

Transcript | How to Experiment with AI in Government

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00:00:09.180 --> 00:00:16.369

Jesse Samasuwo: Hi everyone, thank you so much for joining us this afternoon, or morning, wherever you may be in the world. My name is Jesse Samasuwo.

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Jesse Samasuwo: I am the Senior Manager for Policy and Insights here at Apolitical, calling in today from a slightly grey London. I'm hoping that it's slightly brighter and happier wherever you are in the world. Please do share in the chat where you're joining us from. We'd love to know your name, maybe which country you're in, and maybe what you do in government. We have three, two absolutely brilliant speakers that are joining us today, and I'm really looking forward to introducing them both to share their presentations.

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Jesse Samasuwo: But please, it's great to have you with us. Thanks, Daniela. Great to have you from Southeast Texas. Amazing. Very early in the morning, maybe, for you as well, so appreciate the effort. Christy, great to have you with us from Canada. Please do keep sharing in the chat, and, so that everyone... so your colleagues can see where we're... where you're joining from. So today, we're going to be discussing how to use an experimentation mindset and approach to get more comfortable with

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Jesse Samasuwo: AI, whether you're just getting started or hoping for more confidence in writing prompts, checking outputs, using tools safely and ethically, and more.

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Jesse Samasuwo: For those of you that may be joining us for the first time, welcome to Apolitical. We are the world's largest community for government, and used by over a quarter of a million public servants and policymakers in over 170 countries. Our mission is a really, really simple one, but a really important one. We're here to help make government smarter, and we do that by coaching public servants just like you.

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Jesse Samasuwo: With the knowledge and skills you need to lead the change in your government. So, great to have you all with us. Jamie, Ricky, Victoria, Brogan, so many of you

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00:01:40.800 --> 00:01:47.740

Jesse Samasuwo: Great to have you. Christian from Germany, thanks for joining us. I'll get a few technical notes, and we'll do some kind of icebreakers just to get us started.

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Jesse Samasuwo: So, for those of you that aren't aware, we have our AI in government community, which more than 10,000 public servants around the world are part of. My colleague Joel is just about to share a link in the chat. This is an online community to share conversations, insights, ideas, and resources on the use of AI in government.

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Jesse Samasuwo: through connecting and speaking with your peers around the world. And this space is open to all public servants, whether you consider yourself an expert or just getting started. Your app is absolutely the right space to kind of ask questions and share resources, so I definitely recommend checking that out.

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Jesse Samasuwo: A few technical notes before we get started. This event is recorded for on-demand viewing, for everyone in the apical community, so please don't record it yourself. We'll be sharing the recording afterwards, so you'll definitely get that, as well as presentation slides from the,

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Jesse Samasuwo: folks that are presenting today. If you have any questions about our data privacy policies and anything like that, please check it out on the bottom of our website at apolitical.co.

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Jesse Samasuwo: Lastly, you have closed captions, which you can toggle on or off, in your screen settings. But if you have any questions, please do shout, and we'll be able to help.

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00:02:54.820 --> 00:03:06.340

Jesse Samasuwo: That's all the boring stuff out of the way, so a quick couple of poll questions that we'll just run through, just to get a sense of how everyone is approaching today's topic, and

whether... what kind of, like, questions you have, and sort of experience you might have, and are looking to gain.

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Jesse Samasuwo: So the first poll question, which you should see coming up on your screen, when you think of experimenting with AI at work, what's your first reaction?

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Jesse Samasuwo: So when you think about experimenting with AI at work, what is your first reaction? Excited? Hopeful, curious, cautious, unsure? Concerned? Let us know, and we can share the results back with you as well.

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Jesse Samasuwo: Let's see who else is with us...

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Jesse Samasuwo: Edinburgh, Germany, a few folks from Germany, from Wales, Robin, Devon, so good to have you with us. So hopefully you should see the results coming through just now.

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00:03:44.850 --> 00:03:59.419

Jesse Samasuwo: Interesting. So, we have an interesting mix. Around half of you, around 45% are saying curious. It's definitely tipping more positive than negative, so I would say around 75% overall positive, 20% of you are very excited.

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Jesse Samasuwo: And then, around 10% unsure or concerned. That's really interesting. We'll be sharing those results with you back after the event today. Second question, really quickly. So, when...

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Jesse Samasuwo: if you haven't started experimenting with AI in work, what is stopping you? So there's 6 or 7 options here you can choose from. What's stopping you from experimenting with AI today? Don't have to be experimenting, just a kind of question to get a sense where everyone's joining today's topic from.

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00:04:26.390 --> 00:04:35.419

Jesse Samasuwo: So, there's a range here from, I'm not sure what... I'm not sure what's allowed, to I'm worried about getting it wrong, to something else, which you can absolutely show in the chat as well.

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Jesse Samasuwo: Okay, let's see what comes up. ...

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Jesse Samasuwo: Okay, wow, okay. A good chunk of you, around 50%, have already started experimenting, so you're definitely in the right place. Around 15% say I'm not sure what's allowed. Interestingly, 10% say I don't have access to the right tools.

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Jesse Samasuwo: And a similar portion say, I don't know how to get started. I'll definitely check out the chat to see what others are saying. Time, interestingly, is an interesting factor for some of you.

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Jesse Samasuwo: And last but not least, our very last poll question, just that we ask every single one of our AI events, how often are you using generative AI tools like ChatGPT, Gemini, or Microsoft Copilot in your work?

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00:05:20.960 --> 00:05:32.459

Jesse Samasuwo: This is something we've been tracking for the last couple of years, so we're always interested to see how people are... how much people are using AI at work. So is it daily, weekly, not that often, or you've never used them at all?

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Jesse Samasuwo: And we'll share these results with everyone in our community after the event today. So, wow, 40% saying daily, around 25% saying weekly.

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Jesse Samasuwo: only... so just around 10% saying not use... not using them, so that number is always increasing, which is really interesting. Thanks, everyone, for sharing, and we'll share those results back with you after the event. Excellent. Well, without further ado, I would love to introduce both of our two brilliant speakers, Christian Wagner and Ivan Nayak.

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Jesse Samasuwo: For those of you that are wondering, one of our speakers, Alexandra Rodney, Manager of the Transformation Oversight Unit in the Government of Toronto's Ministry of Health, was called last minute to an important meeting. I'm sure many of you can sympathise with this, and we're very, very grateful to Alexandra to

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00:06:18.640 --> 00:06:38.699

Jesse Samasuwo: for connecting us with Ivan, who's her colleague, and I'm really looking forward to him sharing his insights. So, Christian Wagner leads global public policy for the Gemini app, Google's personal AI assistant based, and he's based in San Francisco. He advises on strategic AI, privacy, safety, copyright, competition, and information quality governance.

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00:06:38.700 --> 00:06:53.849

Jesse Samasuwo: and leads Gemini's external engagements with policymakers globally. Prior to that role, he worked in Google's EU governmental relations team in Brussels, and spearheaded digital policy for Tech America Europe. Christian, really, really great to have you with us.

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Jesse Samasuwo: Ivan is a transformation leader with over 15 years of experience across government, healthcare, and the manufacturing industry. He currently is driving enterprise-wide process improvement using generative AI as the Senior Manager of Lean Strategy Innovation Division

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Jesse Samasuwo: in the Ontario Public Service. You can read both of their full bios in the resources tab on the bottom of your Zoom screen, but for now, I will hand over to Ivan to hear his presentation. Thanks, Ivan.

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Jesse Samasuwo: We can see your screen, but I think you might still be on mute.

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Iwin Nayak: Awesome. Thank you so much, Jesse, for that big, kind words. Also the poll, which is very,

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Iwin Nayak: interesting to, read and see where everybody is when it comes to, experimenting and knowing about, AI and how to use them. Hopefully my,

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Iwin Nayak: talk over here will give some idea about, like, how to start, because, I see...

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Iwin Nayak: at least 15% of the audience right now is like, okay, I don't know how to start, and then that is where most of my talk will be.

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Iwin Nayak: So yeah, so the conversation is about how to experiment with AI.

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Iwin Nayak: Just shift here, okay.

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Iwin Nayak: So, the agenda for the next 15 minutes is... first we'll start, like, before we go into the how, we'll talk about a bit more about the why. Why should you be if you're not already working or using those tools? And then...

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Iwin Nayak: there's this four-step method of experimenting. It comes from the lean mindset, it comes from agile, if you have heard of those concepts before. Just four steps, and it works as a cycle. So, plan, do, check, act, or adjust, and then you go back to plan.

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Iwin Nayak: And then I'll spend some more time on each of those four aspects of experimenting.

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Iwin Nayak: So, getting right into the why of, the experimentation, so why should we experiment with AI, especially in a public, public service, context? So...

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Iwin Nayak: If you have heard about everything that's going on in the world right now, public servants are facing a capacity crisis, workloads are increasing, while resources and time remain limited.

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Iwin Nayak: And generative AI tools offer a way to reduce the burden of repetitive manual tasks

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Iwin Nayak: Thereby freeing up time for higher-value work.

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Iwin Nayak: And while it may feel like experimentation with AI is... it feels like cheating, but it's not. It's strategic adaptation.

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Iwin Nayak: Using AI, or all the AI tools that are available, doesn't mean cutting corners. It means reframing how we work.

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Iwin Nayak: So, leveraging tools to enhance productivity, creativity, overall public service delivery, that is where it'll be useful.

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Iwin Nayak: And just as calculators, like, long time back, didn't replace math skills, generative AI as a tool won't replace human judgment. It does augment it as much as possible.

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Iwin Nayak: So why experiment? To discover low-risk, high-impact efficiencies.

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Iwin Nayak: To build confidence navigating emerging technologies, so that we are not left behind when it, does take on a whole chunk of our work. And also to foster a culture of learning and innovation in the public sector.

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Iwin Nayak: Moving on to the part of, the experimentation. So as I mentioned,

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Iwin Nayak: PDCA, or Plan Do Check at, is a well-known four-step method to improve processes.

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Iwin Nayak: Starts with planning, so if you don't know where to start with, it's like, think of, think of your daily work. Think of things that you're doing that's repetitive. Outlook inbox, checking mails.

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Iwin Nayak: So identify a problem or opportunity, and then doing. So now, once you have thought about or brainstormed within your team, think of, how do you go about implementing a solution or an experiment.

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Iwin Nayak: Then check or evaluate the results, and then acting or adjusting. So, adopting that solution or refining your approach, and then starting again.

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Iwin Nayak: So it... the PDCM method, or the Plan, Do, Check, Act method, is ideal to follow for a safe, structured experimentation with AI.

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Iwin Nayak: So, to summarize, identify a task or process to improve.

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Iwin Nayak: try a generative AI tool within your policy boundaries.

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Iwin Nayak: Check is review the output critically.

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00:12:15.890 --> 00:12:21.419

Iwin Nayak: And act or adjust is decide what to do next, and share your learnings.

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00:12:24.080 --> 00:12:42.429

Iwin Nayak: So when it comes to thinking about what experiment to begin with, as I just mentioned, do an individual or a team brainstorm to think about the repetitive or time-consuming task that you do most often, maybe on a daily basis or on a weekly basis.

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Iwin Nayak: Especially the ones that frustrate you the most. ...

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Iwin Nayak: So think of those pain points.

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Iwin Nayak: And then think of generative AI tools as a personal assistant of sorts. So you're assigning them a task to see how they do it.

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Iwin Nayak: And also, before diving into choosing a tool, investigate how your institution has policies around generative AI use. There would be guidelines that would be available to you.

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Iwin Nayak: about which ones are the... which tools you should be using, which tools you shouldn't be using. So... so look into that a bit more before you start using. ...

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Iwin Nayak: And the rules surrounding it. And are you restricted from uploading any kinds of documents to that particular tool?

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Iwin Nayak: And if your institution subscribes to a tool, let's say in a Microsoft environment, there's Copilot available, they'll also likely have some instructions that can help you get started with it.

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Iwin Nayak: So, ... what I, in my daily work, find a co-pilot, which is our,

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Iwin Nayak: tool of choice within the Ontario Public Service.

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Iwin Nayak: helps me summarize large data sets, like survey data or interview data, that can be very time-consuming to analyze for key insights. And if you're a manager or a leader within the space, it's important to remember that you play a big part in creating a culture of encouraging your team members to experiment with the tools.

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Iwin Nayak: Including generative AI tools to see if they can make delivering work products easier. So, create that space within the team for them to, use it.

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Iwin Nayak: And see how it goes, and see... and the learning, share it within the team.

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Iwin Nayak: I'll give a brief example over here of, like, what planning with a case study looks like. So, let's say a mid-level policy advisor identifies briefing note preparation as a repetitive, time-consuming task.

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Iwin Nayak: The first thing they do is check institutional guidance and confirm that

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Iwin Nayak: co-pilot or insert a particular generative AI tool here is an approved tool for internal use.

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Iwin Nayak: And they asked themselves, or within the team, or in a brainstorming session with the team, can this tool, in this case Copilot, help me summarize reports faster?

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Iwin Nayak: Can it help me also maintain the tone and structure across the notes? So, depending on who the audience you're creating this particular, ...

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Iwin Nayak: report for, they have a preference for that report to have a particular tone. So, they think about those two questions first.

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Iwin Nayak: And these are some steps for you to try it out. So, using your approved tool, generate a first draft of a document, and then edit it.

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Iwin Nayak: and edit your own draft using the AI suggestions. Again, you can leverage AI tools to give you suggestions about, okay, I don't like this part of the output.

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Iwin Nayak: Could I change it to... so that it matches the tone that I'm looking for? And ask for structure or formatting help. So, if you need it in a bullet point, if you need a paragraph, you're turning those bullet points into summaries, you can do that with your tool's generative tool as well.

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Iwin Nayak: So, this is just a general prompt engineering formula over here, but, again, there are so many, like.

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Iwin Nayak: many, many articles written on prompt engineering. This is a simple example of it. So it says, summarize this 10-page report, so you'll attach your 10-page report into three key points for a director-level audience focusing on strategic implications only. This follows a prompt formula of, like, action plus content or source.

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Iwin Nayak: the format that you want the output to be in, the audience that you're generating this report for, and if you have any constraint or goal. So, in this case, it's strategic implications only, so it knows how to proceed forward with it.

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Iwin Nayak: And once it gives you an output, you will then critically refine the output based on your expertise.

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Iwin Nayak: So... they upload a 15-page technical report to Copilot and Prompt, as I just mentioned.

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Iwin Nayak: And then Copilot generates a draft summary.

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Iwin Nayak: And then, the advisor or the human at the other end of it, then prompts, okay, rewrite this in a tone of a government briefing note. So you drill down into a bit more specifics when it comes to the following prompts after that.

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Iwin Nayak: And, this is something that I've mentioned before, but you always need to review the AI outputs. AI outputs are fast, and it... it sort of at a higher level makes sense, but

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Iwin Nayak: But the data sets that they are trained on, may not be without its faults. So, it is not flawless, so that is where the human judgment comes into play, where you're checking... always checking for factual accuracy,

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Iwin Nayak: the tone, the bias. Now, sometimes there might be, implied biases that the data set that the AI is trained on might include. So, so always be, on the lookout for that.

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00:18:46.670 --> 00:18:51.690

Iwin Nayak: There might be outdated information that it was originally trained on.

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Iwin Nayak: And it may miss a whole lot of context or nuance.

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Iwin Nayak: So, what does this look like in case of an example? So, you ask it to draft a plain language summary, and it's mostly accurate. It seems good at the surface level, but the language is still a bit technical.

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Iwin Nayak: And that word, a bit, is subjective. Like, it depends on the human or the other end of the advisor, the political advisor, the policy advisor, who the audience is. You have a better connection with the audience, than a generative AI tool, so you'll keep a lookout for that.

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Iwin Nayak: And then you edit the summary manually. So once it gives you an output, the job is not done. You're still looking over it and critically refining everything that it gives. So it does the heavy work for you, but it do not completely depend on the output, is what I'm saying over here.

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Jesse Samasuwo: Ivan, just a quick note of some time, if you... maybe another minute or two, thanks.

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Iwin Nayak: Yeah, so the advisor reviews the output of the government briefing note, the summary is clear and well-structured,

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Iwin Nayak: One key stakeholder concern is missing, which they have found out after critically reviewing it. The tone is mostly appropriate, but needs minor tweaks. And then they go in and manually add and address all the concerns, and adjust the tone.

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00:20:18.580 --> 00:20:32.439

Iwin Nayak: And then, at the end, the act part or the adjust part, use the output if it meets your needs, refine and reuse if it needs improvement, or even discard and rethink if it misses the mark completely.

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Iwin Nayak: And then share your learnings within the team. So, talk about what worked, what didn't with your team, share the experiments, build... it builds team confidence, and builds a culture of responsible innovation.

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Iwin Nayak: So, all the results are time saved, the quality maintained, the confidence gained, and then the manager or the leader encourages others to try similar experiments in their daily work, and then share the results in team meetings.

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Iwin Nayak: And that about brings me to the end of my talk, and if you have any questions, feel free to ask. I'll be here till the end of the session. Thank you so much.

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00:21:15.320 --> 00:21:26.330

Jesse Samasuwo: No, thank you, Irene. Really, really helpful, and I love the kind of practical case studies with each example. Really helpful. Christian, without further ado, I'll hand it over to you. I know Joel will be, presenting on the slides.

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00:21:30.220 --> 00:21:33.800

Jesse Samasuwo: Just checking that your audio isn't coming through?

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00:21:37.860 --> 00:21:39.859

Jesse Samasuwo: I'll just give it one last try.

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00:21:44.190 --> 00:21:45.800

Christian Wagner: Let's start this, can you know?

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Jesse Samasuwo: Yeah, perfect, thanks.

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Christian Wagner: Okay.

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Christian Wagner: All right, sorry about that. Yeah, good morning, everyone, and thanks for the introduction earlier today, and Ivan, thanks for the presentation. You will see some parallels, which is great, because it means we're all approaching it in a very similar way and have similar guidance.

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Christian Wagner: Just by quick introduction, I'm Christian Wagner from the public policy team here at Google. As Jesse mentioned, I've been working on our consumer-facing product, the Gemini app, which hopefully you all have seen at some point.

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Christian Wagner: And I've been doing this work not on Gemini, but on public policy for over 10 years now, and I think this is fair to say it's probably the most exciting moment

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Christian Wagner: in my Google career, so I'm very excited to share that excitement with you. And if we can go to the next slide, what you will see, what I thought we're gonna do today, is just to give you, like, a quick overview, big picture, why are we excited about it?

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Christian Wagner: ...

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Christian Wagner: then I will share some ideas and advice on how you can get started. You will see some similarities to what Ivan just shared, making it concrete, what are the five steps that we're suggesting to actually get started and to put words into action.

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Christian Wagner: a little disclaimer and suggestion on how to making sure that you use these AI tools in a safe and responsible way, and then we'll head over into the more practical

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Christian Wagner: spot around prompt engineering and some examples to leave you with. I will say that this is a very beginner-friendly, setup that I've prepared. I would love to, like, share more exciting and, like, more complex things with you, maybe at a future session, but...

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Christian Wagner: Maybe on the next slide, as you will see, why are we excited about this? I think, you know, high-level picture.

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Christian Wagner: is that we see that there is a lot of, excitement, really, for those that are starting, AI. We see that it helps people save time. In fact, we saw that 33% in experts

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Christian Wagner: Of experts have been giving us the feedback that, it actually can save

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Christian Wagner: government employees a significant amount of time. Of course, that's time that can be used for other, more critical work, oftentimes, right? So it frees up a lot of time that otherwise would be, would be very busy with, and doing things that maybe are less

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00:24:14.750 --> 00:24:15.500

Christian Wagner: ...

127

00:24:15.830 --> 00:24:32.859

Christian Wagner: We also see that 8 out of 10 people globally believe that it's important to actually use AI to streamline the government, so there's also interest or pressure, one could say, from citizens, from constituents there, to actually look into how AI can

128

00:24:32.860 --> 00:24:36.219

Christian Wagner: be helpful. And then, of course, if we look into the first

129

00:24:36.220 --> 00:24:42.059

Christian Wagner: Really interesting examples. I just put one example here, you will find tons.

130

00:24:42.060 --> 00:24:47.559

Christian Wagner: of those examples, I'm sure all of you have many better examples, but in Detroit.

131

00:24:47.560 --> 00:25:06.340

Christian Wagner: In Michigan, we worked with the city there and provided them with some of our AI tools, and actually had helped them to save over \$165 million just using AI to detect bleed pipes. So, just, like, one minor example, but it just shows the potential of the technology if used in the right way.

132

00:25:06.340 --> 00:25:14.339

Christian Wagner: Now, I will also say that today, of course, we focus more on generative AI. There are lots of other AI applications and tools that, governments,

133

00:25:14.650 --> 00:25:33.850

Christian Wagner: could employ to improve their services, but of course, generative AI is kind of the more first hands-on experience that I think is just making it very easy for people to use. Okay, if we can go to the next slide, I think at a high level where we see the potential for governments to leverage AI

134

00:25:34.130 --> 00:25:45.969

Christian Wagner: is definitely around, like, improving operations, really seeing how I can use to streamline services, make them more agile, maybe, like, use it to develop applications, make them

135

00:25:45.970 --> 00:26:00.379

Christian Wagner: the UX more user-friendly. AI can also help with security, right? I mean, at Google, we've been using AI for decades now to use... to detect spam, for example, in emails, so that's also an AI application.

136

00:26:00.540 --> 00:26:04.440

Christian Wagner: We've definitely seen a really interesting

137

00:26:04.780 --> 00:26:11.660

Christian Wagner: opportunity to use AI to help the connection with communities and constituents. That's actually a really cool project.

138

00:26:11.770 --> 00:26:31.020

Christian Wagner: you're interested to look into it, in Kentucky in the US, where they have started organizing virtual town halls, and basically asking the entire population for feedback on what can be improved, and people used that tool online, provided their feedback, and that AI has been used to kind of

139

00:26:31.020 --> 00:26:34.080

Christian Wagner: Extract the most relevant information that

140

00:26:34.080 --> 00:26:38.570

Christian Wagner: Came back from... from all of their citizens, which... these...

141

00:26:38.640 --> 00:26:53.979

Christian Wagner: Town halls, obviously, are usually not attended by a ton of people. Now, the church town halls are much easier to access, and it's been a great success story, really interesting, if you have a moment. I think there are a number of articles about this.

142

00:26:55.230 --> 00:27:09.829

Christian Wagner: And then, yeah, lastly, it also helps, of course, with decision making. So, again, AI can really help you to, craft better policy by actually looking into the data, by getting deeper insights, using AI as your assistant tool.

143

00:27:09.830 --> 00:27:18.949

Christian Wagner: really, going through a lot of information that otherwise would either be very complex or very time-consuming, and then I can be a fantastic helper.

144

00:27:19.290 --> 00:27:22.190

Christian Wagner: Okay, that was, like, as a, as a, ...

145

00:27:22.600 --> 00:27:26.549

Christian Wagner: big picture overview of, like, what AI can help you with.

146

00:27:26.650 --> 00:27:33.049

Christian Wagner: As you will see on the next slide, let's get started. So...

147

00:27:33.320 --> 00:27:37.220

Christian Wagner: How do we put AI into action and practice?

148

00:27:37.360 --> 00:27:50.560

Christian Wagner: We've explored some of the ways already in the previous slide now, around how the public sector can use, AI, but I think it's also exciting now to, like, see what this actually means in practice.

149

00:27:50.660 --> 00:28:06.329

Christian Wagner: In the next few slides, what we will do is to basically go through this START framework, that you may or may not have heard about it before, but the idea really is for you and your teams to get started using AI.

150

00:28:06.530 --> 00:28:18.210

Christian Wagner: So what does it mean? If we go on the next slide, you will see that in practice, the START framework breaks down into these five different elements. It's about selecting

151

00:28:18.850 --> 00:28:35.389

Christian Wagner: tasks that you want to look into. It's about, telling the AI what you want, about analyzing, refining, and trying it again. So let me break this down in more detail. And as I said, you would see some similarities there, with what Ivan just presented.

152

00:28:36.080 --> 00:28:50.220

Christian Wagner: to get started, look for a repeated task that you're working on very frequently. Ideally a low-risk one to start, such as maybe summarizing a public report,

153

00:28:51.330 --> 00:29:05.709

Christian Wagner: there may be many others, you can think about what these repeated tasks are. Then the next step is about telling the AI what you actually need. We'll talk about this in a second when we talk about the prompt engineering part, but you have to give

154

00:29:05.710 --> 00:29:21.769

Christian Wagner: the AI tools that you decide to use, a role, you have to find the audience, maybe it's your leadership for an update that you have to share, maybe it's your team that you want to provide an update with, or maybe you respond to, inquiries from citizens, constituents.

155

00:29:22.120 --> 00:29:28.379

Christian Wagner: Or other stakeholders that you have to share updates with. Again, it depends on the audience,

156

00:29:28.800 --> 00:29:30.729

Christian Wagner: That's an important first step.

157

00:29:30.840 --> 00:29:44.830

Christian Wagner: Now, then, of course, once you get the response from the AI tool, you will have to analyze the result. I think the important thing that I always like to highlight is that you are the expert, right? I mean, of course, these AI tools

158

00:29:44.880 --> 00:29:54.739

Christian Wagner: seem incredibly smart and craft in no time wonderful responses, but eventually they are just machines that

159

00:29:54.780 --> 00:30:09.479

Christian Wagner: have the capability of being really great in, crafting texts, but they don't really have the same level of expertise that you have. So, always remember, you're the expert, you're in control, and so...

160

00:30:09.620 --> 00:30:28.180

Christian Wagner: with that in mind, you should also review the text. That may sound written in a very confident way. I'm myself not a native speaker, so I also, very often, I'm very impressed by the outputs that I get, but we should not necessarily be, taking that wonderfully crafted response as a sign of

161

00:30:28.500 --> 00:30:30.929

Christian Wagner: Accuracy, which is why,

162

00:30:31.300 --> 00:30:43.610

Christian Wagner: You will have to always review the responses. Now, of course, you may get a response that you like, or may not like. Again, use your critical judgment, maybe refine the output, maybe add things to it yourself.

163

00:30:43.820 --> 00:30:47.539

Christian Wagner: Once you... once you've seen the result.

164

00:30:47.630 --> 00:30:48.680

Christian Wagner: ...

165

00:30:48.770 --> 00:30:57.499

Christian Wagner: And all of this is, of course, an iterative process, right? So, try it again if you are not happy with what you have seen and the response.

166

00:30:57.560 --> 00:31:14.230

Christian Wagner: try and change the prompt that you've put in. Try to maybe use a different document. Many of these AI tools, of course, have the capability to upload documents. Maybe there's a different document that works better, so just give it a try, play around.

167

00:31:14.590 --> 00:31:16.479

Christian Wagner: And, and see what works.

168

00:31:17.540 --> 00:31:21.639

Christian Wagner: Okay, if you go to the next slide, please.

169

00:31:21.830 --> 00:31:35.669

Christian Wagner: as I mentioned, I wanted to quickly just highlight, because I think we get that feedback, or that question very frequently when talking with, users about, like, what do I actually have to take care of,

170

00:31:35.900 --> 00:31:52.980

Christian Wagner: When I'm... when I'm using the technology. I think, first, as a starting point, make sure that you don't enter any confidential or sensitive information, if you are using a tool that is freely available, right? There are obviously

171

00:31:52.980 --> 00:32:00.210

Christian Wagner: dozens of different applications available that have similar chatbot or AI assistant experiences.

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00:32:00.240 --> 00:32:14.270

Christian Wagner: There are some, such as, you know, we at Google offer, of course, also a customer solution, a workspace solution that some of you may have access to, where we have actually committed publicly not to use

173

00:32:14.270 --> 00:32:29.010

Christian Wagner: that data to train our models, or providing the inputs to human reviewers. Other companies have very different perspectives there, so just check in with your IT department if you don't know yourself what's okay and what's not okay, but

174

00:32:29.070 --> 00:32:39.059

Christian Wagner: I think as a starting point, especially if you just experiment and don't have access to, safer tools, the advice is to not necessarily

175

00:32:39.180 --> 00:32:42.089

Christian Wagner: Not any sensitive and confidential information.

176

00:32:42.140 --> 00:32:47.959

Christian Wagner: Also importantly, I mean, I'm... I'm not a lawyer, but...

177

00:32:48.010 --> 00:33:04.349

Christian Wagner: I think the copyright perspective is always to make sure that you not just copy-paste content, I mean, that can also happen, right? You may just upload content from copyrighted materials, and ask it to summarize, or...

178

00:33:04.350 --> 00:33:08.949

Christian Wagner: Like, extract some information, and it may just be a copy-paste of the original.

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00:33:08.950 --> 00:33:19.559

Christian Wagner: Now, that, of course, may risk you if you then use that for further information. That may risk you ending up in some copyright issues if you, claim to...

180

00:33:19.650 --> 00:33:25.510

Christian Wagner: Use copyrighted content as your own content, so just make sure that you are not, there.

181

00:33:26.120 --> 00:33:44.829

Christian Wagner: The third point I think we already spoke about a few times now, always check the responses that you receive, for a variety of reasons, and of course, hallucinations is still an issue. Again, some providers may do a better job than others in how they are approaching

182

00:33:44.890 --> 00:33:59.099

Christian Wagner: accuracy and information quality, but it's always good to check the response, and, the sources that it provides to, especially if you start experimenting with it. Over time, you may feel that you have a better idea of,

183

00:33:59.530 --> 00:34:10.779

Christian Wagner: what the responses look like. There are also, obviously, are tools, and I've seen it here in the comments popping up every now, like Notebook LN, which are really designed to just ground information.

184

00:34:10.780 --> 00:34:20.500

Christian Wagner: Sorry, you just upload information, and your responses are grounded in the information that you've uploaded, so that reduces the risk of hallucination significantly.

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00:34:20.510 --> 00:34:24.789

Christian Wagner: But again, there are different use cases, and so different approaches.

186

00:34:24.969 --> 00:34:41.599

Christian Wagner: And then, last but not least, it's good practice to disclose if you're using AI tools. So, just, I mean, there may be policies within your different departments and organizations how to disclose that, but I think we generally learned that it's good practice.

187

00:34:41.969 --> 00:34:42.980

Jesse Samasuwo: Expose that.

188

00:34:42.980 --> 00:34:44.490

Christian Wagner: Okay, on the next slide.

189

00:34:44.489 --> 00:34:46.049

Jesse Samasuwo: Or two.

190

00:34:46.050 --> 00:34:55.579

Christian Wagner: Just very quick four practical tips, for prompting, as a starter. First of all, like, use natural language,

191

00:34:56.520 --> 00:35:05.399

Christian Wagner: consider the AI system that you're using, similar to a personal assistant. In other words.

192

00:35:05.870 --> 00:35:18.019

Christian Wagner: be specific, provide context, speak a natural language. I know it sounds odd, and we all had to learn how to use Google search 15 years ago, and how we use keywordies. Well.

193

00:35:18.020 --> 00:35:28.289

Christian Wagner: The good news is that now, actually, you can start talking very naturally, with these, chatbots, so just do that, write in full sentences,

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00:35:29.110 --> 00:35:33.470

Christian Wagner: Share your complete thoughts, give the full... the full context.

195

00:35:33.570 --> 00:35:51.679

Christian Wagner: Be specific, as I said, so really explain, what you want to do, whether it's summarizing something, it's analyzing, comparing, so just be specific on what you want. The chatbots won't be able to assume or look into your head.

196

00:35:52.430 --> 00:36:07.179

Christian Wagner: be concise, but also don't be overly complex. So, as we go through the prompt engineering bit in a second, you will see what I mean with that. And then, of course, last but not least, like, make it a conversation.

197

00:36:07.180 --> 00:36:26.089

Christian Wagner: You may get a response that you may not like, or you feel like, hey, that's not exactly the format that I wanted it to be, so use a follow-up, query, use a follow-up prompt, and ask it to, for example, restructure it, or change the tone, change the length,

198

00:36:26.200 --> 00:36:32.159

Christian Wagner: look for more complex, responses. One of the things that

199

00:36:32.400 --> 00:36:47.210

Christian Wagner: I think we had given, as an advice initially, is if you have a specific audience in mind, I don't know, it's like, formulate this in a way that it is understood by a 10-year-old, it's giving you a very different response than if you say.

200

00:36:47.210 --> 00:37:02.300

Christian Wagner: craft a response that works for a 30-year-old, master student in engineering about quantum physics. So, like, you're obviously, like, know your audience, right? And so be explicit about this. That's basically going back to that earlier point.

201

00:37:02.410 --> 00:37:12.830

Christian Wagner: And on the next slide, you would see them all... Sophisticated framework around, prompt engineering.

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00:37:13.360 --> 00:37:16.700

Christian Wagner: It could go to the next slide. Perfect.

203

00:37:16.890 --> 00:37:18.740

Jesse Samasuwo: Just last minute or so.

204

00:37:19.040 --> 00:37:26.810

Christian Wagner: Yeah, perfect. I think we already talked about this, or Ivan did. So, basically, a couple of elements, right?

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00:37:26.890 --> 00:37:28.689

Christian Wagner: As I mentioned, you need to give it

206

00:37:28.720 --> 00:37:48.510

Christian Wagner: a role, so, you know, you are a nutritionist, you are a policy maker, you are a citizen, you are an organizational leader, whatever the audience you want it to be, just be clear about it. Define the goal, and you see a couple of examples in here of how to define a goal. Know your audience, I mentioned that as well.

207

00:37:48.800 --> 00:38:04.160

Christian Wagner: And then, of course, we have the formatting that you may have in mind, and the style as well. So, you can look into these examples later, or we can talk about it in the Q&A. And if you go into the next slide.

208

00:38:04.660 --> 00:38:13.169

Christian Wagner: Which is just, you know, a couple of ideas on how to get started using these tools. I mentioned that some of them were earlier, summarizing content.

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00:38:13.170 --> 00:38:30.430

Christian Wagner: And you can also use them to learn and understand things, so, you know, if there are some policies, for example, that you would want to understand better, maybe in a different market, in a different region, just upload their laws and, you know, start familiarizing yourself with that.

210

00:38:30.490 --> 00:38:41.260

Christian Wagner: It may be about new complex issues, I don't know, maybe there's some new financial regulation that you need to study because you're new in that area, so you can use these tools as well, too.

211

00:38:41.530 --> 00:38:43.100

Christian Wagner: Deep dive into it.

212

00:38:43.260 --> 00:38:49.780

Christian Wagner: Of course, it's also about content creation, right? You can also use them to brainstorm and craft

213

00:38:50.200 --> 00:39:00.750

Christian Wagner: position papers, new ideas, responses to... to citizens. Some of them may be grounded information, others may be really free-flowing, and you're just exploring, like, hey.

214

00:39:00.750 --> 00:39:10.659

Christian Wagner: How can I come up with a creative response to this challenging task that maybe my manager has given me? And then, last but not least, it's about automating tasks.

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00:39:10.810 --> 00:39:14.849

Christian Wagner: Which, you know, we're not really covering here, but that's also a possibility.

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00:39:14.980 --> 00:39:20.740

Christian Wagner: I have two quick examples, if Jesse allows me, which I can take at 30 seconds.

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00:39:21.020 --> 00:39:22.429

Jesse Samasuwo: Yeah, 30 seconds.

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00:39:22.810 --> 00:39:29.650

Christian Wagner: Perfect. Yeah, just, like, here, as I mentioned, just two examples, summarizing,

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00:39:30.500 --> 00:39:35.190

Christian Wagner: content, I think... now we skipped one slide for power already. ...

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00:39:35.580 --> 00:39:48.100

Christian Wagner: Yeah, and you see on the right here, I mentioned some of those as examples just now. You know, if you are trying to understand some environmental policies or natural resource policies, different ideas.

221

00:39:48.100 --> 00:39:56.129

Christian Wagner: you can ask the chatbot of your choice to do that. You can compare different policies in different countries, different regions, so...

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00:39:56.130 --> 00:39:59.080

Christian Wagner: Example prompts are here on the left.

223

00:39:59.110 --> 00:40:04.329

Christian Wagner: And then, if you go to the next slide, and with that, I will conclude.

224

00:40:04.410 --> 00:40:23.710

Christian Wagner: You can, of course, also use it to analyze and compare, policy documents or other, like, relevant information. Again, you can upload documents into many of these chatbots, and then just, like, allow them to understand it, deep dive it, compare it, analyze it, and then, of course, create content in a way that you like.

225

00:40:24.120 --> 00:40:29.679

Christian Wagner: And with that, I will... conclude. Thank you very much.

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00:40:30.560 --> 00:40:38.460

Jesse Samasuwo: No, thank you, Christian, really appreciate that, and thanks, everyone, for the really, really interesting comments and the questions that are coming through.

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00:40:38.510 --> 00:40:57.479

Jesse Samasuwo: We'll spend the rest of today's session kind of just going, working through those questions. Before we move over to that, just a quick note that, as many of you may be aware, this is kind of... we're just at the two-year mark of the Government AI Campus, which launched in 2023, and we're very excited to be announcing that we're launching a new event series as part of the Government AI Campus.

228

00:40:57.480 --> 00:41:08.849

Jesse Samasuwo: called the AI Skills Lab. So this is a new monthly virtual event series of short, focused sessions on practical AI skills. Each event will give you a new tool or technique to add to your toolbox.

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00:41:08.850 --> 00:41:27.010

Jesse Samasuwo: We've been talking about a lot of these today. So, the first session is AI for Analyzing Data, and that's coming up, I think, just on the 23rd of September next month, and we'll have two more after that before the year's end on email writing and policy-making prompts. So, just another opportunity for you to kind of focus in on specific applications and

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00:41:27.010 --> 00:41:34.650

Jesse Samasuwo: ways to use AI in your work. My colleague will be sharing links to those in the chat, so please do sign up for the ones that interest you.

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00:41:34.880 --> 00:41:47.849

Jesse Samasuwo: Excellent. So, we have really some really interesting questions that have come through. I'll try to get through as many as possible in the next, sort of, 15 minutes or so. So, Iowa and to Christian, as, you know, if we can keep the answers, moving and slow and quick, that'd be great.

232

00:41:47.920 --> 00:42:00.589

Jesse Samasuwo: An interesting one that Alexandra asked first, about half an hour ago, just one that we see a lot popping up on any insights on the environmental aspects of using AI, and any kind of recommendations of where people can find more information about that.

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00:42:00.680 --> 00:42:05.079

Jesse Samasuwo: Christian, I'll... Not to put you on the spot, but I might ask you to take that one.

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00:42:05.300 --> 00:42:23.519

Christian Wagner: And, yeah, no, I generally think, very good question, and also a, concern that I think we definitely need to take very seriously and look into, because, of course, it is very accurate that, the training and the serving of these AI models is

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00:42:24.960 --> 00:42:40.200

Christian Wagner: resource intense. We actually, at Google, published literally last week, and I'm happy to share this, of interest, a very lengthy technical report, assessing how much energy it actually requires,

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00:42:40.440 --> 00:42:49.379

Christian Wagner: To, to, you know, to respond to a question of a user. And we found that, on average, it uses...

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00:42:50.100 --> 00:42:58.989

Christian Wagner: less than... like, the average response to a prompt uses less, or comparable to, like, less than watching TV for 9 seconds.

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00:42:59.100 --> 00:43:16.430

Christian Wagner: So, in other words, we're, like, constantly reducing the energy consumption. 9 seconds of watching TV is probably not a significant amount of time. The other element, not just energy, is, like, water consumption, right? And then we also published another just

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00:43:16.430 --> 00:43:23.240

Christian Wagner: If you're interested, how much water does it actually use, because obviously water is used for cooling, the data centers.

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00:43:23.470 --> 00:43:37.449

Christian Wagner: And it's equivalent to around 5 drops of water per query, so a rather small amount. But, of course, I think we need to continue looking into how to reduce that, and Google has made commitments

241

00:43:37.450 --> 00:43:46.039

Christian Wagner: also to use only... to be energy neutral by 2030, so, very important question, I think, that you all need to keep an eye on.

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00:43:46.640 --> 00:43:49.179

Jesse Samasuwo: That's been really helpful. ...

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00:43:50.110 --> 00:44:09.709

Jesse Samasuwo: As Cedric, asks, when it comes to our respective institutions, how can we make sure that all of us employees, including those from underrepresented racial groups, including Black and otherwise, are at the tables where organisational AI policies are being made or developed? Iwin, I'll put that one to you, given that you're working right... sort of working through these issues in government.

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00:44:11.040 --> 00:44:25.770

Iwin Nayak: So, I can give a very specific example. So how Ontario Public Service is doing this is, we have a ministry responsible for deploying, AI tools, and then we created a pilot

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00:44:25.780 --> 00:44:43.110

Iwin Nayak: Program where we gave out licenses to a group of around 350-odd first early adopters, who... and then we have these conversations with the ministry about, what's working, what's not working, and we are, like, completely

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00:44:43.300 --> 00:44:53.419

Iwin Nayak: represented across the board, from the... and have diverse opinions about, things that are being used. When it comes to,

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00:44:54.000 --> 00:45:00.629

Iwin Nayak: ... tables where organizational AI policies are being made and developed. ...

248

00:45:01.380 --> 00:45:18.880

Iwin Nayak: I think, like, the survey responses that we give is sort of directing them how to use it in particular cases, but I would say, like, have that communication with whoever is responsible for deploying these tools within the organization.

249

00:45:19.450 --> 00:45:21.389

Iwin Nayak: And, and see where that takes you.

250

00:45:22.060 --> 00:45:40.820

Jesse Samasuwo: Yeah, really appreciate that. I don't know if there's any follow-up on that, Hedrik, you can follow up in the chat, and we can pick that up as well. Joe asks, how can tech companies support policymakers, and how can policymakers support each other to mitigate the security risks of AI? Christian, I'll put that to you, and then Iwin, I'd love to have your perspective on that as well.

251

00:45:42.110 --> 00:45:51.330

Christian Wagner: Yeah, no, great question. ... Look, I think, generally, the way we develop and advance

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00:45:51.700 --> 00:45:58.860

Christian Wagner: AI, as we go towards, AGI, I think, is a very collaborative effort, right? I think

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00:45:58.990 --> 00:46:02.850

Christian Wagner: Tech companies will not be able to evolve

254

00:46:03.690 --> 00:46:17.680

Christian Wagner: AI on their own. Like, we need to do this with all different stakeholders, government, civil society. I think it's a... it's a two-way street. We need that feedback, we need to develop these tools jointly. I think the...

255

00:46:17.690 --> 00:46:31.800

Christian Wagner: the opportunity is significant, but also the op... like, the potential of things to go into a direction that we don't want, so I think that's why it's important that we do these things collaboratively, and I think that is...

256

00:46:31.810 --> 00:46:41.149

Christian Wagner: true across all of the potential risk area, but security definitely being a significant one. And so...

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00:46:41.250 --> 00:46:54.329

Christian Wagner: you know, we... there are obviously... I don't want to go into too much detail now, but there are obviously a number of, institutes, right? In the US, you have NIST, in the UK, you have the...

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00:46:54.600 --> 00:47:00.229

Christian Wagner: blanking now on the name, the AI Security Institute, many other

259

00:47:00.590 --> 00:47:19.619

Christian Wagner: labs that governments have started, where they really hire, fantastic engineers, smart people, to also scrutinize tech companies, and see, you know, how do we train these models, how do we make sure that the data sets are,

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00:47:20.140 --> 00:47:27.999

Christian Wagner: designed in a way that we can address some of the potential security and other

261

00:47:28.000 --> 00:47:43.140

Christian Wagner: ethical risk. And so, I think it's important that there's this collaborative effort, that there is, of course, also, you know, for us as tech companies, the responsibility to be open, to go into these conversations, explain how the technology works.

262

00:47:43.140 --> 00:48:02.640

Christian Wagner: And address questions that government and also other stakeholders have. And equally, I think we also benefit from getting the feedback from academia, from governments, on the concerns that we have, because that's, like, important guidance for us in which direction we can develop these tools.

263

00:48:03.070 --> 00:48:12.799

Jesse Samasuwo: Yeah, really helpful. And Ivan, maybe you can share a perspective, you know, having worked on AI projects in government, some of the security risks that you are thinking through when you're building tools for the public sector.

264

00:48:12.930 --> 00:48:14.580

Iwin Nayak: Yeah, so...

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00:48:15.270 --> 00:48:22.119

Iwin Nayak: I've also worked with, like, digital transformation in the healthcare sector, and one of the things that

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00:48:22.170 --> 00:48:46.219

Iwin Nayak: I was sort of involved with when we were looking at vendors for particular digital tools is, like, are they HIPAA compliant? Is there GDPR compliance with those tools? In some cases, they were, in some cases they weren't, and so we didn't go with those which didn't have compliance. So yeah, like, conversations and seeing if those tools are compliant with some

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00:48:46.220 --> 00:48:51.819

Iwin Nayak: certain established, processes or security,

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00:48:52.490 --> 00:49:05.179

Iwin Nayak: to get rid of security risk, basically. So yeah, communication between the tech companies and, and the policy makers about the compliance records or, or, everything that's happening,

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00:49:05.520 --> 00:49:08.400

Iwin Nayak: Behind the scenes, let's say, when it comes to development.

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00:49:08.740 --> 00:49:09.800

Iwin Nayak: So... Yeah.

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00:49:10.740 --> 00:49:15.100

Jesse Samasuwo: Really helpful. Excellent. There's a really great question here, ...

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00:49:15.310 --> 00:49:22.120

Jesse Samasuwo: that I think, Martin Simmons has asked, are there any killer use cases that we can show users to help them

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00:49:22.120 --> 00:49:42.040

Jesse Samasuwo: adopt an AI tool like Copilot, please share. I know that at the beginning of this event, 50% of you said you're already experimenting with AI, so I'd love to put that question back to the audience in the chat. If you had to show Martin, you know, one killer use case that you think could help someone be more competent or excited about using AI,

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00:49:42.040 --> 00:49:45.360

Jesse Samasuwo: Please share it in the chat, and we'll kind of collect those and show them at the end.

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00:49:45.430 --> 00:49:59.929

Jesse Samasuwo: But Kimberly asks also a very important question here, and I think a few people asked it. It's a very simple question, but I think it's the important one. Where does the data that we share with AI tools end up? I wonder if you could both share that perspective, Iwin first, and then Christian briefly.

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00:50:01.090 --> 00:50:04.129

Iwin Nayak: But... Yeah, so I haven't...

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00:50:04.280 --> 00:50:08.479

Iwin Nayak: like, this is from Copilot, and, like, that is why this is, ...

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00:50:08.710 --> 00:50:18.729

Iwin Nayak: approved to use within Ontario Public Service, because as Martin Simmons answered over here, none of the prompt or the data is used to train the LLM.

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00:50:18.730 --> 00:50:32.269

Iwin Nayak: So the information stays inside the data boundary, which is true for Copilot. Now, again, other tools, I don't know as much, but whoever is looking at

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00:50:32.310 --> 00:50:33.300

Iwin Nayak: ...

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00:50:34.160 --> 00:50:41.830

Iwin Nayak: Deploying these tools in the professional environment will also be looking at, is the data going to get, you know, in, in,

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00:50:41.830 --> 00:50:56.589

Iwin Nayak: external hands, let's say. So, where does the data we share with AI tools end up? In specifically the Copilot case, because I know about this, it doesn't go anywhere. It stays within the boundaries.

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00:50:56.590 --> 00:51:02.450

Iwin Nayak: But other tools, it might be different, which I don't have the answer for right now.

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00:51:03.540 --> 00:51:08.290

Jesse Samasuwo: No, that's fair enough. Christian, I don't know if you have another perspective to share, maybe on... for Gemini?

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00:51:08.420 --> 00:51:26.619

Christian Wagner: Yeah, as I mentioned during the presentation, I mean, we have the customer solution, which we also offer to governments, and there, it is very much like what Ivan just mentioned, where the data is not being used for any

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00:51:26.690 --> 00:51:30.590

Christian Wagner: Purpose is to improve the products, or to train the models.

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00:51:30.760 --> 00:51:38.450

Christian Wagner: But generally speaking, I think the question is fair, that's why I mentioned it to not enter any, like, sensitive confidential information if you're using one of the

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00:51:38.550 --> 00:51:46.080

Christian Wagner: really available products that are more consumer-focused, because, of course, usually.

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00:51:47.840 --> 00:51:52.189

Christian Wagner: The information is oftentimes used to train the product.

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00:51:52.390 --> 00:52:06.599

Christian Wagner: approve the product. Some of these, like, extracts may be shared with some human reviewers. I mean, again, all of this happens just to make the product better over time,

because, of course, the only way to get better is by actually getting insights into where it went from.

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00:52:06.730 --> 00:52:07.590

Christian Wagner: ...

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00:52:07.700 --> 00:52:19.989

Christian Wagner: And users oftentimes, you know, leave feedback with this thumbs up, thumbs down solution that many of the products have implemented, but yeah. Anyway, that is for consumer-facing products, at least on the Google side.

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00:52:20.230 --> 00:52:26.440

Christian Wagner: Can't speak for our competitors, but we have a government solution where we don't use any of the data that

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00:52:26.660 --> 00:52:31.480

Christian Wagner: You would, input for training or review.

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00:52:31.910 --> 00:52:49.540

Jesse Samasuwo: Yeah, really helpful. I'll stick with you, Christian. There's a really useful question here, and I think it speaks to a theme that we saw in a lot of the comments. So someone has asked, do you need to put in inverted commas in front and after the text you want AI to work on, so it can detect the particular text? And maybe you could sort of

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00:52:49.570 --> 00:53:02.619

Jesse Samasuwo: maybe respond to that question specifically, but also just talk about some of the... how people can make sure that AI is sort of drawing on the best information that they want it to use. I think someone talked about context engineering. Maybe you could explain that briefly, I don't know, in about a minute or so.

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00:53:03.050 --> 00:53:03.740

Christian Wagner: Yeah.

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00:53:04.020 --> 00:53:05.060

Christian Wagner: And...

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00:53:05.290 --> 00:53:22.400

Christian Wagner: I think as a starting point, there are different tools for different use cases, right? So at Google, and I'm sorry, I can't speak on behalf of the industry, but I'm just giving you the Google perspective, and we have two different products, or more than that.

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00:53:22.590 --> 00:53:29.860

Christian Wagner: But two products that may help in this case. One is the Gemini app, which is our chatbot, the other is Notebook LM.

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00:53:29.980 --> 00:53:46.829

Christian Wagner: Notebook LM, as the name already suggests, is really, there for you to upload a ton of material. Maybe, like, reports, maybe emails, other information. None of the information that you upload there is also used for training or human review, so it's all safe.

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00:53:46.850 --> 00:53:56.560

Christian Wagner: If you ask Notebook RM a question, it basically extracts information only based on the material that you have uploaded.

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00:53:56.630 --> 00:53:57.640

Christian Wagner: ...

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00:53:57.870 --> 00:54:03.759

Christian Wagner: In other words, the risk of hallucination is very low, like, it will not make things up, it will not...

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00:54:03.790 --> 00:54:11.719

Christian Wagner: connect to the open web and try to find other relevant information. It is really just grounding or corroborating as

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00:54:11.750 --> 00:54:24.090

Christian Wagner: you may hear in discussions, as the term, on the sources that you have provided to it. That's somewhat different to chatboards like the Gemini app,

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00:54:24.370 --> 00:54:25.620

Christian Wagner: where...

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00:54:25.690 --> 00:54:44.610

Christian Wagner: You can, of course, also steer a little bit the output, and you can do that by uploading documents. You can also, in your prompt, be very explicit and just say, like, only use the materials attached, or before, you know, if accuracy is particularly important, you can also notch

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00:54:44.730 --> 00:54:51.670

Christian Wagner: The chatbot to be very accurate and make sure that all of the sources are indeed correct.

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00:54:51.670 --> 00:55:05.790

Christian Wagner: that's not bulletproof, but it's definitely helpful if... as I mentioned earlier in the presentation, the more context you provide, and context in this case can also be, like, that accuracy is of utmost importance in the response.

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00:55:05.790 --> 00:55:12.429

Christian Wagner: the better the response of the chatbot would be. But I think as a general rule of thumb.

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00:55:12.510 --> 00:55:27.370

Christian Wagner: there are products where you will only ground on information that you provide, which are tools like Notebook LM. I know there are some other products that do similar things as well out there. If you are okay for a more

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00:55:27.420 --> 00:55:42.550

Christian Wagner: creative, response that is not just very strictly looking into the information uploaded, I think tools like Gemini can be really helpful here as well. And even there, you can also narrow a little bit

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00:55:42.970 --> 00:55:50.890

Christian Wagner: And what is being used as source for the output by uploading relevant information, or by prompting it in the right way.

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00:55:51.300 --> 00:56:03.620

Jesse Samasuwo: Really helpful. Thanks, Christian. Christian, and Irene, I don't know if you can see the Q&A tab on your screen, but there are a few questions there that maybe... maybe not understandably, but if you are able just to answer some of those questions in the chat while we still have

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00:56:03.620 --> 00:56:13.560

Jesse Samasuwo: the last few minutes. Just a quick notice before we all jump off today's call, just to remind you again about the Skills Labs events that are coming up over the next three months.

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00:56:13.560 --> 00:56:26.679

Jesse Samasuwo: please do sign up and look out for those, particularly the ones that interest you, and I'm sure many of the questions and themes that we've been talking about there today will be relevant in those events. There also should be a poll question coming up, which is just for our own kind of reflection and learning on

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00:56:26.680 --> 00:56:44.729

Jesse Samasuwo: how well this event has gone, so on a scale of 1 to 10, please rank your agreement with this statement. This event was a valuable use of my time, where 1 is completely disagree and 10 is completely agree. Again, that's just for our own internal reporting purposes, so please, helpful to have your feedback on how we can improve. And...

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00:56:44.970 --> 00:56:48.299

Jesse Samasuwo: Just a reminder, of course my screen will be playing up just now.

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00:56:48.300 --> 00:57:10.689

Jesse Samasuwo: As I've tried to switch, really helpful. So yes, a reminder to sign up for the Skills Labs event, and a final thanks to both of our brilliant speakers, Christian and Iwyn, on sharing their reflections today. Christian and Iwin, we have a bit of a tradition at Ap Political to have a one-word takeaway at the end of our events. I was wondering if you might be able to summarize what you've taken away from the questions and the comments you've heard

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00:57:10.690 --> 00:57:13.680

Jesse Samasuwo: Today, maybe just share a one-word or one-sentence takeaway.

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00:57:15.620 --> 00:57:27.240

Christian Wagner: I think my one word would be opportunity. I know there are lots of questions, that we need to address first, but once we're there, I think you would see the potential of technology, so just...

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00:57:27.840 --> 00:57:29.659

Christian Wagner: Try it, and you will love it.

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00:57:29.960 --> 00:57:39.730

Jesse Samasuwo: Amazing. And a special shout-out to Christian as well, because he persevered through his laptop, not allowing us to collect a Zoom, so thank you for making it work as well. And to Iwin, your one-word takeaway just before we drop off?

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00:57:39.910 --> 00:57:56.360

Iwin Nayak: I would say hopeful, hopeful that everybody, tries and experiments, and this is... this is what the future looks like, and then, it's better to get on the board and then try out, things that work in your...

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00:57:56.670 --> 00:58:10.050

Iwin Nayak: professional environment, even personal environment, because, yeah, it's better to start learning and developing, and then, you know, being there when it happens, sort of a thing.

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00:58:10.420 --> 00:58:11.280

Iwin Nayak: That's awful.

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00:58:11.590 --> 00:58:23.080

Jesse Samasuwo: Excellent, and that's exactly what the government AI campus is for, so thanks, everyone, for joining us today. Please do stay in touch with the campus, join us at future events, ask questions, share resources. Thanks again for your time, and we will see you, hopefully, at the next event. Have a great day.