

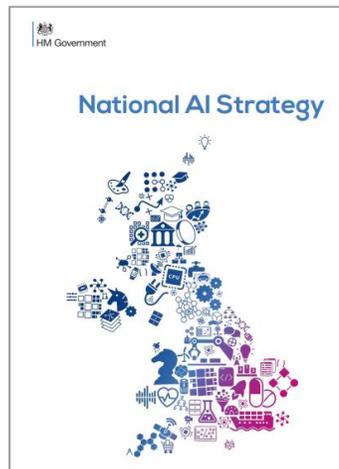


The Role of AI in Building Stronger Communities ...

What is AI?



“The development of AI is as fundamental as the creation of the microprocessor, the personal computer, the internet and the mobile phone. It will change the way people work, learn, travel, get health care, and communicate with each other. Entire industries will reorientate around it. [Organisations] will distinguish themselves by how well they use it.” Bill Gates



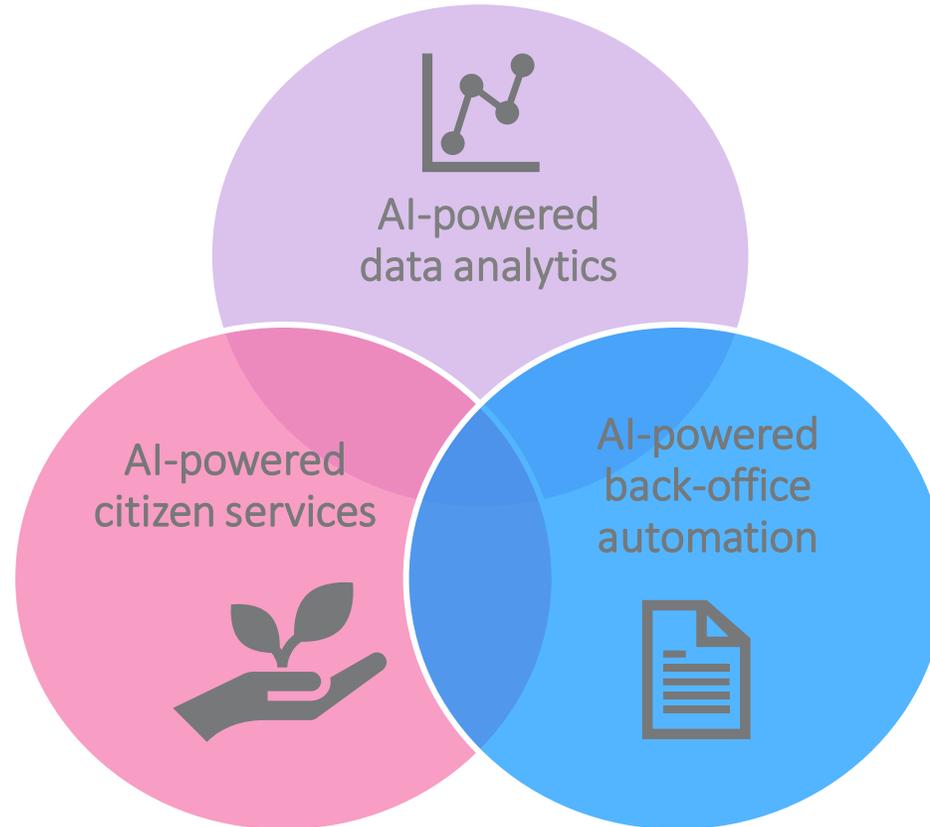
Artificial Intelligence as a term can mean a lot of things – no single definition is going to be suitable for every scenario.

The government’s National AI Strategy is using the following definition: *“Machines that perform tasks normally requiring human intelligence, especially when the machines learn from data how to do those tasks.”*

Key immediate questions

- ▼ What has driven the advancement of AI in recent years/months and how might this continue?
- ▼ How might AI transform the strategic environment within which a council/community operates?
- ▼ What are the key ethical considerations?
- ▼ How might AI disrupt key functions within a council?
- ▼ What are the opportunities for the council? – common questions include:
 - ▼ Could AI enhance the effectiveness of council staff by better analysing data patterns and trends to assist with prioritisation and early intervention?
 - ▼ Could some processes be completely automated to create a 24-hour service with limitless capacity?
 - ▼ What are the key practical considerations such as the availability and appropriate use of “training data”?
- ▼ What AI is already being used within the council?
- ▼ What can be done immediately to prepare for potential disruption?

AI maturity diagnostic framework – *Main use cases*



AI maturity diagnostic framework – *Enabling factors*



1. Vision, strategy and
desired outcomes

2. Data maturity



3. Responsible AI
governance

4. Technical assurance



5. Workforce strategy

6. Wider system
collaboration



What we did...

- ▼ **Driving forces analysis** – setting out the major AI driving forces surrounding a council’s operating environment.
- ▼ **Impact and uncertainty analysis** – analysing which of these AI driving forces could have the greatest impact on the council’s operations.
- ▼ **Plausible scenarios development** – a series of potential scenarios considering how AI might impact the council’s services and operations. This would include a maximum disruption” scenario.
- ▼ **Immediate action plan** – including an alarm bell dashboard which would identify the scenarios which have a likelihood of becoming reality and immediate actions needed to nullify risks and seize opportunities. Initial suggested policies

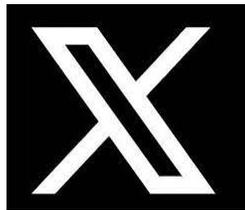
Get in touch to find out more



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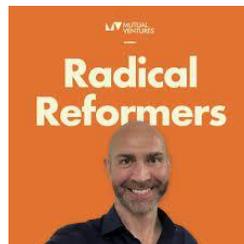


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