

Transcript: AI for Frontline Public Service: Careworkers to Classrooms

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Nigel Smith: Hello, Hello! And welcome to this masterclass. Today we have got some fantastic

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Nigel Smith: use cases to share with you exploring the state of AI adoption in frontline public services, and we'll be discussing how government can employ AI tools to assist in the provision of frontline public services that deliver for citizens. My name is Nigel Smith. I'm the senior learning strategist here at Apolitical.

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Nigel Smith: and it'd be really great to hear from all of you. So please let us know who you are, where you are joining from, and your role by posting in the chat.

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00:01:00.740 --> 00:01:06.220

Nigel Smith: Keep an eye on that. See who we have got joining us. Today.

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Nigel Smith: Thank you, Becky, for posting 1st from Oxford City Council. This is what I love to see. The whole world is represented. So the Cayman Islands, Texas, Philippines, Paris.

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Nigel Smith: closer to home for us in London, somebody in Manchester, Scotland, fantastic so, as you can see already a really broad breadth of roles and geographies

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Nigel Smith: represented with something we love to see in these apolitical events. For those of you who may be joining us for the 1st time. Very warm, welcome. Apolitical is the world's largest community for government used by a quarter of a million public servants and policymakers from more than 170 countries. Our mission is to make government smarter. And we do this by putting the best knowledge and skills at the fingertips of public servants around the world.

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Nigel Smith: This event today is part of our government AI campus which aims to train 1 million public servants in order to create AI ready public services. The campus is a trusted knowledge and learning hub for governments and the world's 200 million civil servants on governing and applying technology. And you can take up your place on the campus by following the link that should pop up on your screen shortly.

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Nigel Smith: I've got a few brief technical notes to get out of the way before we get into today's conversation.

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Nigel Smith: this event is recorded for on-demand viewing on the apolitical website, please don't record it yourself.

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00:02:43.910 --> 00:02:55.850

Nigel Smith: Contact details for privacy concerns are in the apolitical homepage footer. Closed captions are available, and they can be toggled on and off in your screen settings

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Nigel Smith: before we introduce our speakers. We're going to run a few quick polls just to get a sense of what you all are hoping to get out of the discussion today. So the 1st poll is, how often are you using generative AI tools like Chat Gpt, Gemini, or Microsoft Copilot in your work daily, weekly? Not that often, or I have never used them

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Nigel Smith: really broad range, so the minority rarely use them. But we've got a really sort of equally spread mixture amongst daily, weekly, and not that often. So thank you for participating in that 1st poll. Next question.

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Nigel Smith: what are the biggest challenges you face in using AI at work? Not having enough training or confidence. To use AI effectively concerns about data, privacy, keeping people's information safe, lack of specific guidance on how the AI should be used in day-to-day work, uncertainty or colleagues and teams feeling hesitant to use a new technology

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00:04:35.520 --> 00:04:49.310

Nigel Smith: again, very, very equally dispersed. I'm sure these are things that we'll get to in the discussion later. So a real mix amongst them all, no clear winner.

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Nigel Smith: So the final one is a little bit different. This is really just something for you to type in the chat. So the question is, rather than selecting a single option. We just like to know, just in one short sentence, how you would like to be able to you to make use of AI in your job. So just post a few words.

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00:05:13.330 --> 00:05:17.749

Nigel Smith: You can be as aspirational as you like in the chat.

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00:05:26.480 --> 00:05:28.200

Nigel Smith: what's around efficiency.

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00:05:31.850 --> 00:05:39.370

Nigel Smith: And again, we can perhaps get into later what we mean by efficiency reducing workload.

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00:05:42.820 --> 00:05:45.939

Nigel Smith: better communication. Yeah, admin functions. And

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Nigel Smith: there we go make tedious tasks easier and faster, freeing up more time for creative and progressive pursuits.

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Nigel Smith: I really appreciate so many of you engaging with that question. And perhaps, you know, if you've got challenges in doing some of these these again, things that we can come back to

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Nigel Smith: in the Q. And a a little bit later. So thank you so much for those. So I'm going to go ahead and tell you a little bit more about who you will be hearing from today. We're fortunate to

have some brilliant guests well versed in the use of artificial intelligence. Here Rachel Prothero and Ivan Trevikov.

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Nigel Smith: Ivan is a data Architect and the Director of Research Informatics, AI and Technology at the Children's Hospital of Eastern Ontario Research Institute. He's also a current Ams Fitzgerald, fellow in AI and human centered leadership at the Dalla Lana School of Public Health at the University of Toronto.

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00:06:47.000 --> 00:07:11.409

Nigel Smith: Rachel is telecare manager for the Vale of Glamorgan Council, and for any of our Non Uk audience, the Vale of Glamorgan. Very beautiful region in South Wales. Rachel has spent over 2 decades in local government driving transformation by helping to develop innovative Digital Service delivery, more of which we will talk about later. And you can read Ivan and Rachel's full bios

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Nigel Smith: by visiting the resources tab at the bottom of your zoom screen and heading to the speakers section. So let's get started with a little icebreaker before we get into the main discussion. So we'd love to hear your thoughts on this, your access to this in the chat. But I'm going to let

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00:07:29.540 --> 00:07:43.139

Nigel Smith: Ivan and Rachel answer in a few words. So just imagine if AI was a person working in your team, what would they be like? Just in 3 words? Let's start with you, Rachel?

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00:07:44.609 --> 00:07:51.049

Nigel Smith: I think enthusiastic every time I ask AI for something. It's very, very keen to give me a response.

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Rachel Prothero: So I've lost my camera. Consistent. It's always there. It's my one member of the team that is never on annual leave, and it never goes sick.

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Rachel Prothero: But it's silent. It only answers my questions. It doesn't annoy me or ask me things or anything like that just sits there waiting for me to ask it.

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Nigel Smith: What a wonderful colleague Ivan.

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Ivan Terekhov: I think it's something that we're gonna have to wrap our heads around. You know, working alongside AI, as more of this technology develops for me, I think, knowledgeable so helping me find things quickly efficient once again

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Ivan Terekhov: processes things really well and synthesizes information for me very quickly and helpful. Ultimately it's helping me do my job better and assisting me, and maybe some of the more rogue tasks that I do.

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Nigel Smith: I was at a conference about 18 months ago, and I remember one of the keynotes sort of saying, You know, within the next 12 months you will all have AI team members and a few people who definitely thought very skeptical of that. But as this conversation's already proved very much

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Nigel Smith: the case. Do?

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Nigel Smith: Those are all the cool

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Nigel Smith: love to hear your thoughts on that in the chat. If you feel like you've got your AI colleagues working alongside you. So, without further ado, let's hand over to Ivan for the 1st presentation

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Nigel Smith: over to you. Pardon.

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Ivan Terekhov: Got my screen there, everybody see.

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Nigel Smith: That's great!

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Ivan Terekhov: That's terrific.

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Ivan Terekhov: Yeah. So I'm just gonna give a little bit of a perspective on pediatric hospital setting.

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Ivan Terekhov: I by way of background. I'm from Ottawa, Ontario, Canada. We are a Children's hospital serving Eastern, Ontario, Western Quebec, and the northern regions of Nunavut

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Ivan Terekhov: So we have quite a wide geographical area that we serve. And we are a full service academic hospital, a Children's treatment center. We're affiliated with the University of Ottawa, and we also have a research Institute which I'm part of. We have 135 inpatient beds, about 170,000 outpatient visits per year and closer to 80,000 emergency department visits a year with 2,500 staff and 250 Geo. Based doctors

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Ivan Terekhov: for me. I run the research informatics core, which is a group of data analysts, data scientists. We do applied AI research. We help our scientists with high performance computing. And we also dabble in synthetic data.

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Ivan Terekhov: So I'm gonna run through a number of use cases that we are experiencing right here at Geo as well as other kind of healthcare use cases happening in Canada, and then kind of close it out with my thoughts on how to adopt this technology at your organization.

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Ivan Terekhov: So one of the products I'm going to tell you about is, think rare. Rare diseases are individually rare, but collectively common. And oftentimes these patients that have a rare disease experience a very long diagnostic Odyssey.

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Ivan Terekhov: and the reasons for that are many, the complexity of our healthcare system unrelated symptoms because the conditions are rare. They're difficult to diagnose. And also there's minimal physician training on rare disease.

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Ivan Terekhov: So you go to medical school. You get a couple of weeks of rare disease training. And then off you go to your specialty. And so what really happens is these patients are kind of referred from specialty to specialty, and oftentimes they're just lost in a healthcare system. So we undertook our project to try to solve this problem with a decision support tool which would identify these patients and get them referred to genetics.

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Ivan Terekhov: Just to give you an example of what a patient journey might look like. This was a patient we actually identified during our research and development phase. As you can see, it took 17 years for this patient to get diagnosed with a very, very rare disease, and as part of their journey. They've been all over the hospital doing cardiology, cardiovascular surgery, plastic surgery, orthopedics.

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Ivan Terekhov: physiotherapy, lots of health system utilization. I could imagine a lot of frustration for the family

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Ivan Terekhov: having to navigate, navigate the health system, trying to figure out what is wrong with their child.

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Ivan Terekhov: so as part of our project in 2023. We actually identified this patient and then had them referred and then tested with whole exome sequencing and gotten them their diagnosis in 2024.

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Ivan Terekhov: So our algorithm is actually scanning all of the patient charts every day. We're flagging about 5 to 15 patients a month, and the entire journey for this kind of identification, getting the patient referred, getting the patient seen. Usually you have to go multiple tests before they get genome wide sequencing, so

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Ivan Terekhov: that whole process takes up to 8 months. So even though we flagged a bunch of patients, not all of them have been through that entire circuit yet, but for the ones that have been.

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Ivan Terekhov: we have diagnosed 13 out of 17 patients, which is our clinical people are very excited about it, because typically if you get referred to genetics, and you have genome, wide sequencing. They can tell give you a diagnosis about 30% of the time.

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Ivan Terekhov: So this diagnostic rate is is really terrific. And we're finding, you know, the right patients so kind of proving that our algorithms working well this year, we're actually looking to scale across Canada trying to do some validation studies of other children's hospitals throughout the country. A couple of other healthcare use cases.

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Ivan Terekhov: once again, AI scribes are in vogue. Very much

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Ivan Terekhov: you know. He talked about at the primary care setting because they're a little bit quicker to adopt these kind of things with hospital governance being a little bit more slow to adapt. But you know, right across the parking lot here in Ottawa. We have the Ottawa Hospital using Microsoft AI scribes to reduce Physician Burnout. We're actually doing a pilot at Chio as well.

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Ivan Terekhov: And another research use case. This is from a hospital in Toronto. They created an algorithm that, is an early warning system for patients that are in their internal medicine unit, and they are, you know, either going to have to go to the lcu or you know, have a have a higher risk of of dying. And so over over the time that they've launched a system, they've actually cut unexpected deaths by 26%. So

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Ivan Terekhov: very exciting technology that's being developed right here in Canada. Now, these are all kind of specific healthcare examples. And I realize that most of you, maybe on the call. Don't have the luxury of having a research institute with data scientists working on your specific problems. We do use other tools at Chio

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Ivan Terekhov: teams premium for kind of automated note taking for meetings. You know our Admin group that supports our executives we found that they saved a couple of hours each each week. In in summarization and notes.

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Ivan Terekhov: no distribution for for the meetings that they have to document. We, of course, use copilot as well. I think Microsoft is pushing this out to absolutely everyone through every available channel.

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Ivan Terekhov: And there's a lot of different use cases for that one that are actually quite pragmatic. We've had our Communications group, you know, draft patient, friendly language about, you know, new discoveries press releases really just kind of enhancing the efficiency of their work. But also things you might not think about right away. Our our legal department has to.

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Ivan Terekhov: you know, send contracts to our CEO probably 20 times a day, and they had to fill out this lay language summary of what what this contract is actually about and that was taking them a long time. But

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Ivan Terekhov: you know, plugging that into copilot once again, assuming you're have the right data protections in place. Really reduce that task to just like a few seconds, which is, which is a really crazy gain and efficient inefficiency. In my view.

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Ivan Terekhov: we've also been toying with a few other things rx. Food is a company that we started to work with with our dieticians. Our patients need to kind of log their meals and kind of

track what they're eating. And so this is an app that actually kind of takes a picture. When you take a picture of food, it scans your meal gives you the nutritional breakdown and

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Ivan Terekhov: and then kind of lightens the burden on the patient to actually log these things manually. It's obviously a very mundane task, and helps them adhere to actually logging their meals and paying attention to what they're eating the next 2 are not ones we've actually played around with yet. But we are sort of mulling over the potential use cases. Synthesia's AI video generation. So if you think about a

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Ivan Terekhov: a scenario where you need to film a video where a patient just has to give consent to a surgery. You know, we have a busy Communications department. They're trying to work on very various different initiatives promote what we're doing at Shiel, you know, raise raise funding for our foundation, etc. And so, you know, there, there are only a few people. And so, you know, filming this kind of pretty.

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Ivan Terekhov: pretty boring video that could have been a form right and probably was a form at some point is is not something that's high on their priority list. And so, you know, we we're thinking about. Can we generate this with AI and kind of lessen the burden on our nurses that are kind of given this consent process again and again and again, and they're obviously quite worth that as well. And lastly, studio. If you think about all of the organizational knowledge, you have walked away in your policies, procedures sops

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Ivan Terekhov: through a retrieval augmented generation, you can actually have. a little bit of a co-pilot that's

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Ivan Terekhov: part of your Microsoft teams, environment, for example. And it really just has all of the memory of the organization knowledge. I know, many of us have Internet systems where we are trying to find information a lot of the time. They're extremely outdated, or they're difficult to search. I know ours in particular, you know. You can't find anything that's up to date. And so we're trying to modernize it. But it's it's slow going so imagine having a a little co-pilot that can guide you

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Ivan Terekhov: for us in research. We're looking at

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Ivan Terekhov: creating one of these co-pilots for our scientists who are very busy. Usually they're doctors that are using doing research on the side. And so as part of

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Ivan Terekhov: study startup. They need to submit to ethics. They need to maybe think about contracts and data sharing, navigating all these different processes and knowing where to go and what to do. It's a bit of a time sink when you're trying to do research. And so how do we make that process easier? How do we alleviate the burden from our scientists so that they can actually be doing science instead of filling out forms to get whatever approvals they need to get

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Ivan Terekhov: so overall we

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Ivan Terekhov: we got together with the hospital because of from a timeline perspective. All all of these things were happening in you know, in the in the news, you know, to Chat Gpt is here. Everything's changing. And we also at the time had think where our project kind of

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Ivan Terekhov: at the point where we are now ready to use this clinically. What do we do? The hospital didn't really have a path to adoption of some of these tools. And so we really said, Hey, this is a problem. These tools are here. We need to figure out a way to have governance of these new systems, whether we build it, whether we bought it or whether you know it's built into something that we already have and just gets turned on. So we came up with AI framework

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Ivan Terekhov: we call leading responsibly. And it's really around, how do we evaluate these algorithms and these use cases and and making sure that we're we're really using AI responsibly, ethically. And it's it's the right fit for for what we're trying to do. So these are our principles.

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Ivan Terekhov: As mentioned, everybody's trying to shoehorn AI into everything. Is AI really the tool for the job. Oftentimes it's not, you know. You talk to a team. It's actually, you need a

dashboard, or you need a different process. AI won't solve every single problem you have. So we need to think about use cases where we're becoming more efficient.

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Ivan Terekhov: maybe the technology is performing better than than a human can. Once again, probably no one has time to read through 260,000 charts every day. So that's you know, that's the rare example. We want it to be trustworthy. So obviously, we're dealing with sensitive, patient information. Health data so we got to ensure that any solutions we

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Ivan Terekhov: we use are are appropriate and inclusive and equitable is is a big one, because oftentimes AI solutions are coming out, you know, and you need to know what they're trained on. All of this data could be quite biased so so ensuring that we're asking these sort of questions is very important. In the example of the Rx food, we actually quiz the vendor quite

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Ivan Terekhov: quite thoroughly on. You know we have a very diverse population in Canada.

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Ivan Terekhov: you know, if someone is eating ethnic foods is your app able to handle that versus. You know, some of the more traditional kind of Canadian food that you might see, and they were actually quite great with that because they were saying how they they've tapped into all these worldwide databases, and and have gone kind of from continent to continent to ensure that all of the various ethnic foods are actually appropriately incorporated into their database. So testing the algorithms on those kind of principles is very important.

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Ivan Terekhov: And one one that I want to call out that, we added just recently, is education. So we initially had the the 6 with intentional, accountable, inclusive, etc. But we found that there was a gap around. Education and education is really an important piece, so ensuring that our staff are are equipped to work with these AI tools as we are rolling about.

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Ivan Terekhov: make sure they understand what to do, what not to do, you know not. Don't let copilot drive. It is, you know your buddy. It's not in the driver's seat and ensuring that humans are in the loop.

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Ivan Terekhov: So so that was an important learning for us as we're as we're rolling out this this framework.

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Ivan Terekhov: So I think if there's any, take home message for me, I think if you come up with some version of this for your organization and ensure that you have proper governance.

Otherwise, you know, people are using AI solutions day to day already. And if you don't give them if you don't give them the tools at in an approved tool set, people are just gonna go off and and do their own thing.

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Ivan Terekhov: and I'll hand it back to Nigel.

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Nigel Smith: Great. Thank you, Ivan. That was absolutely fascinating some really great insights. And it's really interesting, you know, doing a lot of these events around AI with public servants. How often.

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Nigel Smith: whether organizations have frameworks in place, that whether they're working towards them always absolutely crucial. I see a few questions are already coming in through the Q&A feature. So that's the Q&A at the bottom on Zoom. So do ask your questions there, for Ivan and Rachel, if you've got a very specific question for Ivan or Rachel, maybe to put their name, so I know who to address it to but looking, I think we've got a really good broad range of stuff already.

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Nigel Smith: coming in. But we'll now hand over to Rachel

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Nigel Smith: and just invite you, Rachel, just to share with us just a brief overview of how AI is being used in the service that you are developing in Vale of Glamorgan.

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Rachel Prothero: Okay. So I feel like I'm at the other end of the spectrum of AI use from Ivan. He's like the experts, and I'm just the very end user using it my day to day work. So around 5

months ago I moved from managing the registration of both deaths and marriages and available Morgan

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Rachel Prothero: to managing their telecare service. So the Vale of Morgan, as you said, Nigel, is a small local government authority in South Wales, in the UK and telecare is technology enabled care. So for the most part it's a button worn around the neck or the wrist that can be pressed by the user to summon help.

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Rachel Prothero: So we sit in the social services directorate of the organization. I had experience of developing services, marketing and generating income. But my most recent market was couples looking for marriage and civil partnership ceremonies and venues, and my current market is

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Rachel Prothero: mostly people aged over 65 who are at risk of falling in their homes. So it's a bit of a gear change.

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Nigel Smith: What?

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Nigel Smith: Sorry, what? What challenges are you aiming to mitigate by using AI in this new context for you.

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Rachel Prothero: I think the main challenges are the usual challenges that we face in the public sector their time, resources, and money.

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Rachel Prothero: So with time, most of the skills that I use in my work

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Rachel Prothero: are self-taught. So I've read books. I've used Youtube to learn about marketing and how to write business plan or a development strategy.

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Rachel Prothero: But when I started this role I had AI in the form of Microsoft Copilot to use at work, and that was a game changer for me. It enabled me to learn very quickly and to really hit the ground running in my new role.

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Rachel Prothero: Previously, when I've taken on a new project or new area of work. I've spent a lot of time on research. I do this because I want to know what's being done well elsewhere

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Rachel Prothero: and what might work in my area, or how it could be adapted.

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Rachel Prothero: And those research hours turn into seconds. When I use AI,

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Rachel Prothero: I use copilot to get expert marketing advice instantly and at no additional cost. I get guidance on how to develop the service ideas about what I could try out, and inspiration on how to do things differently.

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Rachel Prothero: I can have a conversation.

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Rachel Prothero: and I can reword my prompts if I don't get exactly what I was looking for.

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Rachel Prothero: So this way of working means that I can get things done quickly.

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Rachel Prothero: and I can get new initiatives in place quicker.

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00:26:32.520 --> 00:26:43.889

Rachel Prothero: And this can be particularly important when responding to customer demand. So it gives me the opportunity to be flexible and responsive to the people who use the service.

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Rachel Prothero: and what I do put in place can be thoroughly thrashed out with AI first, st

114

00:26:50.220 --> 00:26:54.430

Rachel Prothero: so I can ask it to look for cheaper or free ways of achieving things.

115

00:26:54.770 --> 00:27:04.929

Rachel Prothero: I can ask it to suggest the most efficient ways to get the best results. And this gives me some reassurance that I'm using the budget in the best way that I can.

116

00:27:06.390 --> 00:27:13.340

Rachel Prothero: So with resources, we there in. There were no strategy documents in place when I came to post.

117

00:27:13.650 --> 00:27:19.710

Rachel Prothero: so I knew what I needed to produce, and I used AI to help design them.

118

00:27:20.410 --> 00:27:25.539

Rachel Prothero: I told it what outcomes I needed, and I gave it the context I was working in.

119

00:27:26.320 --> 00:27:31.130

Rachel Prothero: and copilot gave me a framework that I could use to create a strategy.

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00:27:31.860 --> 00:27:35.120

Rachel Prothero: and then I could implement that almost straight away.

121

00:27:35.840 --> 00:27:41.109

Rachel Prothero: So, like many of us, my job involves me carrying out a range of functions.

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00:27:41.430 --> 00:27:43.609

Rachel Prothero: Not all of them are in my job description.

123

00:27:43.780 --> 00:27:50.740

Rachel Prothero: Many of them are not in my areas of expertise, and I don't usually have an expert on hand to consult.

124

00:27:51.110 --> 00:28:00.730

Rachel Prothero: So AI mitigates for a lack of resources in specialist areas, it can give me information that it would be very difficult for me to track down otherwise.

125

00:28:01.460 --> 00:28:08.230

Rachel Prothero: and since I've been in post I've used AI to support my work, and I encourage my new team to use it, too.

126

00:28:09.330 --> 00:28:11.369

Rachel Prothero: We need to grow the service.

127

00:28:11.490 --> 00:28:26.999

Rachel Prothero: and particularly given the fact that we compete with private companies who offer a similar product. And they've got huge budgets and marketing teams. Work for a small local authority. We don't have a marketing department. We do have a business development team, but they're very busy.

128

00:28:27.350 --> 00:28:30.570

Rachel Prothero: And what budget I do have available is public money.

129

00:28:30.760 --> 00:28:34.966

Rachel Prothero: so I try only to spend it when I really have no option.

130

00:28:37.110 --> 00:28:42.800

Nigel Smith: And are there any sort of early results sort of benefit being seen? Sort of impact that you've been able to see.

131

00:28:43.230 --> 00:28:55.809

Rachel Prothero: So we've definitely seen an increase in new customer numbers in the last couple of months, like, it's difficult to attribute this directly to AI use, but I think it is one of a number of contributing factors.

132

00:28:57.520 --> 00:29:09.509

Rachel Prothero: the team has seen the benefits of this way of working, and they've become very enthusiastic users of AI themselves, and this has helped them become even more engaged in their work. So it's been great for team morale.

133

00:29:09.510 --> 00:29:10.130

Nigel Smith: Yeah.

134

00:29:10.437 --> 00:29:17.820

Rachel Prothero: And they they're getting to understand now as well that as our customer numbers grow, we're going to need to change how we work

135

00:29:18.120 --> 00:29:28.889

Rachel Prothero: in order to accommodate that growth while still providing a high standard of customer service. And we'll use AI to support the service. To do this.

136

00:29:30.810 --> 00:29:42.790

Nigel Smith: Fantastic. So what lessons or key message do you think those all of us in the room here today should know about the future of AI on this front line of public service. Some of your reflections, maybe.

137

00:29:43.800 --> 00:29:46.839

Rachel Prothero: I think for me the key is remembering that it's there.

138

00:29:47.630 --> 00:29:52.810

Rachel Prothero: You know. We started this session by talking about AI as a member of the team, and that's exactly what it can be.

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00:29:53.280 --> 00:29:58.530

Rachel Prothero: But, as I said earlier as well, it's a it's a team member that only speaks when it's spoken to.

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00:29:59.180 --> 00:30:01.460

Rachel Prothero: So it's not going to help you unless you ask for help.

141

00:30:02.158 --> 00:30:06.489

Rachel Prothero: We need to find more ways to incorporate AI into our day to day work.

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00:30:07.010 --> 00:30:15.790

Rachel Prothero: It doesn't. AI doesn't have to mean custom built programs, although I'm sure they can be very effective. But AI can fill gaps in our knowledge.

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00:30:16.230 --> 00:30:23.199

Rachel Prothero: You can guide us in new directions and reassure us sometimes that we're on the right track. Sometimes I ask it a question

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00:30:23.370 --> 00:30:25.109

Rachel Prothero: about what I should be doing.

145

00:30:25.210 --> 00:30:34.079

Rachel Prothero: What comes back is exactly what I'm already doing, so I know I haven't missed anything. It's not infallible. It can get things wrong, it can hallucinate.

146

00:30:34.540 --> 00:30:40.379

Rachel Prothero: But it is a very powerful tool, and we're the responsible person in our relationship with AI.

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00:30:41.160 --> 00:30:44.820

Rachel Prothero: We know that if we use it to create old documents, it'll probably

148

00:30:44.990 --> 00:30:49.449

Rachel Prothero: produce something that's easily identifiable was being produced by AI.

149

00:30:49.690 --> 00:30:54.139

Rachel Prothero: So ask it for a structure and make the content human.

150

00:30:54.620 --> 00:30:57.200

Rachel Prothero: Let it take away the fear of the blank page

151

00:30:57.940 --> 00:31:05.770

Rachel Prothero: and stop us having to ask ourselves, where do I start? Ask AI where you should start. You'll always have a response for you.

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00:31:06.340 --> 00:31:11.670

Rachel Prothero: So we know it's unlikely that we'll get more time, money, and resources.

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00:31:11.890 --> 00:31:14.699

Rachel Prothero: But scarcity can inspire creativity.

154

00:31:15.360 --> 00:31:21.189

Rachel Prothero: And I think if we get creative in the way that we use AI. It will help us to future proof. Our public services.

155

00:31:21.900 --> 00:31:32.040

Nigel Smith: Great. I do think that something I hear a lot, but I certainly relate to myself the idea of it helping not have that sort of blank page problem, as somebody who finds out personally, always

156

00:31:32.080 --> 00:31:53.382

Nigel Smith: very intimidating to start any project. being a little helper to that is, is, is certainly very, very helpful. So do please keep sharing the questions you have for both of our speakers in the Q. And a feature. We'll try to get through as many as we can as we move into the

157

00:31:54.050 --> 00:32:18.449

Nigel Smith: the Q&A section. But others can also be submitted in the AI in government community, the online community that we have here as part of the apolitical platform, and you might get some different perspectives as well from your peers. I've already seen a question in the Q. And a. Asking Rachel if they can sort of exchange some thoughts after the session, and

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00:32:18.540 --> 00:32:24.620

Nigel Smith: I'm sure Rachel be happy to do that, but also the the community is a great place to do that

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00:32:25.330 --> 00:32:26.600

Nigel Smith: as a

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00:32:26.630 --> 00:32:50.560

Nigel Smith: as well. I also wanted to share a free online course that we have developed. It's called AI fundamentals for public servants, opportunities, risks, and strategies. And that features 4 h of deep learning that should help you understand the sort of bigger, societal and economic implications of AI, how we can adapt to some of the tools that we've been discussing today. And it's self paced.

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00:32:50.560 --> 00:33:02.539

Nigel Smith: You can pause it, pick it up whenever you like, and once again it's completely free. And the link for that is in the resources tab, and is also being posted in the chat as we speak.

162

00:33:03.230 --> 00:33:13.330

Nigel Smith: So yeah, do keep the the questions coming in the Q&A just.

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00:33:13.740 --> 00:33:16.340

Nigel Smith: I think, just continuing actually the conversation

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00:33:16.510 --> 00:33:27.310

Nigel Smith: with with Rachel a little bit, because you have talked about, you know, moving into a new role. It sounds the way you've described it

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00:33:27.710 --> 00:33:46.050

Nigel Smith: getting up to speed, using these tools pretty swiftly whether that was intuitive or or your own learning. But somebody's asked, you know, did you receive formal training on how to use AI developed prompts. And

166

00:33:47.480 --> 00:34:06.880

Nigel Smith: related question from Redwin. You know, how did you use AI to fast track your learning, you know, was it as simple as just asking it sensible questions? So for those, maybe

that 20 odd percent who this is all really new, maybe find it a bit of a barrier just getting started. I think some of your reflections and tips would be really welcome.

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00:34:07.550 --> 00:34:10.710

Rachel Prothero: Yeah, sure. No, no formal training. Just

168

00:34:10.900 --> 00:34:13.989

Rachel Prothero: trying it out and having a go. And that's the beauty of it.

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00:34:14.310 --> 00:34:15.110

Rachel Prothero: It's

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00:34:15.330 --> 00:34:21.939

Rachel Prothero: it's a bit like going back to the fear of the blank page that fear of putting your hand up when everybody can hear your questions.

171

00:34:22.719 --> 00:34:31.409

Rachel Prothero: As I mentioned, AI is silent. You can ask it. Anything doesn't matter if it's a silly question. AI doesn't care. We'll take you seriously, and it'll answer your question.

172

00:34:31.480 --> 00:34:53.619

Rachel Prothero: So no, there's no formal training, but I learned quite quickly when I started using it, that how you word your prompts is very important. But again you can reword as you go. You don't have to get it right the 1st time, and sometimes you'll realize that the way that you've worded something has completely different connotations from what you intended, so just ask it again, but AI will prompt you back.

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00:34:53.850 --> 00:35:01.360

Rachel Prothero: That's a great thing. It'll give you an answer and ask if you want more information in a particular area.

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00:35:02.071 --> 00:35:06.520

Rachel Prothero: Which makes it very easy for you to kind of follow up on what you've already been.

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00:35:07.510 --> 00:35:09.780

Rachel Prothero: Have you already been corresponding

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00:35:10.100 --> 00:35:17.939

Rachel Prothero: so so no, I didn't have any formal training in it, but I'm not afraid to to try things out, and I'm not scared of it, and I think that's really important.

177

00:35:17.940 --> 00:35:27.160

Nigel Smith: Yeah. And, Ivan, you mentioned your colleagues using some similar sort of tools. So be interested in your reflections of this, but also, Rachel, like. Can you tell us a little bit?

178

00:35:27.350 --> 00:35:43.609

Nigel Smith: One of the barriers people find with that sort of even if people are self learning discovering these tools themselves, you do need often that sort of workplace culture for that to be kind of allowed. And people feeling that actually, there are tools here that I can

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00:35:43.970 --> 00:35:50.430

Nigel Smith: use, or I'm allowed to give it a go. So do you have any sort of thoughts

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00:35:50.900 --> 00:35:53.470

Nigel Smith: on that sort of slightly contextual?

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00:35:53.620 --> 00:35:54.400

Nigel Smith: I love it.

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00:35:54.760 --> 00:36:11.800

Rachel Prothero: Yeah, I think I'm very fortunate in the organization that I'm in. It's very forward thinking. And you know, digital is part of everyday lives. And we're encouraged to try and find digital solutions to problems which is really really helpful. But I think

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00:36:12.140 --> 00:36:13.170

Rachel Prothero: we.

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00:36:14.050 --> 00:36:26.409

Rachel Prothero: unlike Ivan, we're not dealing with personal and sensitive data, really, in our use of AI, so it feels like a fairly safe place for us. If I'm using it to create strategies and documents.

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00:36:26.980 --> 00:36:30.589

Rachel Prothero: Then it's a it's a kind of neutral

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00:36:30.970 --> 00:36:34.409

Rachel Prothero: thing that we're doing. Anyway, it doesn't matter if

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00:36:34.770 --> 00:36:41.259

Rachel Prothero: people see that information, because it's there's there's nothing that needs to be controlled in it, anyway.

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00:36:41.400 --> 00:36:46.459

Rachel Prothero: And I think it's it's always worth trying to keep things as

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00:36:46.750 --> 00:37:08.049

Rachel Prothero: neutral as possible in your use of AI, particularly if you're not sure how your organization feels about it. It's just play safe. There's still loads of opportunity out there. You don't need to be putting lots of personal information into it to get the results that you need. But it's I think somebody asked about how it helped me learn quickly.

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00:37:08.419 --> 00:37:29.059

Rachel Prothero: But it it really was a case of. As I said, I knew I've used marketing strategies in the past, but this was a completely different area of work for me. So I just asked her, I need a marketing strategy for this service in this area. What do I need to think about? What do I need to include? And it just brought up a structure for me

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00:37:29.280 --> 00:37:34.378

Rachel Prothero: like, say, I put in, I fill in the gaps. With that. I put all the detail in. It's a human document.

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00:37:35.460 --> 00:37:41.320

Rachel Prothero: but I know I haven't missed anything. So it it really, I think co-pilot is really well named.

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00:37:41.730 --> 00:37:42.660

Nigel Smith: Because it's kind of.

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00:37:42.660 --> 00:37:43.540

Rachel Prothero: Supporting me.

195

00:37:43.540 --> 00:37:44.390

Nigel Smith: Yeah, yeah.

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00:37:45.730 --> 00:38:12.770

Ivan Terekhov: Yeah, I think Rachel's right, you know. It's it's often very helpful to use copilot for like a brainstorming partner, you know, just to really flesh out your ideas. What should I be thinking about, you know? Are there any gaps in my reasoning? You know you could ask it to be like poke holes in this, you know. Let's say, like, if I'm writing a research paper like act as a reviewer, what do you think is wrong with my methodology, that sort of thing. So it's quite helpful in that sense.

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00:38:13.055 --> 00:38:40.430

Ivan Terekhov: There are a lot of free resources as well online about how to prompt effectively. We all have Youtube. There are a lot of great channels there. that that do kind of teach you how to do it. And you could self study. I will say, at least, in our copilot environment. I know Microsoft ones are a little bit different, depending on how your organization set things up. But essentially, you can save your prompts and so reuse them again again. So if we find one that's really really good

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00:38:40.710 --> 00:38:46.890

Ivan Terekhov: you could use it again and again, and have that in the library, and even share with your your coworkers.

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00:38:47.800 --> 00:39:10.149

Nigel Smith: And I just going back to your talk a couple of sort of slightly related questions, because I'm going to ask them together, and you can tackle them. So you did answer this in a Q&A. But I think worth raising. So Guy asked, did you encounter any issues with AI giving inaccurate results. And then wedwin and asked, How did you your organization manage the governance and decision making around using AI, allowing it to ingest

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00:39:10.360 --> 00:39:13.079

Nigel Smith: sensitive in inverted colors, data.

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00:39:13.220 --> 00:39:35.982

Ivan Terekhov: Great. So for the 1st one, I think it's really it goes back to that question of is the AI the right fit for the thing that you're trying to do. If I'm a doctor I wouldn't ask Dr. Chat gpt about what to do. Ultimately I'm the condition I'm responsible. And for things that need to be highly highly accurate, you, you wouldn't necessarily trust a system that would potentially hallucinate

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00:39:36.785 --> 00:39:44.480

Ivan Terekhov: in terms of the sensitive and private data conversation we we have, these discussions always with vendors

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00:39:44.480 --> 00:40:09.030

Ivan Terekhov: because we deal with personal health information. AI is really no different. It's now just more of a matter of asking additional questions such as, are you storing my prompts to improve your system? Are you going to be training your algorithm on my data or on the data that I'm providing via my prompts. So it's almost like an additional check on the things that you should be

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00:40:09.310 --> 00:40:15.570

Ivan Terekhov: asking already. But now, in the context of a large language model and as well.

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00:40:19.640 --> 00:40:20.480

Nigel Smith: Great.

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00:40:20.660 --> 00:40:47.179

Nigel Smith: Thank you. Very specific question for you, Rachel, and I'd be. It's fascinating to hear your answer. Alex has asked so Rachel, as a worker in Wales. How have you found overcoming IA sorry. How have you found overcoming AI making use of England relevant information as opposed to focusing on issues in a developed context and sorry in a devolved context.

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00:40:47.180 --> 00:41:01.910

Nigel Smith: But actually, I think it's a it's a, it's, it's, you know, it's not just a sort of a Wales England conversation. There's people from all over the world here, and I suspect, that that kind of how how things might be specific to their needs is is a useful thing to think about.

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00:41:05.020 --> 00:41:06.839

Rachel Prothero: Yeah. So I tell it where I am.

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00:41:07.740 --> 00:41:30.430

Rachel Prothero: Legislation I need to consider. And and that's what it uses. It's all on the Internet. And that's what AI is searching. So I think the reason for the question is that the Alex. The question realizes that health and social care is devolved in Wales. So we have. We're working under different laws from the English systems. But yeah, I tell it.

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00:41:31.240 --> 00:41:43.109

Rachel Prothero: if it's something to do with the way that we operate the service. I will tell it every time. It's the telecare service in the field of Morgan Council. It picks up things from our website. Even so, because you've given it that context, it knows

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00:41:43.380 --> 00:41:45.879

Rachel Prothero: what's relevant to you and what isn't.

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00:41:46.010 --> 00:41:48.359

Rachel Prothero: So. So yeah, I don't really

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00:41:48.710 --> 00:41:53.599

Rachel Prothero: worry about that, because it's just the legislation that covers the area that I'm working in.

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00:41:53.830 --> 00:41:59.200

Nigel Smith: And you've not come across any. It's not spun out anything of the, or I guess you've been able to critique it as you said.

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00:41:59.935 --> 00:42:07.824

Rachel Prothero: No, I haven't. I haven't come across anything that I mean. I've used it to summarize legislation for me as well, which is really useful.

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00:42:08.650 --> 00:42:10.760

Rachel Prothero: so I I don't think

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00:42:11.360 --> 00:42:15.229

Rachel Prothero: the fact that laws are different in different areas is really an issue for it.

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00:42:15.600 --> 00:42:17.800

Rachel Prothero: But no, I haven't come across any problems with that.

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00:42:18.030 --> 00:42:46.479

Nigel Smith: Yeah. Okay. Questions from Abiyomi, I think kind of applicable to to both of you. How easy was it to incorporate AI into your work in terms of acceptability within the organization decision making ranks. I'm curious to know how that if it was if it was, if it if at all. It was an experience, have been worked out looking at it from the angle of accepting in policy, drafting, or design.

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00:42:47.610 --> 00:42:49.319

Nigel Smith: If you want to tackle that one.

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00:42:49.320 --> 00:42:58.630

Ivan Terekhov: I'll maybe tackle it just in terms of acceptance of AI as an organization. You know, we had discussions at the leadership level. And

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00:42:59.030 --> 00:43:10.419

Ivan Terekhov: I think you just have to present the facts that you know these AI tools are here and people are using them. And it's better to enable people to be able to use them safely than to

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00:43:10.420 --> 00:43:33.719

Ivan Terekhov: essentially pretend that they don't exist and have potentially dangerous situations happen where proprietary data is then fed into these open algorithms, and then they become public domain. There's a lot of risks there for your organization. If if you're kind of put your head in the sand and ignore the fact that they're out there because people will use them. And it's much easier to say, Hey, I know everybody's using.

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00:43:33.720 --> 00:43:58.949

Ivan Terekhov: you know, chat gpt in one way or another. But here's copilot. We have our conversations to Microsoft to ensure that there's enterprise data protection enabled they are not storing our data. They're not using it to trade their algorithms further. And we have kind of institutional agreements with the vendor and and assurances that that's not happening, you know. And so that that way, you can just direct folks in your organization to say, Look, here's a tool. It's available. It's

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00:43:58.950 --> 00:44:16.559

Ivan Terekhov: every bit as well, maybe not every bit as good as like chat gpt pro, because there's kind of newer stuff happening on the consumer side. But you know, still, you know, give you the functionality that that you're trying to use to to become more efficient so usually, you just wanna enable people, instead of trying to, just, you know.

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00:44:16.770 --> 00:44:21.779

Ivan Terekhov: block everything from the cyber security side or something like that. People always find a way around it.

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00:44:22.100 --> 00:44:23.410

Nigel Smith: Yeah, I think that that

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00:44:23.520 --> 00:44:32.520

Nigel Smith: thing about enabling is so important, and again goes back to the importance of having some frameworks. I think, in in place. Rachel, did you want to add anything to to that?

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00:44:33.750 --> 00:44:34.470

Rachel Prothero: I think.

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00:44:34.620 --> 00:45:01.119

Rachel Prothero: as I said earlier, my organization is very accepting of digital developments. And as Ivan said, the version of copilot that we have is what the organization has decided to put in place. And that's why I stick with that. I don't use chat, gpt, and work. I use what my organization has provided for me. Because my assumption is that they're happy for me to use it. And again, as Ivan said, AI is not going anywhere. It's here to stay.

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00:45:01.210 --> 00:45:04.779

Rachel Prothero: so we have to embrace it, and we have to make it work for us.

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00:45:06.070 --> 00:45:34.240

Nigel Smith: 2 sort of related sort of slightly sort of zoom out questions. So this one relates, the 1st one relates specifically to what you're Ivan. But great to hear how you're thinking of diversity in your data, how do you ensure that the data is being put into the algorithm is accurate. To, therefore lead accurate results, and then related another question, what processes do you have in place to quality? Assure the outputs you receive from your algorithm. So maybe let's start with you. Ivan.

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00:45:34.780 --> 00:46:02.240

Ivan Terekhov: Yeah. So for anything we build in house, there's kind of a rigorous evaluation process where we're thinking about this. You know, from the very outset. You know, I showed you think where it's it's obviously a great story. But that took years that like that was like 3 years in development. Another year of running it silently in the background. Before we actually had a clinician facing. So it does take a long time. And and we are looking and and evaluating the

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00:46:02.240 --> 00:46:14.759

Ivan Terekhov: the algorithm against kind of the the bias questions that we're talking about. It's a little bit different with Thinkra, because it is very clinical factors that are are kind of being fed into the algorithm.

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00:46:14.760 --> 00:46:39.659

Ivan Terekhov: But we did actually, because of our framework when we were going live and clinician, facing with the tool, we actually came up against the situation where, you know, as part of research and development, we were excluding patients from Quebec. That's our French speaking province across the river, and the reason being that they weren't funded, their health system wasn't funding the genome sequencing testing

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00:46:40.686 --> 00:46:42.179

Ivan Terekhov: and so

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00:46:42.470 --> 00:46:49.509

Ivan Terekhov: we we sort of said, Oh, well, we can't help these patients. And then, as we were taking think where the algorithm through the framework.

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00:46:50.070 --> 00:47:19.290

Ivan Terekhov: it's like, well, what? Why aren't we helping them? What else can we do? Perhaps you know, they might not be funded for genome, wide sequencing. But maybe there are other

tests that they are eligible for are there other ways that we can fund their testing through a grant? So it forces us to really like. Ask those questions and think about them. So that's why I think it's important to have a framework in place so that you're always surfing. You might not answer the question, but you're at least surfacing it.

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00:47:19.557 --> 00:47:24.900

Nigel Smith: In a way where it's open to discussion. And you know, your leadership can make a decision on that.

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00:47:24.900 --> 00:47:30.660

Nigel Smith: I think one of the interesting things about the framework that you shared is it feels like it's applicable to

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00:47:31.140 --> 00:47:39.159

Nigel Smith: almost every instance of somebody thinking about using AI, whether that is somebody using it as that sort of

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00:47:39.450 --> 00:47:51.160

Nigel Smith: co-pilot helper policy to help draft that sort of thing or these larger projects? I'm curious. Actually, Rachel does. Is there any sort of that sort of framework exist in Bellevitable Morgan?

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00:47:51.640 --> 00:47:53.050

Nigel Smith: A similar type of framework.

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00:47:55.100 --> 00:48:09.729

Rachel Prothero: So I mean, when we're not really feeding into algorithms, I'm really using AI as as a co-pilot, as a support for me to to give me ideas, and I think for me it's always that human eye over everything.

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00:48:10.120 --> 00:48:17.760

Rachel Prothero: So if there's any issues with what AI throws up, then I hope that I would kind of pick it up myself

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00:48:18.160 --> 00:48:20.729

Rachel Prothero: and be able to see any.

247

00:48:20.930 --> 00:48:26.649

Rachel Prothero: I mean. I don't. I don't just blindly accept everything it tells me, anyway. And I think

248

00:48:26.800 --> 00:48:35.010

Rachel Prothero: I think it's that understanding that it's it's a tool, and I'm I'm using it in the way that I need to use it

249

00:48:37.510 --> 00:48:45.469

Rachel Prothero: and, as I say, because it's what the organization provides. Anyway, then I kind of trust that what is being put in place is

250

00:48:46.240 --> 00:48:48.350

Rachel Prothero: is is what I need for my work.

251

00:48:48.770 --> 00:48:52.159

Nigel Smith: I mean, you've talked a bit about your sort of learning, and you clearly sort of

252

00:48:52.420 --> 00:49:04.289

Nigel Smith: kind of a quick adopter to these new tools. Somebody's asked, you know, what processes do you have in place to quality? Assure the outputs you receive from your algorithm. And I get the sense from what you're saying. There's an element of just sort of

253

00:49:04.820 --> 00:49:07.640

Nigel Smith: the more you try, the more you learn.

254

00:49:08.020 --> 00:49:20.840

Nigel Smith: But is there anything more specific or or sort of, or that you've learned, or you've maybe advising colleagues to think about as as they start. Sort of seeing your work and try to, you know, might be sort of emulating what you're doing.

255

00:49:21.210 --> 00:49:31.790

Rachel Prothero: Yeah, I've had a couple of colleagues when I've discussed just in normal conversation, they say, well, I want to do this, but I don't really understand how to start it, so I'll just hang it in. AI.

256

00:49:31.900 --> 00:49:34.070

Rachel Prothero: So so.

257

00:49:34.490 --> 00:49:39.789

Rachel Prothero: But I think when you've never used it, you don't really understand what it can do. We've

258

00:49:40.240 --> 00:50:01.960

Rachel Prothero: in my previous role with the wedding ceremonies and venues. One of our council owned venues. I was working closely with the manager there, and she wanted to run an offer, but she said she didn't. I'm terrible at writing copy. I don't know how to write for a website. So I just put a prompt into AI saying, We want to offer this wedding venue at this discount for this period of time.

259

00:50:02.370 --> 00:50:03.310

Rachel Prothero: and

260

00:50:03.450 --> 00:50:26.330

Rachel Prothero: within seconds I had the the advert written for her, and once she'd seen that she started using it herself. But I think it is really trial and error, and you know, if you're not failing, you're not trying, you're going to get it wrong things. But like I said, it really thinks makes you think about how you would what you put into the, and only you can do that for yourself. I don't think you can be trained to do this.

261

00:50:26.330 --> 00:50:27.050

Nigel Smith: Hmm.

262

00:50:27.050 --> 00:50:30.079

Rachel Prothero: Think makes you think about your use of language

263

00:50:30.210 --> 00:50:33.140

Rachel Prothero: because of how AI responds to what you say.

264

00:50:33.310 --> 00:50:39.390

Rachel Prothero: and you, you quickly start to understand how to make it work best for you as an individual.

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00:50:39.800 --> 00:50:48.370

Nigel Smith: But there's an element of show and tell, isn't there that that's a great way to get organizational buy. And and you're talking sort of a fairly, you know, sort of operator

266

00:50:48.925 --> 00:50:54.860

Nigel Smith: level. What Ivan's talking about is very, very complex. You're talking about what the public

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00:50:55.010 --> 00:51:04.880

Nigel Smith: as as well. Health services. Maybe. Curious as well. I thought that on sort of thought of the sort of like the grander level. How that sort of

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00:51:05.880 --> 00:51:17.989

Nigel Smith: demonstrating you're working, building confidence in these sort of new tools that people find, or might find kind of scary. How how you've seen that being done particularly well.

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00:51:20.866 --> 00:51:36.713

Ivan Terekhov: So for tools that are coming to our governance table. Specifically, most of the time we'll do a small pilot, and we actually have the group come up with metrics, and evaluate those metrics and then report back before it's kind of released to the broader organization.

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00:51:37.030 --> 00:51:49.230

Ivan Terekhov: So, for example, with teams premium. We had the Admins actually track. How much time they- they were taking on summarizing their-, their meeting notes, etc, and how much time the teams premium was saving

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00:51:49.518 --> 00:52:12.910

Ivan Terekhov: for them, and then they reported back in 3 months to say, Look, we're saving x amount of hours per week per person, and and that goes with with any other kind of tool that would come to us. So it's really around bringing data and ensuring that, you know, you're

actually proving that that it's it's doing the thing that you expect right. If you start using copilot for something. And then all of a sudden you realize it's

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00:52:12.910 --> 00:52:21.271

Ivan Terekhov: taking more time for whatever reason, maybe it's spitting out incorrect answers. Maybe it's too wordy, and then you just have to shorten it all the time.

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00:52:22.270 --> 00:52:29.720

Ivan Terekhov: you know, you have to measure whether or not it's actually doing the thing that you're expecting it to. So so, having metrics is very important.

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00:52:30.320 --> 00:52:59.960

Nigel Smith: Yeah. So I'm going to share a comment from David, who's posted in the in the Q. And A, and then ask a question that actually might help sort of wrap things up a little bit. But David just says, I think just reflecting on the conversation, are all uses. The chat Gpt AI tool to support frontline workers seeking and finding the answer to provide guidance to service users. But we've emphasized it's not a tool to replace learning, partly because the AI tool responses were only accurate, based on the limited parameters of the question being asked.

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00:52:59.960 --> 00:53:11.801

Nigel Smith: So ensuring AI tool doesn't replace learning solutions has been an important lesson learned, and I think this question to you, Ivan, but I think Rachel have some opinions.

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00:53:12.500 --> 00:53:30.760

Nigel Smith: is a neat follow up to that. How does your organization provide and promote time for employees to share internal use cases, lessons learned and possibly collaborate on projects that leverage AI are there organization, wide measures of effective use of AI.

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00:53:32.260 --> 00:53:42.551

Ivan Terekhov: So I wouldn't say that we're quite there yet on the kind of organizational wide measures. As I mentioned, we kind of do our pilot pilots. We evaluate them. But as far as the learnings

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00:53:42.870 --> 00:53:54.739

Ivan Terekhov: you know, throughout this year that was really our key takeaways, we need to make sure that the education is in place to empower people to adopt some of these tools. And so we've been doing lunch and learns. We've been doing kind of

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00:53:55.096 --> 00:54:07.920

Ivan Terekhov: Informal education formal and informal education sessions. We've been encouraging groups that have been early adopters to bring their use case to to one of these education sessions to say, Hey, look

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00:54:08.215 --> 00:54:28.009

Ivan Terekhov: you know we we at calm started drafting these press releases, and we saved a bunch of time. This is how we use copilot, and that's actually been helpful for other teams where they think about the work that they're doing and then they're able to maybe adopt a a similar use case to to make their their processes a little bit more

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00:54:28.010 --> 00:54:30.350

Ivan Terekhov: more efficient. We also

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00:54:30.350 --> 00:54:56.980

Ivan Terekhov: have the benefit of having data scientists. So we will have data. Scientist led session where they go a little bit into more detail around, okay, how prompting works? What's a good prompt? What's a bad, prompt you know, teaching people how to use their little prompt libraries within copilots. Just making sure that people are aware of even these features exist. Right? So you know, until I went to one of these sessions, I didn't know that I had a prompt library that I could say stuff to

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00:54:57.259 --> 00:55:12.919

Ivan Terekhov: maybe very happy to learn about it, and we know with with some of the prompts, the super. Long prompts are actually the most effective ones a lot of the time. So like, you know, it's not like a Google search where you put in a couple of things. It's actually better to be quite specific.

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00:55:13.222 --> 00:55:28.657

Ivan Terekhov: I I could give you an example. I have a prompt that's maybe like a paragraph and a half long where it summarizes a an email thread. So let's say you go on vacation. You're CC'd on an email thread. It might not be, you know, like this very high

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00:55:28.960 --> 00:55:53.899

Ivan Terekhov: acuity situation, where you really need to read the whole thing. You just need to kind of be up to date with what's going on, because your team is doing something and it'll

actually so that prompt will summarize the email thread. But with bullet points in a very specific format of, You know this person is saying this, the key takeaways are the following, and then the reply is, You know this other person said this other thing, and just having that saved and that big chunk of text.

286

00:55:53.900 --> 00:56:04.580

Ivan Terekhov: and then just feeding it. My email threads after I come back from vacation the ones that you know just I need to be up to date on, but not necessarily know all of the details. It's been massively helpful.

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00:56:04.580 --> 00:56:24.029

Nigel Smith: That's great. So I was going to ask Rachel the same question, but Racky in the Q. And A. Has asked a massive question, and we've only got like, literally 1 min left. So big question. But let's finish with it, because it is an important one. There is a lot of fear attached to public authorities, using AI to deliver public services often to the most vulnerable in society.

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00:56:24.110 --> 00:56:39.480

Nigel Smith: Do you have any tips for how we allay some of these fears, though, that public authorities continue to be adventurous in identifying AI. Use cases so very, very briefly, Rachel, and then, very, very briefly, Ivan, and then we will wrap up.

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00:56:40.750 --> 00:56:53.990

Rachel Prothero: I think for me. It's keeping it, General. It's keeping it to very general uses and not feeding in personal information. And once people see the benefits of how AI can support the work.

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00:56:54.130 --> 00:57:00.469

Rachel Prothero: Then maybe more specific tools can be incorporated. But I,

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00:57:00.600 --> 00:57:07.079

Rachel Prothero: as I said, I think that on a really general day to day level. There's a lot of show and tell that could be done.

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00:57:08.190 --> 00:57:09.120

Nigel Smith: Correct. Ivan.

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00:57:09.360 --> 00:57:13.639

Ivan Terekhov: Yeah, I think about the risk of.

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00:57:13.750 --> 00:57:26.197

Ivan Terekhov: you know the particular use case that you're thinking about you. Obviously, there is a you know, potential fear within the public of the AI being applied to the wrong use cases. But I will kind of counter that with saying,

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00:57:26.480 --> 00:57:51.390

Ivan Terekhov: are we able to provide services where we we couldn't? Are we able to expand our capacity to deliver service? You know, we have obviously public authority websites. Maybe people are trying to find information. And you know there's a number to call, but that number is staffed from 8 to 5. You know, it's not. There's not a person available to answer the phone at 2 Am. Right when someone needs information. And so in those use cases, AI is actually better than what we have.

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00:57:51.390 --> 00:57:52.230

Ivan Terekhov: or the baseline.

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00:57:52.230 --> 00:57:57.479

Nigel Smith: Goes, goes back to goes back to what we're talking about. The beginning of AI being a helpful colleague and.

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00:57:57.480 --> 00:57:57.810

Ivan Terekhov: Exactly.

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00:57:57.810 --> 00:58:20.799

Nigel Smith: Team member. Okay, well, I'm afraid we are going to have to wrap it up. So before we go, the team is just going to pull up a quick poll just to find out how everybody felt about today to help us just continue improving our events, really, really appreciate it. So, on a scale of one to 10 rank. Your agreement with this statement the event was a valuable use of my time. 10 means that you completely agree. One means that you completely disagree.

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00:58:20.800 --> 00:58:29.460

Nigel Smith: and whilst you're responding, I want to share a bit of bonus, content with all of you attendees as a special thank you to everyone who attended today we're delighted to be able to give you an all access

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00:58:29.460 --> 00:58:51.000

Nigel Smith: to a brand new resource that our team have curated just for today. The top 5 reads on AI in government, and these resources will solidify and build upon the learning that you invested in the last hour. So to claim your link to the guide. You just have to go into the AI in government community that I mentioned earlier leave a comment

302

00:58:51.510 --> 00:59:14.800

Nigel Smith: on the post pinned at the top of the page, and we will send you that link. So fantastic presentations, conversations from Ivan and Rachel. So I'd like you to all ask. I'd like to ask you all to join me in giving today's speakers a virtual round of applause. I'll give them an actual one. And, most importantly, thanks to you, all the attendees investing in learning

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00:59:14.800 --> 00:59:25.930

Nigel Smith: being so engaged in this topic. While you respond to that, we know there are lots of questions today. We didn't get time to answer everything. So do please continue the discussion

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00:59:25.930 --> 00:59:53.650

Nigel Smith: in the AI in government community. Okay, that is all we have got time for. Today we are at the hour. We hope you found the conversation helpful. What's a huge thank you once again to everyone who's made today happen, and to you all for taking time out in your busy days. As well keep an eye out for an email coming your way with today's recording and resources. And we hope to see you at another apolitical event very soon. Have a great day. Goodbye, everybody.

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00:59:54.330 --> 00:59:55.030

Rachel Prothero: Thank you.

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00:59:55.380 --> 00:59:56.190

Nigel Smith: Thanks, so much.