



# TPM University

## Prompt Engineering for TPMs



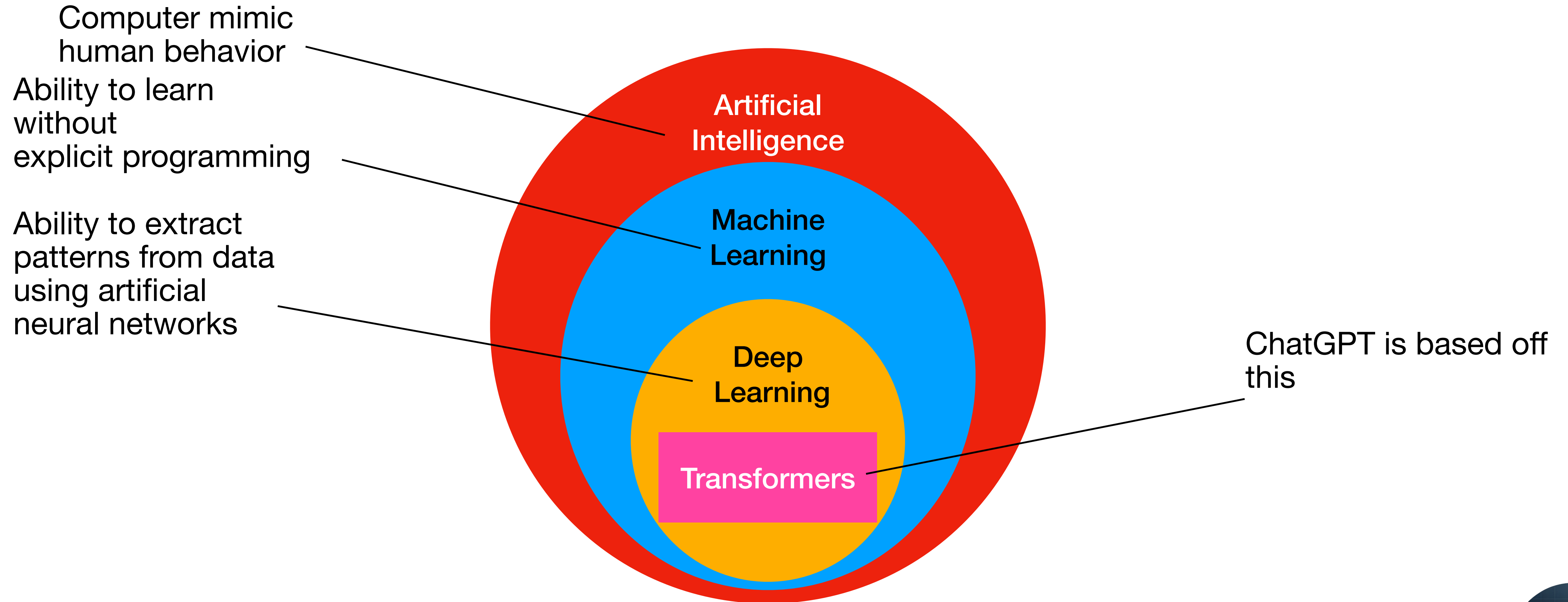
# Prompt Engineering

## Overview

- What is GenAI & Prompt Engineering?
- Common techniques and strategies
- Challenges and Solutions



# What is GenAI?



Source: Developing Apps with GPT-4 and ChatGPT,  
Olivier Caelen

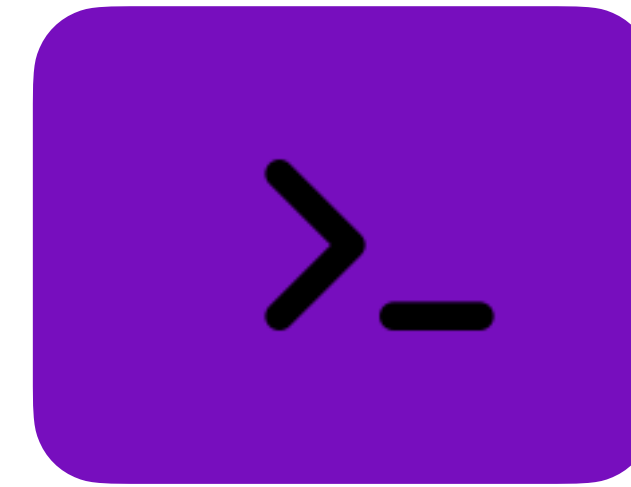


# What is Prompt Engineering?



# Prompts

Prompt



- Text input that goes into the model.
- Output depends on how well prompt is crafted. Two types of prompts.

**Direct Prompt:** Simple sentence question

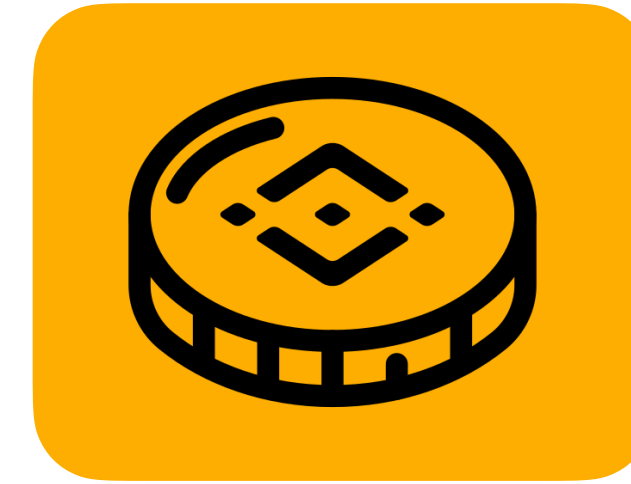
**Chain of Thought:**  
Incremental reasoning





# Token

Token

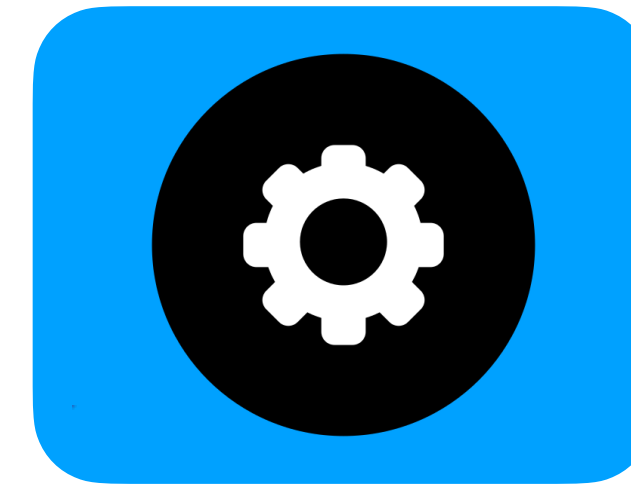


- Breaks input sentence into smaller segment tokens.
- Builds relationships to determine meaning, using attention mechanism.
- LLM predicts tokens most likely to follow based on context, assigning a probability score.
- Prediction repeated until sentence is completed, token-by-token.



# Fine-Tuning

Fine-Tuning

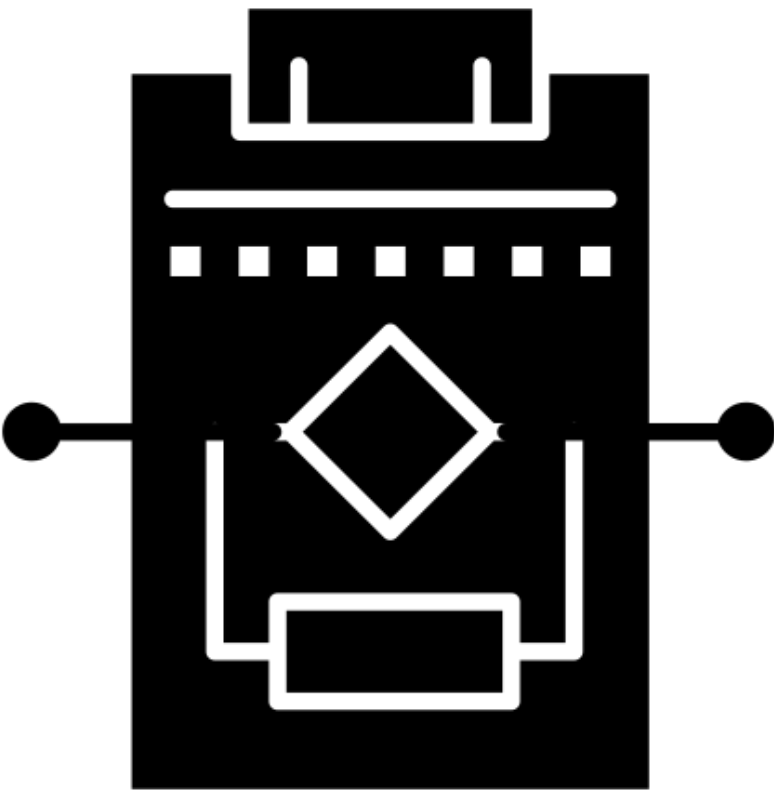
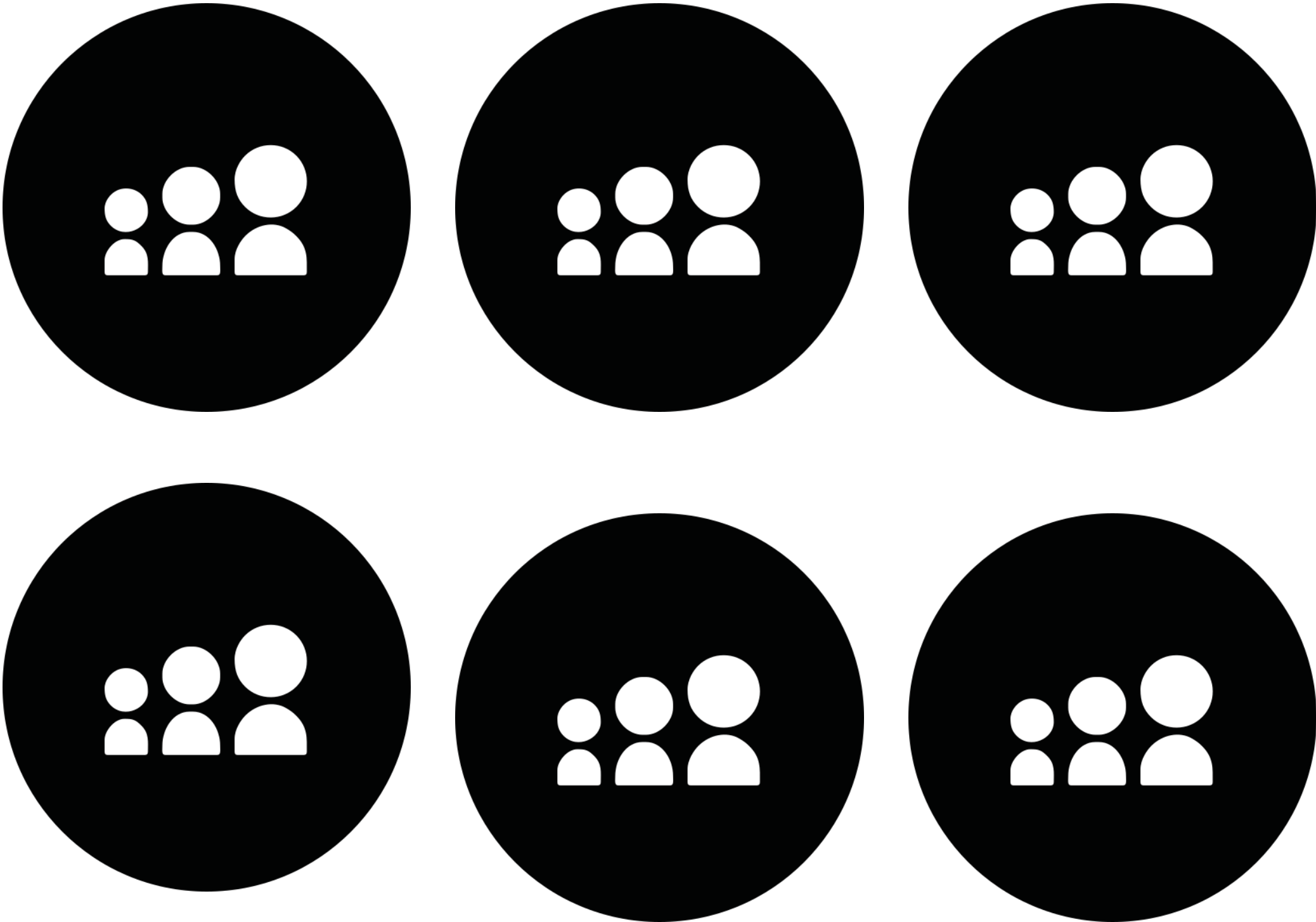


- Limitations, hallucinations.
- Fine-tuning improves accuracy of existing model for a specific task.



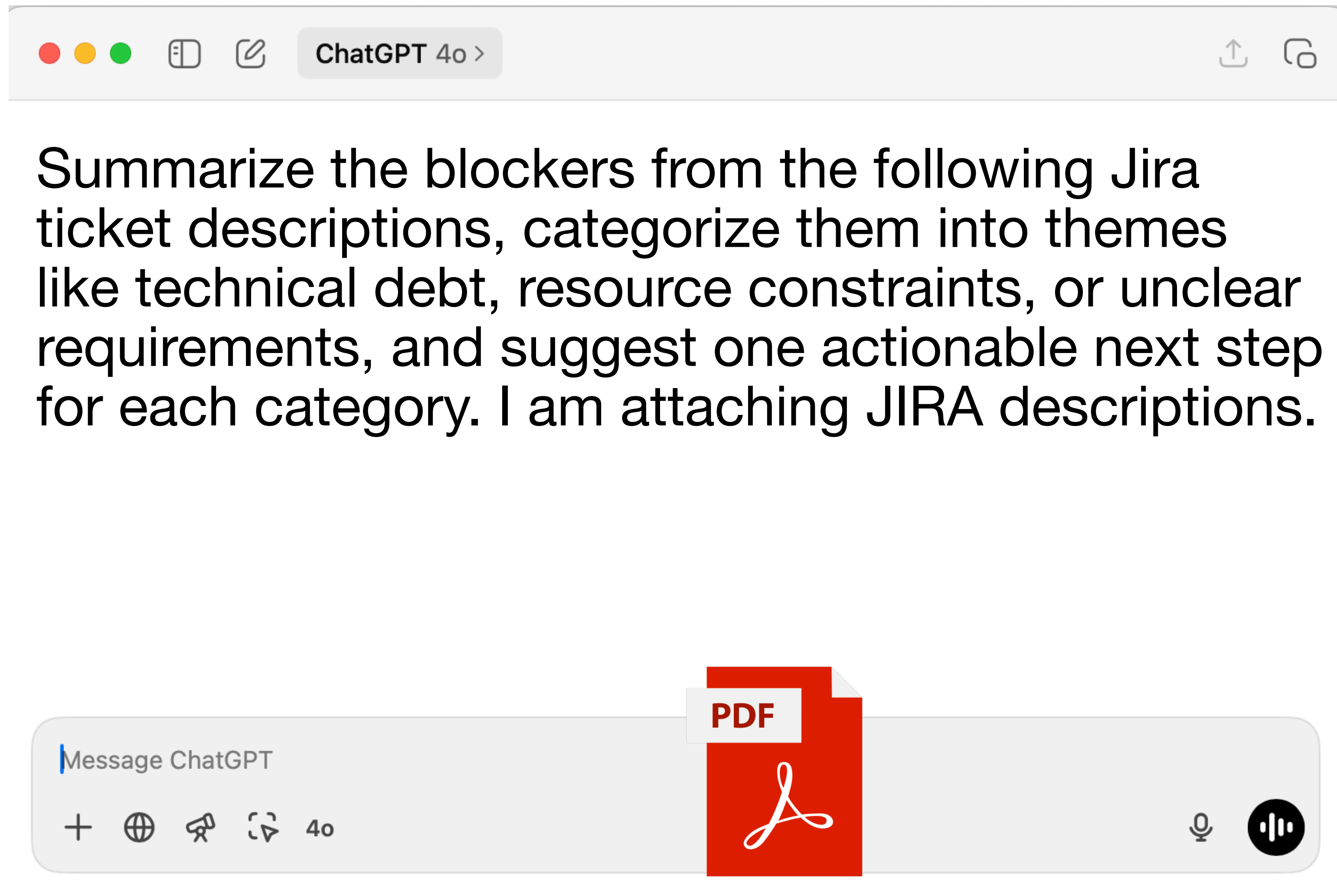


# Real-World Examples

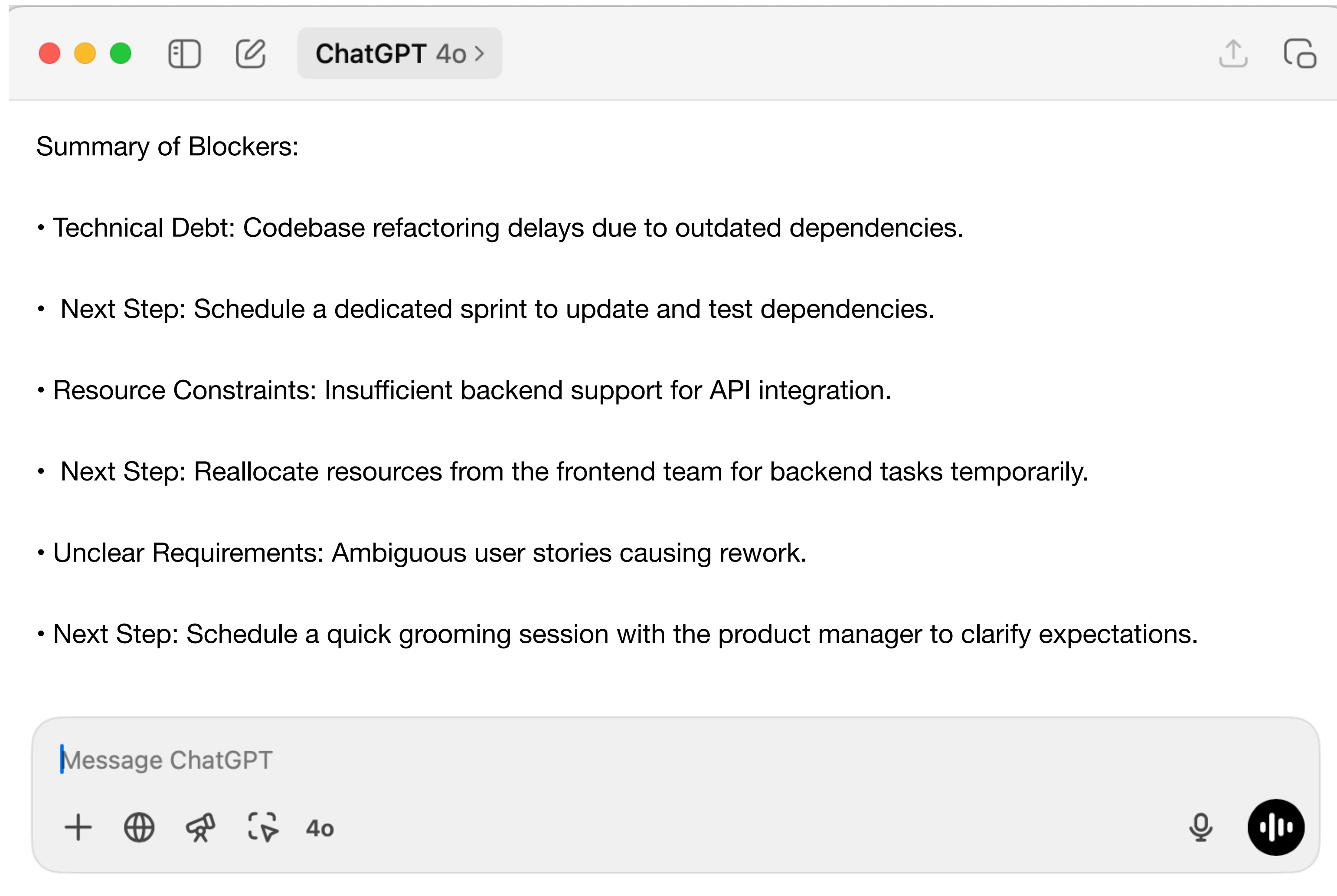




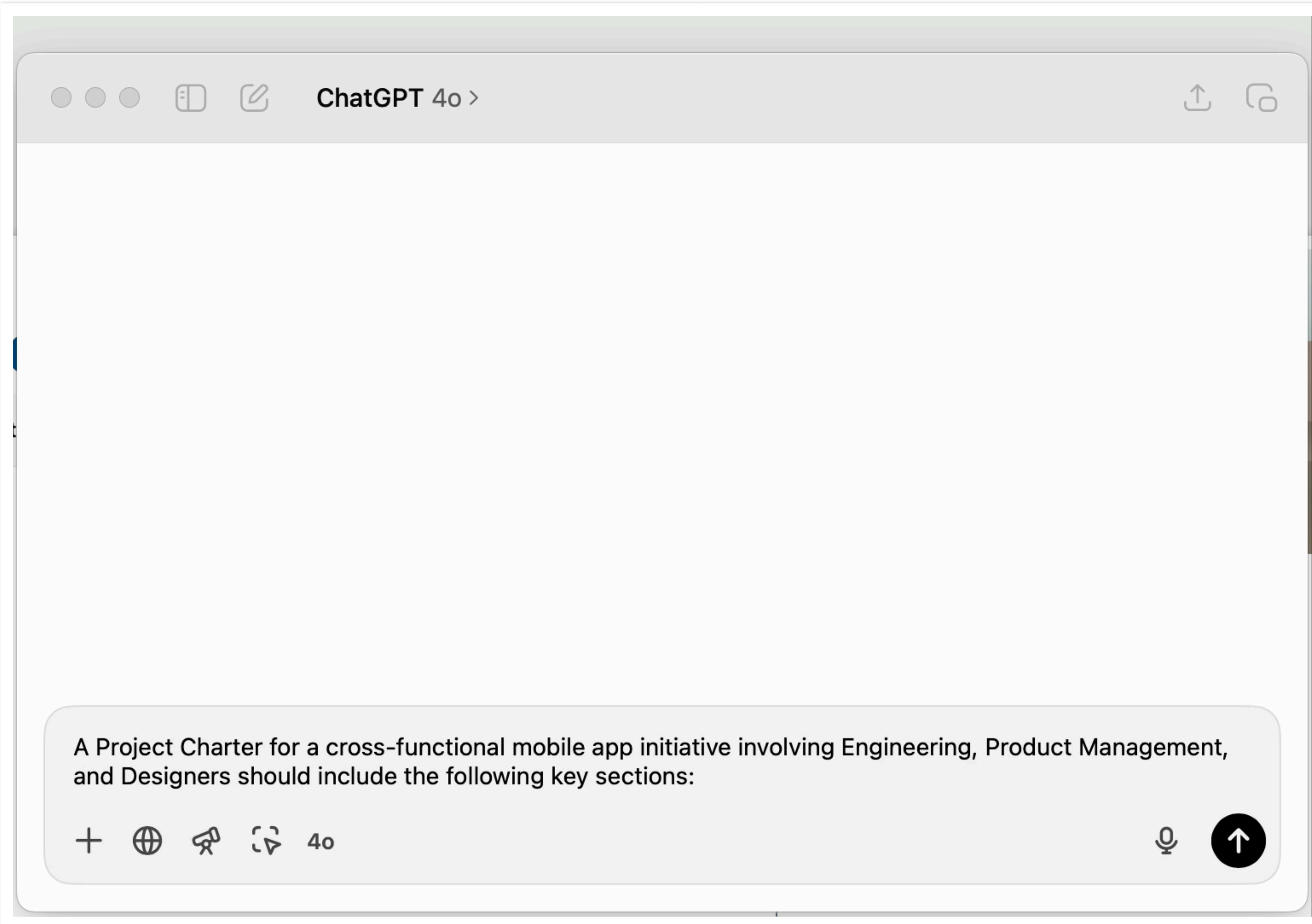
# Key Techniques & Strategies



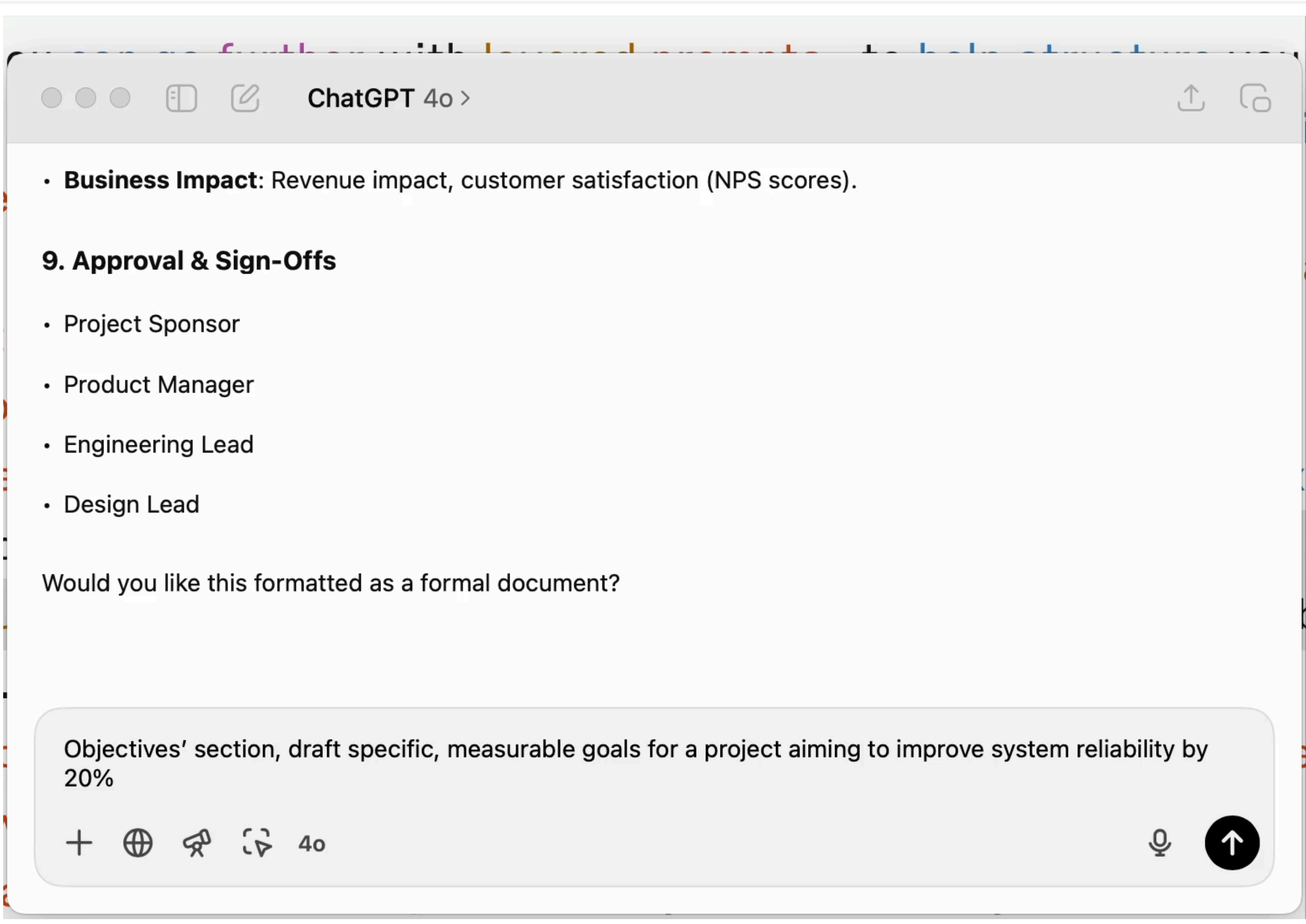
# Key Techniques & Strategies



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# Key Techniques & Strategies

ChatGPT 4o >

- **Target:** Ensure **100% of critical microservices** have end-to-end monitoring, logging, and alerting coverage.
- **Metric:** Audit system logs, metrics, and alerts to verify all core services are covered within **three months**.

## 6. Automate 50% of Incident Resolution Playbooks

- **Target:** Develop and deploy automated remediation scripts for **at least 50%** of recurring system issues to reduce manual intervention.
- **Metric:** Track the percentage of incidents resolved via automation over the next **four months**.

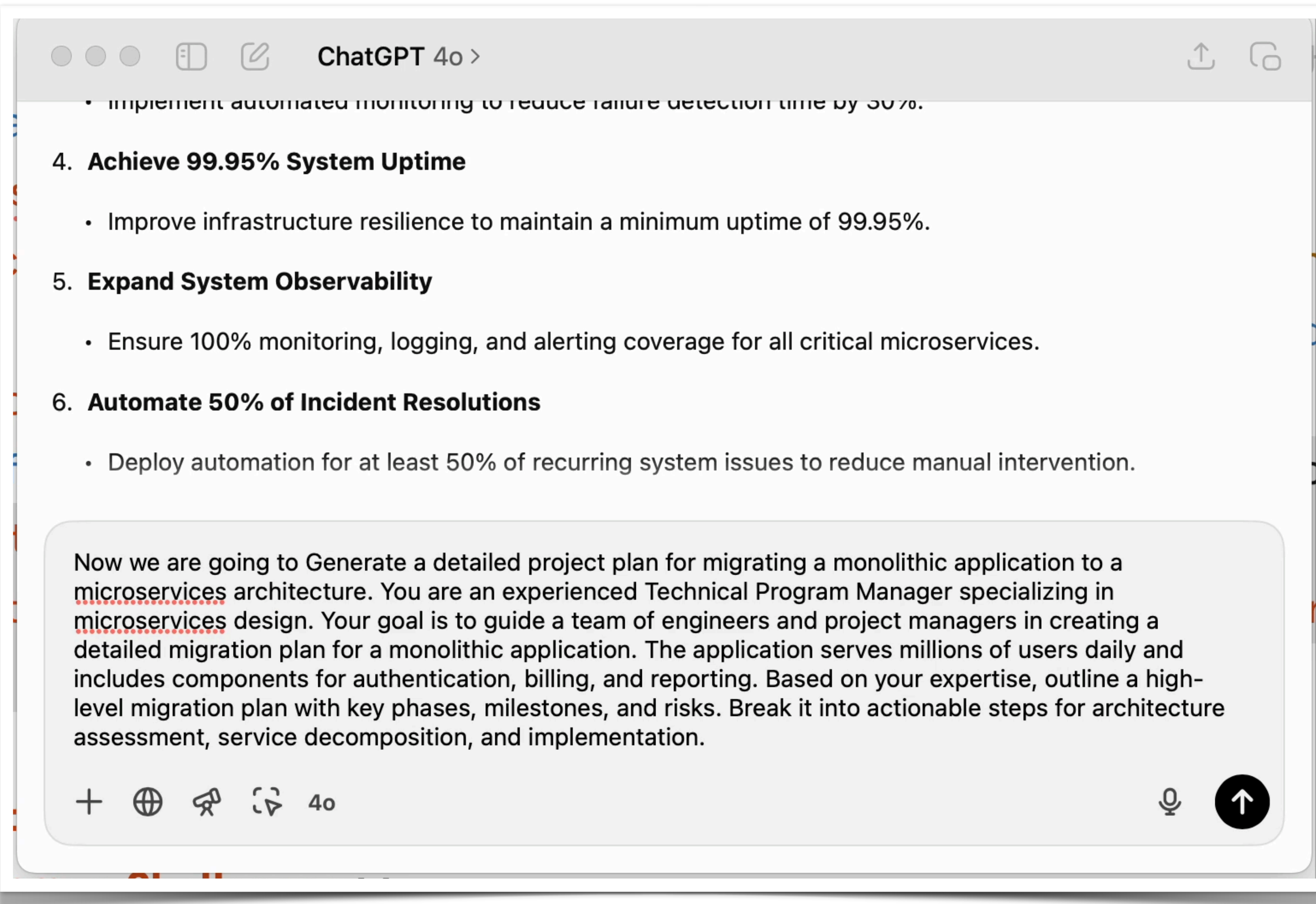
Would you like this refined further based on your specific tech stack or organizational priorities?

Rewrite the objectives in concise, professional language suitable for stakeholder review

+ 🌐 🔊 🔄 4o



# Prompt Chaining & Context



# Challenges & Solutions

- **Poor prompts**
  - Implement Fact-Checking RAG.
- **Poor prompts**



# Future of GenAI

- Is it just a fad?





# Conclusion

- What is GenAI, Prompt Engineering.
- Practical example for TPMs
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