



NSITSP AI Working Group

MSP AI Tool Kit

Edited as of August 16, 2023

Purpose

The purpose of this document is to find, share and document AI information specifically about Managed Service Providers (MSP's) for the NSITSP membership. The AI world is changing very quickly so this document should be updated frequently, and obsolete information deleted.

AI is a very broad topic, so for the purposes of this document, AI will be limited to apply to MSP's and IT system integrators, to improve the operations and productivity, create revenue opportunities, and also to provide information so MSP's can educate their client base.

Group Members

Gloria Burt, Herb Burt, Scott Carr, Andrew Crawford, Theresa Hadden-Martinez, Andy Higgins, Jason Richmond

Steve Kazan, NSITSP Coordinator, [Karl W. Palachuk](#), Ex Officio, [Nicole Singleton](#), Bolder Strategies

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Useful Blogs / Websites

Person	Title	Company / Org	Website / LI Address	Comment / Value
Daniel Wang	CEO	MSPBots.ai	www.mspbots.ai	MSP Customer Service vendor
Dave Sobel	Owner	The Business of Tech Radio Show	https://www.youtube.com/@MSPRadio	Great source for AI news and trends for MSP's.
Paul Baier	Host	Monday AI Group	paul.baier@chatGPTnuggets.com	Weekly calls to get deep into AI. Monday at 4PM Pacific.
Jason Short		ConnectWise	https://www.connectwise.com/blog/artificial-intelligence/ai-best-practices-for-msps	Tips on how to integrate AI into your business and mitigate risks
Aysha Shereen	Article title: Driving Success With AI: The Key to Streamlined MSP Automation	G2 - Guest post	https://learn.g2.com/ai-based-msp-automation	Ways MSPs can use AI-based automation to scale operations and improve productivity
Andrew Crawford	CEO	Compliance Specialists	https://compliancespecialistsusa.com/artificial-intelligence-acceptable-use-policy/	Acceptable Use Policy free for any business to use. Protect your business from the misuse of AI, which leads to violations of data security & privacy laws.
Substack	N/A	Substack	https://substack.com/search/ChatGPT	List of ChatGPT blog posts.

Blogs / Newsletter and Articles

- The Bazaar <https://www.linkedin.com/pulse/welcome-bazaar-marketplace-ai-apps-your-dream-job-applying/>
- <https://youtu.be/MkMmcSI5sbc> Webinar on how to use AI to create leads for a account-based marketing campaign.

- The Medium (Source of AI and tech news and gossip.)
<https://medium.com/>

Key contacts

Here is a list of key contacts with specific beneficial knowledge of AI in an MSP context.

Person	Title	Company / Org	Website / LI Address	Comment / Value
Laura Kamrath	CMO	Zebra Marketing	https://www.zebramarketingsolutions.com/	Speaker on AI Lead gen
Adi Vaxman	CEO	Sheba Consulting	linkedin.com/in/advaxman https://shebaconsulting.com	Health care AI company
Michael Novak	Senior AI Advisor	Open Voice Network	linkedin.com/in/iotmichaelnovak	Also a follower of Fedgov news.
Howard M. Cohen	Head Writer		https://www.linkedin.com > howardmcohen	www.howardmcohen.com
Mechi Nkengka	Data Science	Data Science Corp	linkedin.com/in/mechienkengla	Very experienced and technical data scientist.
Anton Shumskikh	Founder	Neo.AI	anton@neoagent.xyz	AI for MSP Customer service.

Useful MSP Tools

ChatGP Tools

Softland Partners

Hat tip Jim Cook, jim@cookoutasourcingnetwork.com

- <https://theresanaiforthat.com>
- <https://www.aitoolhunt.com>
- <https://www.unite.ai/best-ai-tools-for-business/>

- <https://research.aimultiple.com/generative-ai-tools/>

AI Techniques & Best Practices 2023

A list of curated websites of AI Best Practices, source: The Sauce

The Link is [here](#).

1. AI Image generation tools
2. ChatGPT prompts
3. AI Tools for Content creation

Sample Tool List

Text Generation: ChatGPT, Bing, NotionAI, Jasper

Text Enhancement: Grammarly, WordTune, Hemingway

Image Generation: Midjourney, DALL-E, Illustroke, Shutterstock

Content Creation: Jasper, CopyAI, Moonbeam, TextCortex



Studies

- <https://aiindex.stanford.edu/report/>
- McKinsey and Company: [Link Here](#)

NSITSP Webinar Topics

Webinar #1

Title: Using AI Tools to Market Your MSP

Speakers: [Laura Kamrath](#)

Date: Aug 17, 2023

Webinar # 2

Topic: AI Cyber Security, Risk and Data Governance

Speaker:

Michael Novak, Senior AI Advisor, Open Voice Network, [linkedin.com/in/iotmichaelnovak](https://www.linkedin.com/in/iotmichaelnovak)

Proposed date: Sep 20, 2023

Outline:

1. AI Definition of terms
2. Obvious and hidden risks
3. Compliance and policies
4. What to tell your clients
5. Revenue opportunities

6. Practical guidance, tools and checklists

Webinar #3

Title: **AI and Operational Efficiency: Separating Hype from Reality and Practicality**

Speaker: Tentative, Daniel Wang

Abstract:

This 45-minute presentation will provide an overview of the role of Artificial Intelligence (AI) in enhancing operational efficiency for MSPs. The session will focus on the practical applications of AI in the MSP industry, moving beyond the hype to discuss the real-world implications of this technology.

The presentation will start with a review of AI projections, hypes, followed by an exploration of its specific applications in improving MSP operations. We will present use cases demonstrating the successful integration of AI in MSPs, highlighting the benefits in terms of efficiency and service delivery.

We will also discuss the challenges MSPs may face when adopting AI, including potential risks and mitigation strategies. The presentation will provide guidance on how to incorporate AI into business planning processes, with a focus on both short-term and long-term strategies.

This presentation is intended for MSPs interested in understanding the practical aspects of AI implementation and its impact on operational efficiency. Attendees will gain insights into how AI can be effectively utilized in their own operations, helping them plan for a successful future with AI.

Appendix 1: Basis ChatGPT Prompts

 40 Copy-and-Paste Beginner ChatGPT Prompts:

Instructional/Guidance

1. Improve [specific skill] with [number] actionable tips.
2. Create a [document/report] template.
3. Step-by-step guide to [task/process].
4. [Number] productivity tools for [specific task/goal].
5. Time management and prioritization tips.
6. Strategies to beat procrastination and stay focused.
7. Efficient meeting template.
8. Optimize daily/weekly schedule for efficiency.

Problem-Solving

9. Analyze pros and cons of [two options].
10. Offer three innovative solutions for [specific problem].
11. Troubleshoot [common problem/error].
12. Improve decision-making skills in [specific context].
13. Manage stress and maintain work-life balance.
14. Streamline and automate [specific process/workflow].

Content Creation

15. Outline a strategic plan for [goal/project].
16. Draft a persuasive argument for [specific point/proposal].
17. [Number] interview questions for [job position].
18. Write a social media post promoting [product/event].
19. Critique and suggestions for improving [specific work/project].

Analysis/Comparison

20. Compare [two products/services].

Communication

21. Compose an email response for [scenario].

Research

22. Summarize key findings from [research paper/article].

Personal/Professional Development

- 23. Brainstorming session agenda for [topic/theme].
- 24. Develop a growth mindset and overcome limits.
- 25. [Number] resources for learning [specific skill/subject].
- 27. Effective delegation and task assignment methods.
- 28. [Number] techniques for effective public speaking.
- 29. Personal development plan for career advancement.
- 30. Improve decision-making skills in [specific context].
- 32. Strategies for building strong professional relationships.

Productivity

- 33. [Number] productivity tools for [specific task/goal].
- 34. Time management and prioritization tips.
- 35. Strategies to beat procrastination and stay focused.
- 36. Efficient meeting template.
- 37. Manage stress and maintain work-life balance.
- 38. Optimize daily/weekly schedule for efficiency.

Planning/Strategy

39. Comprehensive project plan for [specific initiative].

40. Roadmap for implementing [new technology/process].

Source: <https://www.linkedin.com/in/maxrascher/>