural approach that aims to reliably develop, deploy, and maintain machine learning models in production environments. It makes it possible to take promising machine learning models from the lab (pilot/test) to live production systems where they deliver ongoing business value effectively and safely.

**Sandbox Condition:** A sandbox condition refers to a controlled and isolated environment where a system, application, or feature can be tested, developed, or executed without affecting the main or live environment.