

# Transcript | Hacks for Working with Gemini

WEBVTT

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00:00:09.140 --> 00:00:17.269

Lowell Weisbord: Hello, and welcome to this Masterclass event. We're gonna give everyone a few minutes to funnel in.

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00:00:17.390 --> 00:00:33.300

Lowell Weisbord: It looks like folks are starting to join. I was just saying hello, and welcome to this Masterclass event. We're doing Hacks for Working with Gemini. That is Google's generative AI tool. My name is Lowell Weisbord, and I'm the head of AI products here at Apolitical.

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00:00:33.300 --> 00:00:38.979

Lowell Weisbord: As folks join the room, it would be great to hear from all of you, so feel free to post in the chat.

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00:00:38.980 --> 00:00:42.419

Lowell Weisbord: Where you're joining us from, and what organization you work for.

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00:00:42.430 --> 00:00:52.110

Lowell Weisbord: I'm sitting in Westminster in London, UK, very sunny day for the UK, but it would be great to hear where folks are joining from in the chat.

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00:00:52.420 --> 00:00:58.300

Lowell Weisbord: Today is all about learning the most useful Gemini hacks for public sector work.

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Lowell Weisbord: Ones that will save you time, create more bandwidth for meaningful work. For those of you who may be joining for the first time, welcome. AP Political is the world's largest community for government. We're used by over 400,000 public servants and policymakers from more than 170 countries.

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00:01:16.580 --> 00:01:25.910

Lowell Weisbord: Our mission, broadly, is to make government smarter, and we do this by equipping public servants worldwide with the knowledge and skills they need to change.

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00:01:25.910 --> 00:01:39.709

Lowell Weisbord: It's really great to see everyone piling into the event. Good morning from Glasgow, Ontario, Canada, Warsaw, Poland, super snowy, very nice. New Brunswick, Toronto, Staffordshire, Hackney, London.

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00:01:40.040 --> 00:01:59.400

Lowell Weisbord: We have folks from all over. Welcome again. Good morning from Mexico City. It's really great to have all of you here. We've had a lot of new joiners from the Rwandan government over the past few weeks, so warm welcome to them as well.

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00:01:59.620 --> 00:02:13.200

Lowell Weisbord: Many are frontline public servants taking our AI training. For our returning apolitical members, Happy New Year. I hope you will extend a warm welcome to all of our new colleagues, and we'll have a really great event and a super interesting chat.

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00:02:13.300 --> 00:02:28.749

Lowell Weisbord: A couple quick technical notes before we get into today's conversation. This event is recorded for on-demand viewing on the apolitical website. Please don't record it yourself. Contact details for privacy concerns are in the apolitical footer on our homepage.

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00:02:28.750 --> 00:02:34.480

Lowell Weisbord: Closed captions are available and can be toggled on or off in your screen settings in Zoom.

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00:02:36.930 --> 00:02:52.019

Lowell Weisbord: Before I introduce our two fantastic speakers, we're going to run a couple quick polls to get a sense of who's in the room, where you're coming from, and those can help shape the discussion. So, firstly, how often are you using generative AI to

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00:02:52.020 --> 00:02:58.189

Lowell Weisbord: generative AI tools, so, like, Gemini, ChatGPT, Microsoft Copilot.

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00:02:58.220 --> 00:03:11.920

Lowell Weisbord: How often are you using these tools? I, myself, am using them increasingly all the time. Probably many, many tens of times, if not hundreds of times a day.

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00:03:12.570 --> 00:03:15.790

Lowell Weisbord: We're about to see the results here.

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00:03:15.850 --> 00:03:35.639

Lowell Weisbord: And we have a bit of chat regularly, yeah, a lot of time. So we have 54% of the folks in this room using them daily, 27% weekly, 15% not that often, and a few percent who have never used them at all. So we definitely have a mix of folks in the room, but it will be good to show you some very practical applications from our two lovely speakers.

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00:03:37.280 --> 00:03:55.010

Lowell Weisbord: The second poll we have here is, what are the biggest challenges you face in using AI at work? So we have some options here. We have not enough training or confidence to use AI effectively, concerns about data privacy and keeping people's information safe.

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00:03:55.200 --> 00:04:09.110

Lowell Weisbord: A lack of specific guidance on how AI should be used in day-to-day work, uncertainty about the reliability and accuracy of AI, colleagues or teams, or maybe yourself, feeling hesitant to use a new technology.

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00:04:09.390 --> 00:04:13.640

Lowell Weisbord: We are getting a couple hundred responses here.

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00:04:14.750 --> 00:04:18.080

Lowell Weisbord: And then we're gonna look at where folks are...

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00:04:18.440 --> 00:04:26.960

Lowell Weisbord: coming from. So, the results here are telling me... we have a really interestingly even split here, so 23%

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00:04:27.070 --> 00:04:37.519

Lowell Weisbord: Not having enough training, 24% concerns about data privacy, 20% specific guidance on how or where it should be used in their work.

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00:04:37.520 --> 00:04:58.730

Lowell Weisbord: And 25% uncertainty about the reliability and accuracy, and then 8% about colleagues or teams feeling hesitant to use a new technology. So big split, makes an interesting challenge for the event. Christian, Gabby, I'm sure, will address some of these points, if not all of them, in our presentations, and we'll have time for Q&A to dig in to some specific questions.

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00:04:58.730 --> 00:04:59.930

Lowell Weisbord: as well.

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00:05:00.200 --> 00:05:03.190

Lowell Weisbord: So...

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00:05:04.260 --> 00:05:13.989

Lowell Weisbord: Before I introduce our speakers, just a quick technical note from our tech side, which is that many of your messages in the chat might be coming to our backstage team alone.

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00:05:14.000 --> 00:05:29.690

Lowell Weisbord: potentially due to Zoom's default setting, so if you want to send a message to everyone, just a note, please make sure you kind of select everyone in the little blue banner, if you want everyone to see it. If not, that's totally okay, and we can address any specific questions that you have.

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00:05:29.930 --> 00:05:44.609

Lowell Weisbord: But, getting into the main event here, it's my pleasure to welcome Gabby Burke and Christian Napier, who are our speakers today. Gabby Burke is an industry architect leading technical initiatives across state and local health and human services at Google Public Sector.

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00:05:44.610 --> 00:05:54.099

Lowell Weisbord: She partners directly with health and human services agencies nationwide, empowering them to harness cloud solutions, data-driven strategies, and generative AI.

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00:05:54.140 --> 00:06:07.870

Lowell Weisbord: to overcome critical challenges. Welcome, Gabby. Additionally, we have Christian Napier, who's the Director of AI for Utah's Division of Technology Services, leading statewide AI implementation in executive branch agencies.

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00:06:07.890 --> 00:06:19.359

Lowell Weisbord: An inaugural Center for Public Sector AI Top 50 AI Award recipient. He's previously spent 25 years as a technology and business executive, serving major international sports events.

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00:06:19.570 --> 00:06:32.519

Lowell Weisbord: Two different perspectives, two really brilliant people to share some practical hacks and help us answer questions. Feel free to read their full bios by visiting just the resources tab at the bottom of your Zoom screen.

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00:06:33.110 --> 00:06:38.290

Lowell Weisbord: To both of you, welcome. It's really lovely to have you here.

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00:06:38.510 --> 00:06:57.139

Lowell Weisbord: Finally, we just have a quick icebreaker here, which is for our two speakers, which is going to be that you'll each have 30 seconds to share your responses, but also please feel free to respond to this in the chat. My question is, what's the most surprising thing an AI tool has ever helped you do?

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00:06:57.240 --> 00:07:04.300

Lowell Weisbord: I'm gonna put this on Christian first, if you don't mind. In 30 seconds, break the ice, please.

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00:07:05.000 --> 00:07:18.219

Christian Napier: Okay, so in the early 1980s, the first computer that we got in our home, I was a teenager, was a K-Pro 2, ran the CPM operating system, and it had a game on it called Ladder.

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00:07:18.230 --> 00:07:32.909

Christian Napier: I used Gemini to vibe code a version of that game, which I hadn't played really since my youth, so that was really, really fun to do, and I encourage anybody who's of a certain age to try that. It's a lot of fun.

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00:07:33.750 --> 00:07:48.400

Lowell Weisbord: That's... that's awesome. It both speaks to the... the capabilities of the technology, and increasingly mind-blowing, but also the kind of, like, fun and creative things we can do with it. Gabby, a surprising AI news, please.

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00:07:48.640 --> 00:07:54.459

Gabby Burke: Yeah, that... I love the question. So, I grew up in a Frisian family, so my family's from the Netherlands.

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00:07:54.460 --> 00:08:18.380

Gabby Burke: Many of my family members spoke Frisian. I never learned to spell or write anything in Frisian, so I'm feeling nostalgic the last couple of years, looking for recipes from, you know, when I was growing up, and was able to find some recipes online in English, just spelling out some of the things that I remember phonetically and describing it. So, Dutch is

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00:08:18.380 --> 00:08:23.180

Gabby Burke: quite different from English in spelling, so my phonetic spellings were pretty,

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00:08:23.180 --> 00:08:37.060

Gabby Burke: questionable, I would say, and it did a great job just using Google Search AI mode, at helping me find some of those recipes and kind of remember and understand, some of those things without having to speak the language directly.

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Lowell Weisbord: Yeah, really interesting. Kind of a similar, like, not knowing the thing, but knowing some sort of semantic similarity. I find it helpful for finding songs that I was trying to remember, but I could only remember a specific lyric. It's the kind of thing that if you googled it or used traditional web search, you actually wouldn't have much luck, but because of

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00:08:55.309 --> 00:09:11.759

Lowell Weisbord: the way that generative AI works, you might actually have luck. There's a few interesting responses in the chat. Find specific data on waste services. Interesting and surprisingly useful. I love using Gemini Gems. I use one for Oracle that helps me learn how to efficiently use the learning management side of Oracle.

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00:09:11.759 --> 00:09:23.969

Lowell Weisbord: definitely for learning, and in part of my role here at Apilocal, I'm constantly thinking about how we can use generative AI to improve learning. I use Notebook LM, which is now baked into Gemini, to query detailed legislation and policies.

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00:09:25.279 --> 00:09:41.409

Lowell Weisbord: all super... fix my boiler. Yeah, that's classic. I've used it to fix an engine as well, actually. Used AI a lot to fix an engine. Brilliant, and fun use cases, but let's get into the practical ones for the public sector, from both Gabby and Christian.

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00:09:41.409 --> 00:09:51.629

Lowell Weisbord: We'll lay plenty of time to ask questions at the end, so feel free to drop them in Zoom during the chat, and we'll address them all at the very end. But first, let's get started with Gabby.

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00:09:53.930 --> 00:09:59.600

Gabby Burke: Awesome, thank you. So let me share my screen, and I'm gonna present, a couple of

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00:09:59.610 --> 00:10:23.230

Gabby Burke: background slides, in addition to kind of showing some demos, just because I think it's really important to level set. I know we've got a lot of different experience levels in the room, and when I'm out talking to folks in public sector, you know, some folks are using it every day, like the poll in the beginning. Some folks are really new to it. So, I think we can kind of all agree this has been a real fast shift

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00:10:23.230 --> 00:10:37.359

Gabby Burke: shift into sort of AI being everywhere, and it's really changing the way that we interact, the way that we do Google search. Like, I was sort of telling that little story about AI mode. It's kind of introducing new creative tools.

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00:10:37.400 --> 00:10:57.229

Gabby Burke: changing the way that we write, maybe changing the way we write emails, or proofreading our work for us, or any of those things, and also just in general, changing the way that we learn. So, these tools are here. I think our goal now is to make sure we're using them correctly, and making the most use of them that we can, especially in government, where we need to be a lot more concerned about

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00:10:57.230 --> 00:11:02.040

Gabby Burke: Privacy, accuracy than maybe some other industries do.

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00:11:03.280 --> 00:11:24.169

Gabby Burke: So just to take a step back for a second, I wanted to talk about what AI really is, and what generative AI is, because I think there's been this really massive shift in the last year or so, and it feels like this just came out of nowhere. It really didn't, although the generative AI sort of explosion in the last year has been really significant.

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00:11:24.190 --> 00:11:42.269

Gabby Burke: So, artificial intelligence is just teaching a computer to do a task that normally requires a human to do it. So we've been using this for a long time, and there's some examples of it here. Like, for example, if you hop in your car, and your car says, it'll take you 28 minutes to get home, do you need directions? Well, that's an AI application.

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00:11:42.270 --> 00:11:49.689

Gabby Burke: When you're on your favorite streaming service, and it suggests things to you that you might like, based on what you've watched, that also is.

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00:11:49.780 --> 00:11:53.590

Gabby Burke: But when we're talking about generative AI and tools like Gemini.

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00:11:54.370 --> 00:12:07.390

Gabby Burke: that type of AI that I just mentioned analyzes data or predicts based on data that it has. The difference is that GenAI creates something net new based on prompts that you give it, and I'll talk about prompts a little bit in a moment.

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00:12:07.390 --> 00:12:23.270

Gabby Burke: Gen AI is powered by large language models, so for Google, our LLM is called Gemini. And this does things like write me an email that summarizes this meeting, that's an awesome use case. Pull action items out of this report.

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00:12:23.570 --> 00:12:38.350

Gabby Burke: explain how the MBA draft works in plain language, which is a big deal here in the U.S. and always confuses me. So those are the types of applications we're seeing, a big explosion of in the last, you know, year to 18 months, and it's moving really quickly.

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00:12:38.780 --> 00:12:50.390

Gabby Burke: Now, the next phase of Gen AI beyond the chat experience that you might get if you just go to [gemini.google.com](https://gemini.google.com), is going to be a generative AI agent. So, what is an agent?

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00:12:50.440 --> 00:13:13.909

Gabby Burke: It's really just an application that does a specific thing by observing the data that it has and acting on it based on the tools you give it. So this is, you know, something like a Gemini Gem is a great example of a basic Gen AI agent. Now, these agents can do anything from, you know, be prompted to do a behavior all the time, like, I'll show you a couple in a minute that I use almost every day.

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00:13:13.940 --> 00:13:38.840

Gabby Burke: Or it can be something that happens in the background. So you might have a process that, say, if you're on the technical side, pulls data out of a database and adds new records to it based on a PDF file being dropped in a bucket. So it might read that PDF file, find particular pieces of information, put it in the format that you would like it to be, and then updates the database. Those types of, you know, less supervised tasks.

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Gabby Burke: can also be done with generative AI. So that's really where we're seeing the next phase of Gen AI going. It's really this migration towards agents, and also even having agents talk to one another. So you can have a series of agents that pass tasks off in sort of a workflow.

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00:13:57.870 --> 00:14:12.819

Gabby Burke: Now, the most important thing for getting agents, or just Gen AI in general, to get it to do what you would like it to do, is by writing good prompts. So, I wanted to take a second and just talk about, sort of, the anatomy of a prompt, what's in a prompt. So.

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Gabby Burke: you know, if you're getting unexpected results from your AI use cases, often it's going to be because the prompt that you're using isn't quite telling the AI exactly what it needs to do. So this is a nice structure for how you can have effective prompts.

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00:14:26.970 --> 00:14:46.439

Gabby Burke: It's very helpful to give AI, especially when you're working with agents that are going to be doing a specific task over and over again, a persona. So tell it the perspective that

it's supposed to be coming from. It's really important to give it some context, so explain why, essentially, you're asking for this thing.

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00:14:46.910 --> 00:14:59.169

Gabby Burke: So in this example here, we're telling it, hey, you know, persona, I'm a policy analyst, that's the perspective I'm coming from. The background of why I'm asking you for this is that I'm drafting a memo for my director.

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00:14:59.170 --> 00:15:07.989

Gabby Burke: Now, you can then give it a task, so you may have noticed sometimes if you ask Gemini for something, you might get, like, a really long response, or something like that.

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00:15:08.040 --> 00:15:24.080

Gabby Burke: Providing the task and the result is really going to help you get the output that you would like. So in here, we have, you know, summarize the key changes in the attached document, identify challenges, and suggest an outreach strategy for each challenge. So you're telling it, that's what I want you to do.

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00:15:24.080 --> 00:15:37.970

Gabby Burke: And then the result is, here's how I want you to do it. So present the summary as a bulleted list, and put the challenges and strategies into a markdown table. That will really help you get the results you want without having to prompt a number of times to get there.

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00:15:40.700 --> 00:16:01.629

Gabby Burke: Now, a note on our data privacy commitments, and when I'm talking about this, I can only speak for Google, but from a Gemini perspective, we take these data privacy commitments really, really seriously, and I think it's very important to think about what's a consumer tool, what's the free, you know, version of Gemini.google.com, and what's an enterprise-grade tool.

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00:16:01.900 --> 00:16:09.320

Gabby Burke: everything I'll be showing you today is in our Enterprise version of Gemini, so it's going to be, you know, something that

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Gabby Burke: Of course, Google pays itself for, but if you're a subscriber to, to an Enterprise Gemini account, you're sort of signing up for particular agreements and commitments from

Google. And some of those commitments are that we do not use or access your data in any way in that enterprise-grade account.

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00:16:28.060 --> 00:16:45.530

Gabby Burke: We do not sell that data, we don't use it for ads, and we, very importantly, never use it to train Gemini models or any other models. So the way that this works in an enterprise account is you basically have a snapshot of Gemini, and that snapshot is periodically updated.

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00:16:45.530 --> 00:16:48.550

Gabby Burke: But in your own Google Cloud environment.

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00:16:48.630 --> 00:17:06.190

Gabby Burke: the data is pursued in memory only long enough to answer that query. So that data is never collected or ingested by Gemini. It basically sits on top in the snapshot, and that's how you interact with the model. When you're on a public version, a free version of any of these AI tools.

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00:17:06.190 --> 00:17:17.569

Gabby Burke: It's very important to be careful about what you're putting into it, because that data typically is used to train models. It's sort of that old adage of, if you're not paying for something, you don't know what you're paying for, the product generally is you.

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00:17:17.569 --> 00:17:30.639

Gabby Burke: So, if you are using, any kind of AI application to do government work that involves anything like PII, PHI, any, you know, private data, it's really important to use an enterprise-grade version of that product.

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00:17:32.580 --> 00:17:37.729

Gabby Burke: So now I'm gonna get into my use cases, I'm gonna go through these fast and furious so we can get to Christian.

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00:17:37.800 --> 00:17:49.930

Gabby Burke: So we talked a little bit at the beginning about GEMS. GEMs are kind of like a prepackaged agent, if you will, and this is available both in the public version of Gemini and in the enterprise version.

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00:17:49.980 --> 00:18:13.980

Gabby Burke: This is probably the gem that I use most frequently in my day-to-day job, which is just managing my email inbox. Like, it sounds kind of boring, but, makes a really big, big difference in my day-to-day. So I've basically created this gem that is, if you see at the bottom here, I've marked Agent. That's a tool that the agent can use. So that allows me to interact with my email inbox, my real Gmail.

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00:18:13.980 --> 00:18:14.850

Gabby Burke: inbox.

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00:18:14.850 --> 00:18:23.350

Gabby Burke: And I've told this agent that they are my executive assistant, essentially. So what they will do is, when I ask it.

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00:18:23.350 --> 00:18:30.240

Gabby Burke: update my inbox, read my emails. It will provide me with a really nice

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00:18:30.240 --> 00:18:36.429

Gabby Burke: two-panel summary of all of the emails that it believes I should be marking as read.

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00:18:36.430 --> 00:18:51.049

Gabby Burke: So, all of the calendar notifications, maybe, like, updates, or just those end chains on emails where it's just like, thank you, it will let me know that I can mark those as red, so I can quickly review them and batch mark them as red.

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00:18:51.470 --> 00:19:09.529

Gabby Burke: And then on the left here, you'll see it also provides me a priority action item list, so I can go through and respond to the emails that I need to, maybe take those action items quickly, instead of having to dig through my inbox, because I'm getting hundreds of emails a day, and it can be a little bit overwhelming.

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00:19:11.970 --> 00:19:36.959

Gabby Burke: The next one that I'm going to show is also a gem, and this is my, sort of, social media tool. So I... I have to use LinkedIn quite a bit for work, to communicate with, you know, folks in our networks, and I don't love it. So I'm not... I'm not a social media person, I'm not...

I'm not super savvy. So, basically what I've done here is created a gem that is basically my social media manager. So I will

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00:19:36.960 --> 00:19:51.519

Gabby Burke: provide it with content that I want to post. Maybe it's an interesting article, or I'll show the example of this event that we're in right now, and it will help me draft LinkedIn-appropriate content that's not just, you know, generic LinkedIn content, but it's actually

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00:19:51.520 --> 00:20:05.580

Gabby Burke: tuned to my voice. So, it uses my old posts and other content that I've created, and even my emails I have connected here, so it can really provide something that is accurate to what I would say, rather than just a generic LinkedIn post.

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00:20:05.630 --> 00:20:16.300

Gabby Burke: Of course, I still read it, I still proofread it, and we'll change things, but the result is pretty good. So, example here, I'm presenting at this webinar coming up, and I want to post about it.

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00:20:16.650 --> 00:20:29.380

Gabby Burke: So it provides me this first draft in my voice that I can then copy-paste into LinkedIn, do some little edits, and then send it on my way. So it saves me a lot of time, since I tend to really overthink these social media posts.

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00:20:30.240 --> 00:20:45.350

Gabby Burke: Now, a couple folks put in the chat, I noticed that they're using this, using Gemini in particular for translation. Another area of translation I really appreciate and wish I would have had when I was working in government is around translating into plain language.

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00:20:45.350 --> 00:20:57.000

Gabby Burke: So, I put this memo, this is a policy memo, about whether and when you should share your WIC records with your doctor, so, public benefits program here in the U.S.

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00:20:57.540 --> 00:21:08.629

Gabby Burke: It's pretty dense, a couple pages, not super long, but it is written with, you know, policy references and things that maybe somebody wouldn't understand if they didn't have that background.

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00:21:08.630 --> 00:21:28.200

Gabby Burke: So here we have, first, we're going to put the memo in plain language at a 6th grade reading level or below, and it does that instantly. So, of course, you can proofread this again and then send it off, so you know this is using simpler language and a little bit more clear communication for folks who might not have that policy background.

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00:21:28.800 --> 00:21:32.150

Gabby Burke: Now, on the right-hand side, I did the same thing.

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00:21:32.150 --> 00:21:48.890

Gabby Burke: put it in plain language in Spanish at a 6th grade reading level or below. In Colorado and many other states in the U.S, we have a statutory requirement to post anything, both in English and in Spanish, so this is a really great way, if you don't have a translator, a bilingual person available.

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00:21:48.890 --> 00:21:52.110

Gabby Burke: That you can at least get a first draft of that translation.

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00:21:53.280 --> 00:22:03.099

Gabby Burke: And then, one thing I thought was pretty impressive is I also asked it to put it in Somali. So we have a large Somali population here, and not a lot of Somali speakers who work for the state.

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00:22:03.400 --> 00:22:22.790

Gabby Burke: So, here's the results, and of course, I don't speak Somali, so I went to Google Translate to see if the translation was accurate, and that translation is here on the right. So did a really good job of, providing that translation, so it can be a great way to fill some language gaps if you don't have translators available.

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00:22:25.090 --> 00:22:42.470

Gabby Burke: Now, the last one I'm going to show is Notebook LM. So, Notebook LM is a really great way to interact with government documents, policy documents, all of the things that maybe are a little bit dense and difficult to read. So, here I have a... just an example of an RFP with quite a few attachments.

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00:22:42.470 --> 00:22:53.069

Gabby Burke: Notebook LM allows you to interact with those documents exclusively, so you can basically chat with the documents that you give it, which is really great for things like RFPs.

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00:22:53.070 --> 00:23:11.409

Gabby Burke: during your budget session, whatever those things that come up where you get a 500-page document that you have to read really quickly. So here I have just an example. I'm evaluating vendors on this RFP. What questions should I be asking as a non-expert to make sure they meet the requirements in the RFP?

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00:23:11.480 --> 00:23:28.700

Gabby Burke: So you can see all the little bubbles here are citations directly from the documents on the left-hand side. So you can click those bubbles and then go directly into that citation in the document. So it's really easy to fact check, make sure that it's accurately pulling information.

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00:23:29.600 --> 00:23:38.590

Gabby Burke: And then, what I think is really amazing about Notebook LM, I just tested this, you know, when did Season 1 of Lost air? So...

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00:23:38.590 --> 00:23:49.770

Gabby Burke: you can't ask questions outside of the documents that it gives you. So this is just a good example of, no, it's not going to answer that question, because I didn't provide any information about Lost.

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00:23:51.330 --> 00:23:55.830

Gabby Burke: And I wanted to share a couple of tools, just as kind of a takeaway,

111

00:23:55.830 --> 00:24:18.249

Gabby Burke: We have a couple of publicly available tools that are great for playing with, so if you are more technically oriented or interested in how you can kind of vibe code, like Christian was talking about, AI Studio is a great place to start for that. Notebook LM, of course, I just mentioned, but also go to [labs.google.com](https://labs.google.com). There's a lot of fun and interesting things on there. This is where, new ideas are being tested.

112

00:24:18.250 --> 00:24:29.809

Gabby Burke: Some of them will make it into Gemini, some of them won't, but it can be kind of fun and interesting to kind of get creativity sparked around what new and emerging use cases for AI can be.

113

00:24:29.810 --> 00:24:40.839

Gabby Burke: And then we'll share out the slides, I believe, but there's a couple of other resources here, just a GitHub for your more technical folks around how you can leverage this in enterprise-grade applications.

114

00:24:40.840 --> 00:24:54.640

Gabby Burke: And then I also have just a Vertex AI cookbook here, so we'll share those out, but that provides some more technical resources that are all vetted by Google engineers that you can kind of use as a starting place as you're, stepping onto your AI journey.

115

00:24:55.550 --> 00:24:59.829

Gabby Burke: So that is all of my content. I will pass the mic back.

116

00:25:00.540 --> 00:25:19.570

Lowell Weisbord: Thank you so much, Gabby. That was really helpful. Lots of practical tidbits on... from prompting, questioning documents, thinking about translation, and other pieces. There are a bunch of questions around some Gemini subscription stuff and what features are available. We'll touch on that, folks, in the Q&A, or Gabby might be able to address some of it in the chat as well.

117

00:25:19.570 --> 00:25:24.140

Lowell Weisbord: But don't fear, without hesitation, over to you, Christian.

118

00:25:28.790 --> 00:25:36.559

Christian Napier: Okay, thank you so much, Lowell and Gabby, that was fantastic. I really appreciate that. Before we...

119

00:25:36.830 --> 00:25:42.160

Christian Napier: dive into... into my presentation, I just want to make a note,

120

00:25:42.760 --> 00:25:59.970

Christian Napier: for people who are kind of government enterprise-level users, some of the features may not be available to you. So, for example, in our state, Google AI Studio and Google Labs are not allowed because the terms and conditions for those are different.

121

00:26:00.080 --> 00:26:05.849

Christian Napier: Then the terms and conditions of the, and the protections are not there, and...

122

00:26:05.970 --> 00:26:25.949

Christian Napier: Yeah, I watch with jealousy. I'm like, oh, I wish I could do that. Like, for example, Agents has not yet been enabled in our general release, and so we don't see some of those features. I only point it out because if you go to your particular instance of Gemini, and you don't see something, you're like, hey, what's wrong?

123

00:26:25.950 --> 00:26:32.760

Christian Napier: It could be that your administrators have not enabled a feature, right, due to,

124

00:26:32.830 --> 00:26:45.910

Christian Napier: internal policies, and so just know that, if you see something that's demonstrated, and you're like, oh man, where did that come from? That is so cool! I don't see it. That's probably the reason why, you don't see it.

125

00:26:46.110 --> 00:26:49.929

Christian Napier: Okay, so a little bit of context here,

126

00:26:49.940 --> 00:27:04.900

Christian Napier: The Division of Technology Services in the state of Utah is the centralized IT shop for the state, and we are responsible for overseeing the rollout of generative AI, as well as traditional AI, throughout the state executive branch agencies.

127

00:27:04.900 --> 00:27:10.610

Christian Napier: On the generative AI side, we are a Google shop, we've been a Google shop for a long time.

128

00:27:10.610 --> 00:27:19.010

Christian Napier: And we started a pilot of the Gemini for Google Workspace product back in June of 2024. That's when we launched our pilot.

129

00:27:19.080 --> 00:27:30.110

Christian Napier: And at the time, our intention was to identify, A, whether the thing actually did fulfill its promise, and B,

130

00:27:30.200 --> 00:27:36.429

Christian Napier: Who is the person, or what is the profile of individuals who could benefit most from this?

131

00:27:36.440 --> 00:27:52.019

Christian Napier: And the reason I say that was because at the time, you had to purchase licenses for Gemini for Google Workspace, and it was about 200 US dollars per year, and with limited budget, we're like, oh, we need just to identify those people who really get the most out of it, but...

132

00:27:52.230 --> 00:27:56.650

Christian Napier: Google, bless them, they decided to change the...

133

00:27:56.650 --> 00:28:12.490

Christian Napier: the licensing, and we were able to roll it out to everyone without paying any additional cost for the licenses, and so in February 2025, we began our statewide rollout of Gemini, allowing agencies to opt-in.

134

00:28:12.640 --> 00:28:20.110

Christian Napier: Now, we didn't want to force it on them, we wanted to give them a choice. And while July... by July of 2025,

135

00:28:20.250 --> 00:28:36.670

Christian Napier: at least one group in all of the agencies had opted in, made available for Gemini, and as of last month, I think all of the agencies now have at least some elements of Gemini available to, the majority of their employees.

136

00:28:38.110 --> 00:28:45.949

Christian Napier: So, here in the state, we have a population of 3.5 million people. We have 22,000 people who work in the state executive branch.

137

00:28:46.180 --> 00:28:57.360

Christian Napier: Of those, about right now, a little less than 10,000 are active Gemini users, meaning that they've used it at least once in the last 28 calendar days.

138

00:28:57.470 --> 00:29:17.420

Christian Napier: And we did a survey last year, late summer, asking people a series of questions, including how much time they thought Gemini was saving them. And if we extrapolate the results of that survey out, we had a third of our Gemini users actually respond to the survey. It was really great.

139

00:29:17.560 --> 00:29:27.449

Christian Napier: We estimate, conservatively, that they are, saving 600,000 hours a year collectively by using these tools.

140

00:29:28.620 --> 00:29:40.190

Christian Napier: So, one of the other things that we asked in the survey is, how does it help you? And, you know, people gave a lot of different answers to those questions, but the top 4 answers to those questions

141

00:29:40.260 --> 00:29:55.260

Christian Napier: really had to do with efficiency and being able to do things faster. What we've seen in the state is a little bit of a shift, a mind shift from a fear of... in government, a fear of, AI is here to take my job, to,

142

00:29:55.400 --> 00:29:58.519

Christian Napier: My responsibilities are overwhelming, and I need help.

143

00:29:58.960 --> 00:30:12.380

Christian Napier: And can AI help me do my job? And that's what we're seeing in the results of the survey. So I just want to share a few quick little demos here. I'm going to change my screen.

144

00:30:13.070 --> 00:30:18.800

Christian Napier: hopefully you'll all be able to see this. So this is... this is Gemini, and as Gabby mentioned.

145

00:30:18.800 --> 00:30:33.090

Christian Napier: And as you saw in the poll results, lots of people with lots of levels of experience here. So I'm going to kind of start at the very beginning, and then, move my way forward. So, if you're new to Gemini, and you're wondering where should you start.

146

00:30:33.190 --> 00:30:37.710

Christian Napier: One question you can ask is, how can you help me do my job?

147

00:30:37.980 --> 00:30:49.610

Christian Napier: Right? So, I'm gonna ask this question, and I know I'm violating all kinds of principles that Gabby just laid out for effective prompting, but I'm doing it for a reason, right? So,

148

00:30:50.780 --> 00:30:58.370

Christian Napier: it gives me a bunch of ideas, but it doesn't even know what my job, is, you know, so...

149

00:30:59.000 --> 00:31:12.549

Christian Napier: it responds with a bunch of stuff, but then says, hey, to give you a tailored answer, a better answer, what's your job title? Or, you know, tell me about a specific task you're working on, so I can tell a little bit more about myself, so I'm just gonna...

150

00:31:12.550 --> 00:31:24.780

Christian Napier: say, well, I'm the Director of AI for the Utah Division, and I've got a small team of engineers. I can say I report to the CTO, you know...

151

00:31:24.930 --> 00:31:29.070

Christian Napier: And I would probably, in real life, give it more information, but,

152

00:31:30.380 --> 00:31:43.960

Christian Napier: you know, just for demo purposes, I'm giving it a little bit of what's called context, as Gabby mentioned, right? So, I'm kind of explaining a little bit more detail, this is what I do. And now it's giving more ideas to me, right?

153

00:31:44.240 --> 00:32:01.089

Christian Napier: And then it asked me another follow-up question. Well, what I want to do is I'm wondering, hey, you know, I wonder if Gemini can do something like Gabby just mentioned,

which, hey, could it kind of serve as my executive assistant? So what I'm going to do is I'm going to say, actually, what I want you to do

154

00:32:01.290 --> 00:32:07.080

Christian Napier: is I want you to write the instructions for a gem to be my executive assistant.

155

00:32:07.530 --> 00:32:11.630

Christian Napier: This takes a little bit of the guesswork out of it for me, because I can just say, hey, you know.

156

00:32:11.780 --> 00:32:28.520

Christian Napier: you give me a first draft of what I think you should do, and let it ride it for me. Now, you can do this in the gem itself, you can have Gemini write instructions for you, but just for purposes of this demo, this is what I'm doing. So here I see a series of instructions.

157

00:32:28.520 --> 00:32:41.999

Christian Napier: Right? So it's, it's, created all these things, and I can take this, and I just come over here, and I can go to my gems, and I say, I want to create a new gem. And I may call this my,

158

00:32:42.070 --> 00:32:48.650

Christian Napier: my chief of staff, right? And I can just copy and paste those instructions in there.

159

00:32:48.990 --> 00:32:53.730

Christian Napier: I can... I can assign it a default tool, which I think is pretty cool.

160

00:32:53.960 --> 00:33:08.459

Christian Napier: I'm not going to do that now, and you can also attach knowledge, so you can say, well, you know, here are some key documents that give context, and I'm not going to do that right now, but it's a really cool thing to do in a variety of use cases.

161

00:33:09.500 --> 00:33:13.989

Christian Napier: We can test out the prompt here, or I can save the gem. Now the gem is saved.

162

00:33:14.510 --> 00:33:18.700

Christian Napier: Oh, now it just gave me an error. I said, sorry, we can't save your jam. Let me see.

163

00:33:19.510 --> 00:33:20.900

Christian Napier: Train it again.

164

00:33:21.240 --> 00:33:22.820

Christian Napier: There we go.

165

00:33:23.280 --> 00:33:25.210

Christian Napier: I can chat with this gem.

166

00:33:25.410 --> 00:33:44.089

Christian Napier: You know, one of the things that we need to do, that's really helpful is analyze documentation, and there are a variety of ways to do that. I can use my gem, now that it understands me and what I do, to analyze a document. So I'm gonna go here, I'm gonna say I'm gonna add a document for my drive, I'm gonna...

167

00:33:44.090 --> 00:33:51.939

Christian Napier: take my, the state's generative AI policy. One of our responsibilities is to, we oversee this policy.

168

00:33:51.990 --> 00:33:53.080

Christian Napier: So...

169

00:33:53.280 --> 00:34:05.190

Christian Napier: I'm gonna take that policy, and I'm gonna... and again, I'm... I'm oversimplifying the instructions here, but I'm gonna say, hey, analyze this and make some recommendations for revisions, right? So,

170

00:34:06.150 --> 00:34:08.969

Christian Napier: It's great for a brainstorming tool.

171

00:34:09.110 --> 00:34:28.199

Christian Napier: It's good that I can convene a meeting with the leadership, and we can have, we can spend an hour talking about revisions to the policy. It's also really nice that I can have an AI do that for me, and then we can present those, to help kind of kickstart a conversation with the leadership about revisions to the policy, so...

172

00:34:28.210 --> 00:34:31.549

Christian Napier: You know, here...

173

00:34:32.000 --> 00:34:47.089

Christian Napier: when this policy was drafted, it was 2023. Well, now, a lot of things have changed in 2026. Gabby mentioned Agentic, so there's Agentic there. Maybe we should add some agentic, things to the policy, so on and so forth.

174

00:34:47.429 --> 00:34:58.170

Christian Napier: So, that's just kind of one, you know, quick use of GEM, looking at a document, having it do some kind of assessment. You can... you can...

175

00:34:58.200 --> 00:35:03.730

Christian Napier: I've done this, on multiple occasions. If I need to,

176

00:35:03.730 --> 00:35:19.930

Christian Napier: look at documents and then compare them against some kind of a rubric. You know, I can attach the rubric to my GEM and say, okay, analyze this particular, policy, or this proposal, and compare it against this rubric, you know? So, gems are really, really great.

177

00:35:21.040 --> 00:35:26.600

Christian Napier: Another thing I can do, is... I can.

178

00:35:27.560 --> 00:35:36.200

Christian Napier: have Gemini do something every day. If I had the agent, like Gabby did, that would be so cool, but I don't have the agent, but I do have what's called scheduled actions.

179

00:35:36.260 --> 00:35:49.880

Christian Napier: If you enter a prompt like this, hey, you know, every day at 8.30, look at... or maybe I'll say 8.45, because we're coming up against it, look at my Gmail inbox and my calendar and identify any actions I need to take.

180

00:35:49.980 --> 00:35:52.230

Christian Napier: I ended the prompt like that.

181

00:35:52.400 --> 00:35:57.030

Christian Napier: what Gemini's gonna do... As the wheel is turning.

182

00:35:58.500 --> 00:36:18.400

Christian Napier: is going to say, okay, I want to do that, and it's going to create what's called a scheduled action for me. So, every day, it can go out and look at my Gmail inbox and look at my calendar, identify tasks, give me a list of all the meetings that I have to attend, so on and so forth. This is really cool. You can edit the scheduled action.

183

00:36:19.460 --> 00:36:38.779

Christian Napier: you know, you can change the instructions, you can change the name, you can change when the thing should run, you can delete the thing, and it's really cool. When you see, scheduled actions run, in your browser, you will see blue dots next to the scheduled actions that ran, that you haven't yet checked.

184

00:36:39.000 --> 00:36:40.510

Christian Napier: So I have one...

185

00:36:40.780 --> 00:36:59.580

Christian Napier: That's a daily AI news update. It sends a daily update to me. If I look at this thing, it will say, okay, it's Wednesday, and here's some of the different, things that are going on in AI at this time, right? So, scheduled actions are really cool.

186

00:36:59.690 --> 00:37:05.020

Christian Napier: If you want to look at those, you can go to your settings, you'll see Scheduled Actions there.

187

00:37:05.530 --> 00:37:09.779

Christian Napier: You can have up to 10 scheduled actions, that run.

188

00:37:10.050 --> 00:37:16.500

Christian Napier: If you try to do more than 10, it will stop. You can pause the scheduled actions, and...

189

00:37:16.760 --> 00:37:31.279

Christian Napier: They're really cool, but they are a bit limited. They don't actually, you know, send emails like an agent would, or, you know, things like that, but they're great little tools. To just finish it off, last thing I'll share, I'll come back to my slide deck.

190

00:37:32.730 --> 00:37:34.869

Christian Napier: When we started the Gemini pilot.

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00:37:35.240 --> 00:37:39.539

Christian Napier: I'll be completely honest, I thought Google Slides, Gemini.

192

00:37:40.030 --> 00:37:45.689

Christian Napier: slide generation, image generation was terrible. It was awful.

193

00:37:45.890 --> 00:38:01.360

Christian Napier: But it is great now. And so, you know, one of the things that everybody should keep in mind is if you have a bad experience with AI, and it didn't do what you wanted it to do, and it frustrated you, it's okay, it's perfectly natural.

194

00:38:01.840 --> 00:38:17.050

Christian Napier: check back in a few months and see if it still does the thing that you were so frustrated about, because chances are, they've made improvements, and it works a lot better. So one thing I'm gonna do here, to kind of wrap it up, is I'm gonna have it create a slide for me.

195

00:38:17.500 --> 00:38:24.219

Christian Napier: And what I want to do is just have it create this slide that has, like, a Pixar animation-style background.

196

00:38:24.390 --> 00:38:26.960

Christian Napier: With a concert pianist.

197

00:38:27.230 --> 00:38:33.610

Christian Napier: And my last hack, to talk about is actually just changing a mindset.

198

00:38:33.770 --> 00:38:37.220

Christian Napier: So, I think probably the people who...

199

00:38:37.480 --> 00:38:53.350

Christian Napier: indicated in the poll that they're using on a daily basis have gone through this mindset shift, where, you know, the first stage you're at is like, well, I didn't know I could use AI for that, and that's pretty exciting. And then, you know, the second stage of that is, well.

200

00:38:53.410 --> 00:39:00.730

Christian Napier: Man, I should have used AI for that. I did a big task, and it took me a long time, and then after I was done, I'm like, darn it!

201

00:39:00.970 --> 00:39:05.019

Christian Napier: I, I should have used AI for that thing.

202

00:39:06.320 --> 00:39:18.150

Christian Napier: And then, you'll find yourself eventually at a place where you're just using AI all the time for the things, because it becomes almost a natural extension of how you want to do things, and

203

00:39:18.270 --> 00:39:34.939

Christian Napier: your inclination right away is to say, hey, I'm going to use AI to do this thing. How can I use AI to do the thing that I want to do? I purposely chose the piano player because doing this is like playing the piano. It is a skill, and it takes time to develop.

204

00:39:34.940 --> 00:39:47.779

Christian Napier: And just like you don't sit down and watch a YouTube video, and tomorrow morning you're playing Rachmaninoff, the same thing is gonna happen with AI. You don't do it, and then right away you're a genius with it. It takes time.

205

00:39:47.780 --> 00:40:07.349

Christian Napier: To build the skills, so give yourself some grace. If you feel a little frustrated, it's totally normal. Realize that it does take a little bit of time and effort, but I promise you that it will pay off in dividends now. And I will say, finally, just to wrap it up, if someone took this tool away from me, I would be extremely angry as an employee, and...

206

00:40:07.430 --> 00:40:21.020

Christian Napier: what you want, I think, in your... in your organizations is for your people to feel the same way about a technology. That if... if the organization were going to take it away, you'd be like, you're gonna take this from my full dead hands.

207

00:40:21.020 --> 00:40:29.299

Christian Napier: my fingers, you're not gonna pray this way for me. And that's the way I feel about this once-in-a-generation technology. And that's my presentation. Back to you, Lowell.

208

00:40:30.190 --> 00:40:36.889

Lowell Weisbord: Thank you so much, Christian. And, you know, strong words there at the end, appreciate that.

209

00:40:37.050 --> 00:40:57.540

Lowell Weisbord: it was a really helpful extension from Gabby of actually digging into Gemini a little bit more and showing, really, how you're doing all the things and those exact tasks you're doing, how you're connecting to your Gmail scheduled tasks. Various pieces there are really, really great, and while you were both presenting, we've gotten a lot of really great

210

00:40:57.540 --> 00:41:07.649

Lowell Weisbord: questions in the chat. Some very practical ones, some more theoretical ones, so I'll jump between them, and if I direct it towards one of you, also feel free to jump in.

211

00:41:09.150 --> 00:41:21.950

Lowell Weisbord: So, one kind of practical one, and I think I'm going to extend this a little bit more, from France, said, can we audit Gemini activity? Like, who prompted it? What files are accessed? The output produced? I think that's a practical question. I think...

212

00:41:21.950 --> 00:41:32.330

Lowell Weisbord: broadly, towards the end there, there were a couple questions around just, yeah, challenging verifying AI, the human-in-the-loop element. Gabby, first, maybe on that... on that first piece, do you want to jump in there?

213

00:41:32.330 --> 00:41:38.960

Gabby Burke: Yeah, so, like I mentioned, when we're talking about enterprise-grade Gemini deployments.

214

00:41:39.040 --> 00:41:47.139

Gabby Burke: Everything can be logged, monitored, you can set alerts, it lives within the security constraints of Google Cloud, so...

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00:41:47.150 --> 00:42:04.090

Gabby Burke: That's all configurable to your particular organization, whether you want to, you know, monitor every chat that your employees send out or not. That is kind of flexible, but there is the ability to fully log and monitor everything in an enterprise deployment of Gemini.

216

00:42:05.390 --> 00:42:27.979

Lowell Weisbord: Cool, and I think there were a bunch of just enterprise questions generally. I know Gabby answered some of those in the chat. It's worth noting to the audience, you know, the government space is one where there's lots of regulations. We really encourage you to understand, ask your manager what the internal regulations are, and maybe what your government's policies are, and then also understand what

217

00:42:27.980 --> 00:42:33.829

Lowell Weisbord: instance or access you have access to specifically, because that will vary a lot,

218

00:42:33.830 --> 00:42:41.779

Lowell Weisbord: We work with governments all around the world, and there's lots of different ways people are approaching this, but definitely start there if there isn't explicit guidance.

219

00:42:44.900 --> 00:42:57.540

Lowell Weisbord: there was a question here on, you know, measuring the benefits or impacts. There were a couple questions on this. So one was from Elias, I believe. How do you measure the benefits or impacts of using it in your organization?

220

00:42:57.540 --> 00:43:09.319

Lowell Weisbord: There was another question from Guy on the 600,000 hours number you stated, Christian. I mean, I think that is an incredible thing, the idea that you could have... you can say, okay, look, we've implemented this new technology, we see it saving this much time.

221

00:43:09.320 --> 00:43:22.000

Lowell Weisbord: Besides time saving, or due to that time saving, I think a good question is, like, yeah, how is that impacting your agency? How is it impacting the people, the services you deliver, and otherwise, Christian?

222

00:43:22.820 --> 00:43:34.700

Christian Napier: Yeah, so the 600,000 hours, the way that was calculated was, people responded to the survey, and they indicated how much time they thought, Gemini was saving them on a weekly basis.

223

00:43:34.800 --> 00:43:44.589

Christian Napier: And it's important to note that half of the people that responded said no time, or very little time, and that roughly corresponds

224

00:43:44.590 --> 00:43:58.840

Christian Napier: to the usage of Gemini, because roughly 50% of the active users of Gemini use it less than 4 times a month in our, you know, the way that we've got it mapped out. But the other 50%

225

00:43:59.120 --> 00:44:13.659

Christian Napier: And what we did was we just gave them time ranges, you know, 1 to 2 hours, 3 to 5 hours, 6 to 8 hours, more than 8 hours. So, to do the calculation, we took the lower end of the band, so if a person said 3 to 5 hours, we said 3 hours, right?

226

00:44:13.840 --> 00:44:21.629

Christian Napier: 6 to 8 hours, 6 hours. And then we extrapolate across the percentages of people that, that,

227

00:44:21.850 --> 00:44:36.610

Christian Napier: you know, responded accordingly, which led us to the calculation of roughly 600,000 hours a year. And I think it's okay to say, you know, hey, you know, only half of the people experience a benefit.

228

00:44:36.610 --> 00:44:47.730

Christian Napier: And only half of the state employees, less than half the state employees, are actively using it. And, you know, some people are frustrated by that, like, hey, how come you don't have higher adoption?

229

00:44:47.820 --> 00:44:56.259

Christian Napier: And my view is, tell me what other technology has rolled out in the last 40 years that has been adopted as rapidly as this one.

230

00:44:56.260 --> 00:45:12.929

Christian Napier: When I started working, email had been around for a long time, but the primary mode of communication in my office was still the inter-office memo. People typing things up, putting in manila envelopes, sending them to the mailroom, and having them delivered to someplace else in the office, right?

231

00:45:13.160 --> 00:45:32.430

Christian Napier: to see in just a matter of months, have a technology ramp up and be adopted, this quickly, I think is actually a major achievement, and it's something that we should be proud of, but it also means that we need to make sure that we manage and temper expectations of leadership and legislators and people to...

232

00:45:32.680 --> 00:45:34.220

Christian Napier: So that they're not...

233

00:45:34.230 --> 00:45:53.840

Christian Napier: prisoner of the moment, and they're not doom and gloom because not everybody in the universe is using the technologies to their fullest extent. It's just like, how long have we had Microsoft Excel and we've had pivot tables around, and how many people in your organization actually use pivot tables on a regular basis? I would argue it's probably a fraction of the folks, right? So...

234

00:45:54.860 --> 00:46:06.009

Christian Napier: Sorry, I got a little long-winded and went off on a tangent there and got on a soapbox a little bit, but hopefully that helped answer the question, like, how we calculated that. And also, that's not the only metric that we use,

235

00:46:06.060 --> 00:46:20.360

Christian Napier: In fact, I think from an office productivity tool standpoint, like a Gemini, it's just important to measure how it impacts employee satisfaction. You know, we had a conversation with Gartner last year.

236

00:46:20.360 --> 00:46:35.670

Christian Napier: their studies indicate that people who use AI on a regular basis, if you did an employee net promoter score, are, like, 38 points higher than people who do not. And so, you know, providing these tools to people can have benefits that go beyond just

237

00:46:35.720 --> 00:46:42.800

Christian Napier: you know, time and efficiency, gains. It can also impact on, you know, people on, on.

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00:46:43.000 --> 00:46:45.299

Christian Napier: You know, how they feel about the work that they're doing.

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00:46:46.390 --> 00:47:06.229

Lowell Weisbord: Yeah, really, really interesting. And as we... as a world, kind of quickly adopt this technology, I think seeing all those second-order effects and being aware of them is an important part of this, really. So, to that point, I mean, Gabby, kind of to the second piece of this question, you mentioned,

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00:47:06.500 --> 00:47:25.780

Lowell Weisbord: human in the loop, and there were another couple... there was another interesting question, which is where shouldn't I... what do you find AIs bad at? Maybe bad at for the times being, but not for the future. But yeah, what does human in the loop mean, maybe, to those who don't know? And then also, what's one thing that you don't use AI for?

241

00:47:26.980 --> 00:47:33.829

Gabby Burke: Yeah, that's a great question. So, human in the loop just refers to, not outsourcing human decisions.

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00:47:33.830 --> 00:47:52.270

Gabby Burke: to an AI agent or an AI chatbot. So you want to build processes and workflows, just like Christian's talking about, like, email coming online. I think same deal with workflow

management tools or, any kind of business rules at the beginning. There's a lot of anxiety around machines making decisions.

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00:47:52.300 --> 00:47:59.699

Gabby Burke: The way to get around that is to build workflows and processes that empower humans to make those decisions.

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00:47:59.700 --> 00:48:15.580

Gabby Burke: And maybe some of the busy work is offloaded to AI, or the process is made faster by AI, but the human is still the one responsible for making the decision. So, one place, I'll just give a quick example of where this has worked really well. One thing that AI is really, really good at

245

00:48:15.580 --> 00:48:32.069

Gabby Burke: is extracting information from, say, like, a PDF or a long document. Say I'm looking for one needle in that haystack, I want to find a particular phrase in this very long document. We worked with a state here in the Pacific Northwest

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00:48:32.070 --> 00:48:42.490

Gabby Burke: to do exactly that. So pull information from spreadsheets that were coming in from hospitals, look for particular fields of data, and then enter it into a spreadsheet.

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00:48:42.990 --> 00:49:01.630

Gabby Burke: all kinds of quality checks in place to make sure that the human analysts are checking and making sure the data seems right, and that the data's being properly extracted, but the risk of that being incorrect is quite low, because they can go back to the original files to correct it if needed, and it's not actually making a decision. It's just making

248

00:49:01.630 --> 00:49:17.699

Gabby Burke: A process that used to take an analyst, say, 700 hours a year is what they had estimated, reducing that to basically instantaneous, because they don't have to, like, copy-paste and do the manual data entry work. So those are the tasks that AI is very good at and very reliable today.

249

00:49:17.810 --> 00:49:22.170

Gabby Burke: The things that I don't use AI for, brainstorming.

250

00:49:22.380 --> 00:49:41.410

Gabby Burke: human creativity. We're not, not outsourcing that. So anything where you need to come up with a new idea, or something that involves team collaboration, where you want to come up with a new process, you know, I think it's still really important to leverage team collaboration to make those things happen.

251

00:49:41.410 --> 00:49:55.639

Gabby Burke: Otherwise, you're just kind of getting the average of other ideas. It can be good for sparking ideas or, you know, getting your mind turning if you're in a little bit of a rut, but I would still, you know, keep those human creativity tasks to the humans.

252

00:49:56.840 --> 00:50:11.290

Lowell Weisbord: Yeah, really helpful. Another practical one from Luna, please would you explain what is meta-prompting? Hopefully we actually got... we got an example of meta-prompting in the presentation from Christian when he...

253

00:50:11.840 --> 00:50:25.099

Lowell Weisbord: built out his gem for himself. He asked it to kind of help him create a prompt. Christian or Gabby, do you want to talk about any other, examples where you might use, quote, meta-prompting?

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00:50:27.020 --> 00:50:41.790

Gabby Burke: I can jump in, and then maybe, Christian, you can too. So, meta-prompting, for those of you who aren't familiar, is basically using AI to develop prompts, so doing prompt engineering through an AI agent or through an AI chatbot.

255

00:50:41.790 --> 00:51:00.659

Gabby Burke: I... I use this often, to be honest, especially when I'm doing more technical deployments, since I'm more in the engineering side. AI tends to be really good at knowing what AI is looking for, so it can be really helpful. Sometimes I'll even voice-to-text into Gemini, and just, this is what I wanted to do, just a description, sort of brain dump.

256

00:51:00.660 --> 00:51:14.759

Gabby Burke: of what I would like, and then have Gemini restructure that into a prompt that AI can use. So that's basically what it is. It's really useful for making sure that the prompt that you would like is structured appropriately for the result that you want to see.

257

00:51:17.120 --> 00:51:30.540

Christian Napier: Yeah, I think that it's really applicable when you kind of go beyond the Gemini thing. If you're building, you know, in GCP, Vertex AI, or you're creating RAG,

258

00:51:30.580 --> 00:51:34.089

Christian Napier: Architectures, and you're creating system prompts, you know, having...

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00:51:34.120 --> 00:51:46.430

Christian Napier: having AI help you create the, the instructions, can be really, really helpful. But it also does apply for gens. Sometimes you can just put in, basically, this is what I want, and then hit the little...

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00:51:46.450 --> 00:51:58.419

Christian Napier: the little icon there to have Gemini rewrite the instructions. And that's also helpful because it also uncovers things that you may not have considered.

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00:51:58.420 --> 00:52:07.959

Christian Napier: When you've crafted the prompt initially. So, I find myself doing that often, when creating gems within the Gemini.

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00:52:08.460 --> 00:52:09.730

Christian Napier: ecosystem.

263

00:52:10.580 --> 00:52:13.850

Lowell Weisbord: Yeah, super helpful to both.

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00:52:14.140 --> 00:52:19.590

Lowell Weisbord: There was a quick question, is there a way to visual... So if you have a lot of chats in Gemini.

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00:52:19.720 --> 00:52:34.440

Lowell Weisbord: that might have similar context or overlapping questions. I find myself doing this all the time, asking similar things. Is there a way to visually see them or interact with your past dialogues, or even for it, maybe, to know about your past dialogues?

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00:52:36.190 --> 00:52:40.510

Gabby Burke: So you can have your chat history, so if you notice,

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00:52:40.700 --> 00:52:49.490

Gabby Burke: either the screens we were showing, like, on the left-hand side, just, like, kind of your Google search history in a way, you can see a list of the queries that you've put in.

268

00:52:49.530 --> 00:53:05.680

Gabby Burke: I wouldn't say that that's entirely reliable, though, just because if you're in an enterprise, deployment, there might be history rules. Like, for example, when I worked at the state, all of our chats and things were deleted after 48 hours. So if you want something to be saved,

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00:53:05.790 --> 00:53:27.080

Gabby Burke: you can create gems, that's a great way to do that for things that you're going to do all of the time. As far as how your chat history is used, it really, again, depends on the deployment. So, there's information that the LLM will know about you just based on your interactions, but generally, I've found that Gemini in particular does not hold a lot of information about you. It's not as...

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00:53:27.080 --> 00:53:39.279

Gabby Burke: personalized of an experience as you might get with some of the other providers, just because of the way the system is designed. It's really meant to be a research-oriented tool and less of a sort of personal assistant.

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00:53:39.280 --> 00:53:43.180

Gabby Burke: So, for example, with my social media demo that I did.

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00:53:43.180 --> 00:54:08.050

Gabby Burke: if I wanted to know particular information about myself to help make the prompt better, I will generally give it to the prompt, not assume that it knows about me or about my work style. Of course, in Gemini Enterprise, it knows my job title, there's certain information that my organization has given to the prompt on the back end about me, but overall, there's not much data being stored in that way, so you're going to want to

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00:54:08.050 --> 00:54:10.510

Gabby Burke: Be explicit if you wanted to use that data.

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00:54:11.600 --> 00:54:19.759

Christian Napier: The other thing, Lowell, that I'll say, if I can add to that, is, although it doesn't have the capability to do that, I personally find...

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00:54:19.880 --> 00:54:25.959

Christian Napier: that I get better results from Gemini if I don't have too much context.

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00:54:26.180 --> 00:54:42.739

Christian Napier: If there's so much in there, a lot of it gets lost, and it doesn't find things, and you end up getting less accurate results. And so, for me, it's not been a big deal that, like, oh, it's not referencing previous chats or things like that, because

277

00:54:42.890 --> 00:54:56.909

Christian Napier: I just find that if I have, like, super long conversations, or, you know, try to search over lots of things, sometimes it can miss things because the context can be so big, and so...

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00:54:57.080 --> 00:55:07.249

Christian Napier: You know, the huge context window that Gemini has, you know, a million tokens, can be a blessing and also can be a curse, you know, if you try to overload it.

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00:55:07.800 --> 00:55:11.269

Lowell Weisbord: Yeah, no, that's a super useful practical one of just...

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00:55:11.380 --> 00:55:25.510

Lowell Weisbord: put in what you need, but these systems can degrade in quality with their outputs if it has too much context. Maybe a final quick tip, I mean, Gabby, this speaks to Gemini as a research tool, which was how you were just orienting it from Ian.

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00:55:25.510 --> 00:55:47.880

Lowell Weisbord: One of my frustrations is that Gemini works really quickly when I'm researching, but I still have to spend lots of time checking the accuracy of the response, maybe as much time as I previously did doing the research myself. Are there smart ways to validate the

accuracy, especially when researching complex topics? So I think generally with research, which I think a lot of people in government will be using these tools for.

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00:55:47.880 --> 00:56:01.639

Lowell Weisbord: but also with, you know, ensuring quality as we, you know, these people, we have responsibilities towards, you know, stakeholders and the people that we're serving. Maybe a quick tip from each of you on this final point, and then we're gonna move towards wrapping up.

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00:56:02.450 --> 00:56:11.419

Gabby Burke: Yeah, this is a great point. So, Gemini does have a specific research tool called Deep Research that I find has better results for doing web-based research.

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00:56:11.420 --> 00:56:35.859

Gabby Burke: For me, you know, I've gone through graduate program, done a lot of research too, so I definitely relate. It can take a lot of time to check sources. If you use deep research, everything will be cited, so you can click into the sources directly and make sure that they're vetted and that the data's being collected accurately. But I think just like doing human research, where you need to make sure you're not just, like, grabbing one sentence out of the abstract, out of context.

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00:56:36.030 --> 00:56:52.309

Gabby Burke: You need to make sure that those sources are accurate, but do try the deep research tool and see if that provides a better response, because that is specifically designed to accurately grab research-oriented data from the web and cite that throughout its responses.

286

00:56:54.320 --> 00:57:09.300

Christian Napier: The only thing I'll add there is sometimes it can be helpful to specify that, hey, I want things from government websites or educational institutions, you know, give me things from the .gov or .edu domains.

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00:57:09.540 --> 00:57:11.510

Christian Napier: Because...

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00:57:11.580 --> 00:57:30.949

Christian Napier: you know, traditional Google search will pull a bunch of stuff from a lot of different domains, and who knows if the data source is reliable or not, so... so... it doesn't

always work, 100%, but I find that if I'm trying to use deep research, which I think is a fantastic tool, I will try to limit it to the appropriate, relevant domains.

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00:57:32.440 --> 00:57:34.030

Christian Napier: Yeah. Prioritize those.

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00:57:34.100 --> 00:57:47.630

Lowell Weisbord: No, no, I think, again, a super, super practical and useful piece, and that goes back to just some of the other practical pieces we've gone over, providing context, providing instruction, personas, all of the above.

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00:57:47.780 --> 00:58:12.730

Lowell Weisbord: I think this has been really useful, informative, hopefully practically actionable. I want to leave people on the really great advice from Christian and Gabby of, one, continue to experiment, try things again. If you've tried it two years ago, an AI tool, you're going to have really different results trying it today. Obviously, seek an understanding from your organization or your department around how you should be using these tools, but really.

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00:58:12.730 --> 00:58:14.580

Lowell Weisbord: We encourage folks to experiment and

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00:58:14.580 --> 00:58:28.070

Lowell Weisbord: see where they add value. I want to ask you all to give a warm thank you to Christian and Gabby for spending the hour with us and sharing all this insight. Very, very much appreciate it. A little virtual round of applause.

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00:58:28.130 --> 00:58:39.869

Lowell Weisbord: And of course, thank you all for joining and asking really brilliant questions and taking an hour out of your day to learn a little bit more, to try to all be better at our jobs and deliver for folks.

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00:58:39.930 --> 00:58:57.250

Lowell Weisbord: The team's gonna put up a very quick poll about just whether you got good value for your time in this event. It's really important for us to make these things useful to time-poor public servants, and we want to see just that the content in session was valuable to you.

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00:58:57.600 --> 00:59:10.870

Lowell Weisbord: While you're responding to that poll, I just want to share a few more events that, if you'd like, you can register for to join us again soon. There's always live recordings in the case that you can't actually make the live event.

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00:59:10.870 --> 00:59:29.669

Lowell Weisbord: And similarly, this recording will be sent out to all those who registered for the event. So in two weeks, you can join us for AI for Job Applications. Again, a very practical, targeted session, on a use case that a lot of folks find value from generative AI. We have, the week after, we'll be exploring hacks for working with spreadsheets.

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00:59:29.710 --> 00:59:32.509

Lowell Weisbord: Save time and effort on routine spreadsheet tasks.

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00:59:32.580 --> 00:59:43.830

Lowell Weisbord: Maybe finally learn how to do pivot tables that Christian alluded to. Maybe a lot of folks still probably don't know after decades of Excel. And at the end of next month, join AI for research, if you want to go deeper into research.

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00:59:43.830 --> 01:00:00.320

Lowell Weisbord: Where an expert will teach you practical prompts to speed up your research with AI. All of these can be found here in the chat. And again, want to thank our brilliant speakers, and thank everyone for joining us today. We hope you had a great time. Hope to see you at an apolitical event or on the platform soon.

301

01:00:00.320 --> 01:00:03.550

Lowell Weisbord: Feel free to ask any follow-ups. Thanks again. Bye.