

「賽馬會資訊科技支援計劃2.0」免費工作坊 智能自主工作流程工作坊



2026年4月21日
14:30 – 16:30



九龍達之路78號
生產力大樓1樓
演講廳二



廣東話



NGO、社工及對
此項目有興趣之人士

在資源有限、服務需求不斷上升的環境下，非牟利機構正承受前所未有的營運壓力。大量重複性工作、繁瑣的行政流程，以及對即時、跨語言服務的需求，往往消耗了團隊本可用於推動使命的寶貴時間。本工作坊聚焦於 Agentic Workflow (具自主規劃能力的 AI 工作流程)，以「人為本、風險可控」為設計原則，協助 NGO 善用 AI 作為團隊的智能助手，減輕工作負荷、提升服務質素，並在不取代專業判斷的前提下，實際落地可衡量、可持續的生產力提升方案。

工作坊重點：

1. 清晰理解 什麼是 Agentic Workflow，以及它對 NGO 的實際價值
2. 如何為關鍵流程建立流程圖並找出自動化機會
3. 如何草擬一份具備安全防護與成效指標的 Agent 規格
4. 制定一份 30-90-180天路線圖與試點計劃

報名方法

請於2026年4月23日前掃描QR code 或於網上報名。
成功登記者將於活動前經電郵方式收到活動連結。

更多關於「賽馬會資訊科技支援計劃」的活動，
請瀏覽：<https://www.jcitngo.org/>



時間	活動內容
14:30 – 16:30	NGO 為什麼需要 Agentic Workflow <ul style="list-style-type: none"> • 工作坊目標、期望成果與互動方式 • NGO 常見生產力瓶頸與「使命時間流失」問題 • 什麼是 Agentic Workflow • 目標導向、可用工具、可檢查與可升級 • Human-in-the-loop 的核心原則 • 關鍵概念與共通語言 (Agent、Tool、Policy、Audit Log)
	NGO 的應用場景 <ul style="list-style-type: none"> • 義工管理自動化 • 捐助 / 撥款與資助申請支援 • 服務與個案分流
	實際應用(一) - 繪製現況圖並找出自動化對象 <ul style="list-style-type: none"> • 繪製現況流程 (As-Is Process) • 標示痛點、重複性工作與私隱 / 資料風險
	安全及風險管理 <ul style="list-style-type: none"> • 常見風險：幻覺、偏見、過度自動化、私隱與成本失控 • 設計與量度 • Human-in-the-loop 權限控管、資料遮罩、Audit Log • 成本上限與評測機制
	實際應用(二) - 撰寫一份可實施的代理規格 <ul style="list-style-type: none"> • 將流程轉化為可執行的代理規範
	衡量成效、管理轉變 <ul style="list-style-type: none"> • 生產力與服務質素的量化方法 • 常用指標 • 變革管理關鍵
	從試點到規模化：30-90-180 天路線圖
	總結及問答環節

講者資料

楊廣澤先生 | Dot.ai 行政總裁

楊廣澤先生是 DotAI.hk 的聯合創辦人，該平台是香港專注於 AI 實用教學與企業應用的實戰平台，致力將 AI 技術轉化為實際應用，透過 AI 實戰教學、企業 AI 導入方案與活躍社群，協助企業與個人掌握 AI 工具與工作流程，真正做到「識用」、「用得着」。打造以「實戰×落地」為核心的 AI 應用及教學平台。



JCITNGO 2.0 Seminar Agentic Workflow for Productivity in NGOs

Free Seminar



21st April 2026
 14:30-16:30

Theatre 2, 1/F,
 HKPC Building,
 78 Tat Chee Avenue,
 Kowloon

Cantonese

NGO and social workers
 are welcome to join

In an environment where resources are constrained and service demands continue to rise, non-governmental organizations are facing unprecedented operational pressure. Repetitive tasks, complex administrative processes, and the growing need for timely, multilingual services often consume valuable time that teams could otherwise dedicate to advancing their mission. This workshop focuses on Agentic Workflows—AI-powered workflows with autonomous planning capabilities—designed and implemented with a human-centered, risk-controlled approach. Participants will learn how NGOs can leverage AI as an intelligent team assistant to reduce workload, improve service quality, and deliver practical, measurable, and sustainable productivity gains, without replacing professional judgment.

Workshop Highlights:

1. **Gain a clear understanding of what Agentic Workflows are and their practical value for NGOs**
2. **Learn how to map key organizational processes and identify opportunities for automation**
3. **Learn how to draft an Agent specification with built-in safeguards and performance metrics**
4. **Develop a 30–90–180 day roadmap and pilot plan for implementation**

報名方法

Please scan the QR code or register [online](#) by 23th April 2026.
 Successful registrants will receive zoom link via email before the event.

For more information about the "Jockey Club IT Support Program" activities,
 please visit: <https://www.jcitngo.org>



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Time	Workshop Content
14:30 – 16:30	Why NGOs Need Agentic Workflows <ul style="list-style-type: none"> • Workshop objectives, expected outcomes, and interactive format • Common productivity bottlenecks in NGOs • What Agentic Workflows are and how they work Goal-driven design, tool-enabled execution, continuous checking and iteration • Core principle of Human-in-the-Loop • Key concepts and shared language: Agent, Tool, Policy, Audit Log
	Use Cases for NGOs <ul style="list-style-type: none"> • Volunteer management automation • Donor engagement, grants, and funding application support • Service delivery and case triage
	Practical Application (I): Mapping Current Processes and Identifying Automation Targets <ul style="list-style-type: none"> • Map the current-state workflow (As-Is Process) • Identify pain points, repetitive tasks, and privacy/data risks
	Safety and Risk Management <ul style="list-style-type: none"> • Common risks: hallucinations, bias, over-automation, privacy concerns, and cost overruns • Risk reduction through intentional design and measurement • Human-in-the-loop controls, access management, data redaction, and audit logging • Cost caps and evaluation mechanisms
	Practical Application (II): Drafting an Actionable Agent Specification <ul style="list-style-type: none"> • Translate workflows into a clear, executable agent specification
	Measuring Impact and Managing Change <ul style="list-style-type: none"> • Quantifying productivity gains and service quality improvements • Common performance metrics • Key principles of change management
	From Pilot to Scale: A 30–90–180 Day Roadmap
	Wrap-Up and Q&A

講者資料

Chak Yeung | CEO of Dot.ai

Chak is the Co-founder of DotAI.hk. Dot.AI is Hong Kong's leading platform for practical AI education, dedicated to helping businesses adopt AI effectively across industries.

