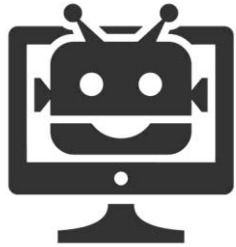# Artificial Intelligence

Jackie Wright – Chief Delivery Officer

AI?

"AI can help us achieve the Holy Grail of Public Service Reform: better, more efficient services."

Rishi Sunak

ROBOTIC PROCESS AUTOMATION (RPA)

Assists humans with process driven repeatable tasks

RPA

Acts

Enhances humans with process driven repeatable tasks, understanding data and adjusts its learning

IA

Learns

Mimics what humans do with intelligent /smart/conscious tasks

AI

Thinks & Decides

Use in Public Sector

- ▶ Proactive ICT maintenance
- ▶ Relocating of files / end of day reports
- ▶ Push notifications for Social Media mentions
- ▶ Populate spreadsheets from daily email contents
- ▶ Chatbot
- ▶ Telephone Translation services

Use in Public Sector

▶ Payroll processing

▶ Scheduled reporting and distribution

▶ Invoice Matching

▶ Speed up processing of landlord registrations

▶ Remapping of callcentre agents

▶ Fraud detection for benefits and welfare

▶ Rerouting of trains to plaforms based on predictive analysis

▶ Monitor patient welfare and identify those who may find themselves in a crisis before it happens

Use in Public Sector

AI

Thinks & Decides

- ▶ DVSA data analysis for the ranking, trend analysis, risk reporting and scheduling of MOT visits

- ▶ Collate and analyse data to obtain faster diagnosis or to profile testing results for antibiotics

Civil Service

NHS

Driver & Vehicle Standards Agency

What does AI offer?

- ▶ Savings due to operational efficiencies

- ▶ New and improved services

- ▶ Data driven decision making

Challenges

- Employment
  - Perception vs reality
- Bias
- Explainability
- Accountability

- Implementation
  - Service Led
  - Culture change

AI Policy - Overview

▶ Framework to the use of Generative AI (GenAI)

▶ Umbrella for ML, RPA, LLM, IA and AI

▶ Considers:

Governance

Copyright

Accuracy

Confidentiality

Ethical

Disclosure

▶ Risks

▶ Legal Compliance

▶ Bias & Discrimination

▶ Data Sovereignty & protection

Thank You!

Do you have any questions?

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