

Transcript | How to Build AI Skills for Your Role

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Pooja Warier-Hamilton: Hello, everyone, and welcome to this event on how to build AI skills for your role.

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Pooja Warier-Hamilton: My name is Pooja Warrior Hamilton, and I'm the chief partnerships officer here at Apolitical.

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Pooja Warier-Hamilton: We'd love to know who's in the room today. So please do post your name in the chat where you're joining us from and your role.

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Pooja Warier-Hamilton: I'm sure most of you here will have been keeping your fingers on the pulse of artificial intelligence for a while now, and asking yourself questions about how it could impact your work, your career, and more.

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Pooja Warier-Hamilton: The pace of change is fast. There is a lot of noise and buzz around every new development, and the amount of resources that claim to prepare you for the age of AI is immense and growing all the time.

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Pooja Warier-Hamilton: Today's session is hopefully about cutting through some of that noise and helping you get a clear indication of the real direction of travel for AI in government as well as the tools that you will need to move along with it.

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Pooja Warier-Hamilton: In the 1st half of the session. We're going to be talking to one of the world's leading authorities on AI in government, Anne Bouvreaux, to discuss AI capability and trends around the world, including her reflections on the Paris AI Action Summit, which she masterminded.

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Pooja Warier-Hamilton: The second half is going to be all about practical skills for all public servants. We will be officially launching a new, thoroughly researched and lovingly created AI readiness check, which is a tool designed specifically for public servants

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Pooja Warier-Hamilton: to help you understand the key knowledge and abilities that you need to develop in your role to keep pace with AI's opportunities.

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Pooja Warier-Hamilton: This tool will also include a whole bank of resources tailored for your current confidence levels with AI more on that in a minute. But let's see who's in the room first.st

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Pooja Warier-Hamilton: So we've got people from Canada. There's a lot of Canada today. Welcome Canada Uk, brilliant welcome Cardiff again. Uk, hopefully, there'll be Japan. I think it's going to be a really interesting and global this. Uk again, Us. Welcome everyone. I'm really looking forward to a really engaging discussion today

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Pooja Warier-Hamilton: for those of you who may be joining us for the 1st time. Welcome, apolitical is the world's largest community for government used by over a quarter of a million public servants and policymakers from more than 170 countries.

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Pooja Warier-Hamilton: 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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Pooja Warier-Hamilton: This event is part of our government AI campus which aims to train a million public servants to be better users, buyers, and procurers of AI.

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Pooja Warier-Hamilton: The campus today is a trusted global hub for AI excellence in governments with content co-developed with partners such as Stanford online.

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Pooja Warier-Hamilton: Our AI readiness check tool that I mentioned a moment ago is the latest resource produced as part of the campus, and has already been used by over a thousand public servants and leaders to access learning tailored just for them. We're really excited to roll this out to all of you today.

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Pooja Warier-Hamilton: You're also invited to join the campus and learn alongside thousands of your peers from around the world. My colleagues should be posting a link that should pop up on your screen shortly.

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Pooja Warier-Hamilton: I'll get a few technical notes out of the way before we get into today's conversation. This event is recorded for on-demand viewing on the apolitical website.

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Pooja Warier-Hamilton: please don't record it yourself. Contact details, privacy concerns are in the apolitical homepage footer and closed captions are available and can be toggled on or off in your screen settings.

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Pooja Warier-Hamilton: Now, before we bring our speakers onto the stage. We're going to run a few quick polls to get a sense of what you are hoping to get out of the discussion today.

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Pooja Warier-Hamilton: So the 1st poll that you should be seeing on your screen in a second. How far do you agree with the following statement? I feel clear about the knowledge and skills I need to develop to use AI in my role, I feel clear about the knowledge and skills I need to develop

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Pooja Warier-Hamilton: to use AI in my role.

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Pooja Warier-Hamilton: We let everyone answer for about a 30 seconds or so.

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Pooja Warier-Hamilton: I love seeing this polls change life. You can see I am not sure button is remaining in the lead.

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00:04:54.930 --> 00:05:16.870

Pooja Warier-Hamilton: Great. Let's share results. For now. So, as you can see, there's about 48% of you who don't feel sure. And then 26% don't feel clear about the knowledge and skills. So a big group of people here who need to have more understanding about their knowledge and skills. So the second one today, what would most help you

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Pooja Warier-Hamilton: feel prepared for AI in your role? Again, you should be able to see this in your screens. What would most help you help you feel more prepared for AI in your role.

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Pooja Warier-Hamilton: practical hands-on training on using AI tools, a clearer understanding of how AI tools work and where they fit into my work.

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Pooja Warier-Hamilton: A clearer understanding of AI policies and regulations, guidance on ethical AI use and decision, making case studies of AI in action, in government, and a better sense of how AI applies to the future of government work. And if you have a different answer, by the way, please go ahead and post in the chat and if you don't have a if you don't agree with the options on the top, so you can see the clear winners emerging.

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Pooja Warier-Hamilton: Let's give 30 more seconds. Yes, Paula, I agree. We do need an all of the above option. We should have put that. But thank you for putting that in the chat.

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Pooja Warier-Hamilton: All right, let's have the results now. So you can see it's a very close draw between practical hands-on training on using AI tools which is obviously music to our ears at apolitical and a clear understanding of how AI tools work and where they fit into my work. So, Anne and Jesse, I hope you took note of those answers to guide your responses.

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Pooja Warier-Hamilton: Let me introduce you to our 1st speaker. Today we are so fortunate to have a very special guest joining us, Anne Bouvereaux. Many of you will have heard or read about the landmark AI Action Summit in Paris, which happened almost exactly a month ago.

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Pooja Warier-Hamilton: Anne is President Emmanuel Macron's special envoy on AI. For that very summit she led the preparations for one of 2020, five's largest and most significant global gatherings of leaders on AI held in the Presidential palace in Paris

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Pooja Warier-Hamilton: as Macron's AI envoy, and the former co-chair of the French Commission on AI. Anne's welcome address at the summit touched upon the importance of sustainable development of AI, the need for global openness prioritizing real world application and an urgency to act.

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Pooja Warier-Hamilton: You can read Anne's full bio if that was not enough, by visiting the resources tab at the bottom of your zoom screen and heading to the speakers section.

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Pooja Warier-Hamilton: And we're thrilled to have you here today to share the reflections from the summit and talk about. How do we connect some of those big picture conversations to the audience today? But let me begin by saying, what a year has it been for you, and we haven't even. We haven't even reached the end of March. So what an incredible start to the year! What stood out for you from the summit. And what struck you as the biggest developments.

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Anne Bouverot: Well, thank you. Thank you, Pooja, and thanks to apolitical for this invitation, I'm really proud to be here. I'm also very happy to see so many Canadians. My mother is Canadian, and so a special word for all of you from Canada

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Anne Bouverot: in terms of the AI Action Summit in the preparations. It was super clear that there's a shared desire everywhere in the world for people to understand better and to develop their own local AI ecosystems and in terms of the things I'm most proud of in terms of developments.

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Anne Bouverot: It's the coalition for sustainable AI, the commitments for AI and work.

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Anne Bouverot: and then the steer, and the foundation for AI for public interest.

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Pooja Warier-Hamilton: You, and you could see all the love you were receiving for that shout out

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Pooja Warier-Hamilton: now this might be a cheeky question. Paris was obviously focused on the top leaders, and we came across the recent survey. I think it was Cap Gemini, of 1,500 leaders and managers who found that only 15% of leaders. This is across. Sectors are using generative AI daily. Now, this matches what government leaders are telling us at apolitical, that about 20% of leaders

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Pooja Warier-Hamilton: in government are actually using AI themselves. So that's a very interesting gap that the leaders responsible for setting the direction for this technology are not always really comfortable with it themselves.

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Pooja Warier-Hamilton: How should leaders be thinking about becoming AI ready themselves.

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Anne Bouverot: Well, it's a great question, and it's not specifically linked to government. I was speaking at an event in the education sector before, and students and pupils. I mean, 80% of them used AI and teachers, maybe 15 to 20%. So we're really looking at the same ratios

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Anne Bouverot: and maybe for leaders, for teachers, for people who have this role and this persona, that is, they should be the ones knowing and explaining things to other. AI is somehow of a disruption, because it's new for everyone. So it does present a particular challenge. What I always say is, we should go beyond that, and we should accept that sometimes it will be students. It will be

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Anne Bouverot: workers. It will be people who are not the leaders who will know better. So leaders should 1st make sure that they train and use and experiment the tools themselves, but also be ready to listen to people from their own organizations and discuss how to deploy AI. Not always easy, but but once you try, I think it works.

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Pooja Warier-Hamilton: It absolutely does in the run up to the summit. I'm assuming you've spoken to so many government leaders about. What does it take to translate this massive opportunity. AI opportunity into reality. Do you have specific examples of State leaders who are already talking about AI readiness and skills? It'd be great to hear some case studies. And what is it that's being done? Well, in those case studies.

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Anne Bouverot: Yeah, that was one of the most interesting, I think, parts of preparing for the summit, visiting a number of countries and interacting with a number of leaders and digital ministers in particular, there's some fantastic digital ministers in a number of countries. I can highlight a few. The digital minister for Togo, for example, Sina Lawson

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Anne Bouverot: is a wonderful woman. She's actually been digital minister for a number of years and has done great things.

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Anne Bouverot: She recently launched a Togo data lab. And that's something that the government did to get a number of experts in in AI and data in government focused on specific public policies and and topics.

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Anne Bouverot: This is something that they did in partnership with. I think Berkeley, and also in partnership with a platform that helps identify data scientists from Africa in particular. So they hired a number of local talent.

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Anne Bouverot: And they're focusing this data lab on to start with use cases in agriculture. And then they want to continue in use cases in health and other domains. So that's, I think, something very practical. And Sina talks about it really, really. Well.

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Anne Bouverot: I think if we can get in the chat. Maybe there's an article from her that I particularly like on that that I had shared beforehand, that I hope everyone can go and read another brilliant minister is Josephine Theo, in Singapore. She's also a very brilliant woman.

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Anne Bouverot: one of the things she did with others, with Paulo Ngabire and Rhonda, and others, is to put together something which is called the AI playbook for small States states that maybe some of you will know. So of course, Canada, Uk. Iso are big states, but I think this is valid for everyone. And there's concrete examples in this booklet

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Anne Bouverot: of how countries use AI and what the best practices they have that they want to share with others. For example, Singapore is particularly good in terms of skilling, reskilling, upskilling people. They have a tech skills accelerator initiative that is particularly useful. And they're very high on all the international benchmarks on AI readiness. I think, in part.

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Anne Bouverot: thanks to that. So that's a second example. And and again, the AI playbook for small States is is a great meet.

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Anne Bouverot: and the 3rd one I wanted to mention is a French example at the AI. Action Summit, France, and the specific agency in charge of information integrity published again the report on how to think about information, integrity in the age of AI. The summary of the report or the

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Anne Bouverot: the main finding is that actually AI can present threats, of course, and more higher quality ways to present false information or misleading information. But AI can also help identify this type of content and fight against this information.

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Anne Bouverot: I think that's another report that hopefully can be useful to everyone. And there's many examples. But it shows that all around the world there are

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Anne Bouverot: concrete actions that can be shared, and that can then hopefully benefit others.

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Pooja Warier-Hamilton: Thank you, Anne, and just for everyone in the audience my colleague has been posting the links to the examples that Ann has been sharing, and I think and there's, you know, just some

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Pooja Warier-Hamilton: in the chat, some things about how great it is to hear about examples from Africa, because that's quite, you know, just it's interesting time for governments around the world to be learning and experimenting with things at the same time. Now going back to the summit. The central theme was action quite clearly. Now, we have hundreds of public servants here today who will be at the front line

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Pooja Warier-Hamilton: of that action. How should they? Public servants, policymakers? How should they be preparing for becoming AI ready.

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Anne Bouverot: So I think there's a number of things that can be done. And of course some of the things need to be done at the level of institutions or governments and building strategies is something that is absolutely essential. Some of the people, I'm sure, on the call have the ability to develop strategies because it doesn't have to be the strategy for the government, but even for your own team, for your own function. If you have an opportunity to do that collectively with colleagues.

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Anne Bouverot: Please do that. Think about the strategy that will help you rally people around you. But then, of course, there's training and skilling and experimentation, and I saw the results of the poll. But I absolutely encourage everyone to try to use these tools. Try to use a number of them try to get access

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Anne Bouverot: to online webinars, to training to everything you can, to get more knowledgeable and discuss that with colleagues. And that's always a very good way to progress. So that's definitely something that I recommend to everyone.

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Pooja Warier-Hamilton: Such a and that sort of reflects and mirrors. One of the latest reports that we published, which effectively said the leaders should be setting not just focused on governance, which is obviously important, but setting the strategy in the direction and alongside, invest in people's capabilities. So that kind of mirrors, what you just guided the audience to do. So it's odd to talk about the future while we're still grappling with the present. But what is the future?

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Pooja Warier-Hamilton: Look like for AI skills in government. And what do you think we will be talking about in 2 years time from now?

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Anne Bouverot: Well, we'll be. There will be new things. Of course AI is is not going to stop here and now, but I think 2 years is also relatively short term. So in 2 years we will still, I think, be talking about training, about getting the right tools, about getting the right applications and and talking about implementation. One of the things

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Anne Bouverot: that is important to bear in mind when you in the subject of AI is that specific tasks will be handled differently, they will either be automated or done differently. So I don't think it's the end of jobs at all, and the consensus from economists is more on this and that some jobs will disappear. Some are being created, but

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Anne Bouverot: actually, a lot of jobs are changing, but that change is rapid and profound. So we'll be talking about the transformation of jobs and the transformation of

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Anne Bouverot: organizations. So how should a particular government role? Or it's the same outside of government be handled, and how should people

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Anne Bouverot: get about doing a particular, performing a particular function with probably the same amount of people, but in a different way. So that transformation about how we work. I think we'll probably very much be still, be a subject. 2 years from now.

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Pooja Warier-Hamilton: And it's a transformation that needs to happen every day. It's something you know.

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Anne Bouverot: Yes.

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Pooja Warier-Hamilton: Since I have to practice every day in the morning saying all the things that I need to do today. What can AI help me in, and I think that's like a almost like a change that needs to happen in your mind about thinking of it as a colleague. Now, you've taken on such an important role. What makes you personally excited about AI.

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Anne Bouverot: I think this comes to maybe the reason why we chose this word action. I think. AI, I think of AI as a technology as any new technology. It presents risks and opportunities. We

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Anne Bouverot: could, of course, decide to focus only on the opportunities or only on the risks. I prefer to say that AI will become what we decide that it will become. So. We need to act, to minimize the risks and to maximize the opportunities. So the opportunity for action in the area of AI is really what gives me energy.

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Pooja Warier-Hamilton: Thank you so much, Anne, and thank you for all the work that you do, and thank you for being a role model and inspiration. We will have little time for some quickfire questions to Anne, and then we are going to start getting practical about what you can do to identify the skills that you will need as public servants to seize upon the opportunities that Anne just laid out. So do stay tuned.

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Pooja Warier-Hamilton: I'll give you a moment to type. Consider your questions. And in the meantime just a quick reminder for everyone that this is a event as a part of our government AI campus. We're aiming to train a million public servants to be better users, buyers, and procurers of AI. We have a million free seats for you to join. So please do join the campus and learn alongside thousands of your peers from around the world. My colleague will just post a link.

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Pooja Warier-Hamilton: Going to questions. There's an interesting question in the chat on building capacity through experimentation. How do you de-risk such projects? Is it through an AI related Sandbox and the questions about de-risking the project.

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Anne Bouverot: Yeah, that's a great question. And I completely agree that experimentation is a great way to go. I think a way to handle that is to do a small scale experimentation and actually to do a number of them. And I also really recommend giving the opportunity to many different people within an organization to propose experimentation. Sometimes it's the

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Anne Bouverot: younger people or the new joiners, or just someone. You wouldn't have thought about that. Who will have an idea about an experimentation and just being very open in terms of how to experiment, and where, I think is good. Of course you need to be careful about personal data and confidential information and things like that. But if it's small scale, it's easier to handle.

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Anne Bouverot: And then, based on an analysis and a discussion on what went well, what didn't go so well, then, it's the time to go to something on the bigger scale. And then you can think about how to implement that as a larger project, with more time, with more thoughts and things like that, but small scale experimentations and a number of them. I think it's a good thing.

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Pooja Warier-Hamilton: Thank you. Ann. Another question is about agentic. AI. This is obviously the next thing. Coming in. Are there specific opportunities for governments when it comes to agentic. AI.

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Anne Bouverot: So of course, I mean, that depends. If the question is government in terms of builders, of solutions or users. Of course, Agent AI is very helpful, because then it focuses on particular application cases so it can be in the legal department. It can be in it department. And there's a number of different examples where

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Anne Bouverot: targeted applications and agents will help make that particular function. And these roles

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Anne Bouverot: more effective. By taking over some of the more repetitive tasks, or or making sure there's more regular documentation or checks in terms of the things that need to be validated on a regular basis.

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Anne Bouverot: There's also opportunities, I think, in terms of development using open source AI models. And there's a lot of them, for example, on hugging face, you can find all the different open source models that are available.

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Anne Bouverot: Those are things that a data lab in Togo or in any country. You can have a number of people that can build a particular tool specific for a particular use case

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Anne Bouverot: in any government. On the other hand, of course, you don't want to rebuild tools for everything all the time, but in some cases that is absolutely an opportunity.

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Pooja Warier-Hamilton: And I can see the audience is warming up, and the questions are pouring in. May I remind everyone to? It would be great if you could submit your questions in the in the Zoom. Q. And a. It just allows us to pick those questions up faster than just the chat. The next question. And I think you'd like this. And how do you plan to maintain the momentum for ethical and sustainable global governance of AI after the summit.

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Anne Bouverot: And so, of course, we've been thinking a lot about how to maintain the momentum. A number of the initiatives we're trying to make sure, have homes, so a number of them will be in the UN. System or in terms of AI and climate. The International Energy Agency, or in terms of public interest. AI. There's a specific foundation current. AI, which is being launched. So we're.

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Anne Bouverot: of course, in terms of the French Government. Specific ministries are being tasked with. Follow up!

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Anne Bouverot: India has volunteered to host the next summit. We don't know the dates yet, but this will be an opportunity to make sure. We continue to look at where things are by the time of the summit, and there's a number of other initiatives and events that are taking place throughout the year, and next year.

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Anne Bouverot: where we need to continue this discussion

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Anne Bouverot: in 2026, and France will be hosting the next G 7 meetings, of course, G. 7 is less inclusive by design in terms of number of countries, but we are thinking alongside the G. 7 about how to make sure we can follow up on the momentum of a number of actions with a broader set of countries.

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Anne Bouverot: and any ideas are welcome.

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Pooja Warier-Hamilton: Thank you, Anne. Just again. There's a number of questions coming in. We do have some colleagues who will try and answer the questions that obviously not addressed just in Anne in the Q. And a. So if your answers, if your questions don't get answered, live, please do check the Q. And a for an answer. And this is, I think, based on your experience at Morpho. And the question is, how do you think AI will transform the concept of trusted identities in the coming years.

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Anne Bouverot: Thank you. It is a very interesting question, but maybe not completely related. What I learned at Morpho is that actually in terms of identity and recognition. For example, technologies for facial recognition are made much, much more better and more accurate with AI. But that's on the technological Level

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Anne Bouverot: trust and the principles, I think they remain the same. You need to be able to make sure you can check someone's identity compared to a place where you have safely in a trustworthy way.

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Anne Bouverot: made sure that you had a proof of the original identity as in identity documents or credit cards, or or other places like that. But

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Anne Bouverot: but it's an opportunity to say that AI actually is a technology and is a way to progress on a number of things in terms of capabilities, and and also increases risks and increases the way to fight against them.

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Pooja Warier-Hamilton: And now this audience knows your Cv. In depth, because I can see questions coming. So this is based on your experience at cellx and says, what advice would you give to leaders navigating significant organizational changes.

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Anne Bouverot: Significant organizational changes happen everywhere. And significant geopolitical changes unfortunately, happen also these days.

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Anne Bouverot: what can I give as advice? I think it's important to 1st of all, know what your values are, and what are the things that you want to stand for and accept and not accept, and then, in terms of your employability, it is very important to continue to build your skills and your experience, because that is what eventually

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00:28:13.400 --> 00:28:23.249

Anne Bouverot: we'll make sure you have the freedom at some point to decide to move somewhere else. If that's what you want to do, or the freedom to stay and to evolve within your own organization.

108

00:28:24.480 --> 00:28:25.719

Pooja Warier-Hamilton: Yeah, maybe I'll try.

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00:28:25.720 --> 00:28:29.249

Anne Bouverot: Events can be difficult in a number of places. I know that.

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00:28:29.610 --> 00:28:46.330

Pooja Warier-Hamilton: Increase. Maybe we'll try and squeeze in 2 questions. But let's try and squeeze in at least one. Are there specific areas where generative AI has already proven to be cost effective or is likely to prove cost effective for government operations.

111

00:28:47.540 --> 00:29:05.750

Anne Bouverot: I think the most simple or or, yeah, most effective example in terms of government services is the area. Yes, where you're trying to answer questions from citizens or or inhabitants or users of government services.

112

00:29:05.790 --> 00:29:30.119

Anne Bouverot: Typically this is an area where you don't have enough people who are there to answer those questions. And typically from the perspective of the users or the requesters, the answers come after a significant period of waiting, so typically for the most standard and repetitive questions, you can use generative AI to just go and look into databases

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00:29:30.120 --> 00:29:38.909

Anne Bouverot: and provide the simple answers, maybe 80% of them. And you can focus the task of government agents and workers

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00:29:38.910 --> 00:29:58.979

Anne Bouverot: on the more complicated cases and on solving specific issues. That's a very simple in a way use case, but a very effective one, that can improve the perception of the usefulness of public services, and also can improve the quality of work of the people working in government services.

115

00:30:01.540 --> 00:30:25.469

Pooja Warier-Hamilton: I'm just going to quickly have a check on the questions. So this is an interesting one. And the reason it's a question from Carl, it comes up again and again. But I'd be interested in your take on this in terms of in governments, privacy and factual information is paramount when you produce work pieces. And this is why there's often nervousness about AI

116

00:30:25.810 --> 00:30:39.279

Pooja Warier-Hamilton: use in government roles, and we find this quite often as well. Do you have any advice on how we can encourage further use of AI. Put essentially organizations or departments, mind at ease, that it is safe to use.

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00:30:40.010 --> 00:30:57.859

Anne Bouverot: Yes, that's a great question. We get it a lot, absolutely, and it is a very natural tension, and there's a number of ways to do that. But the easiest one is to have a private system, and that is specific to your utilization. Now, typically those private systems

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00:30:57.880 --> 00:31:22.790

Anne Bouverot: or systems that you have to pay for, and therefore you have the trade-off between ease of use and cost of these solutions. So that's 1 of the avenues to have a contract that certifies, and that what you use is going to be private. There's another way to do that which is to use open source systems that do that, or systems that are developed for public.

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00:31:22.790 --> 00:31:40.300

Anne Bouverot: And you need to. Make sure you have. Discussions and and choices in terms of the tools you use to make sure that they that they respect that, and and that's where users and and the It department need to together discuss and see what what can be made available.

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00:31:41.970 --> 00:31:46.884

Pooja Warier-Hamilton: And I think you win the top prize for getting through many questions as you have in the last few.

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00:31:48.220 --> 00:32:04.259

Pooja Warier-Hamilton: It's so incredible, and I know the questions is a lot more than we can actually get through. But thank you for your insights and to the audience. We'll have a bit more time for further discussion shortly, so don't stop. Please keep the questions coming. Thank you.

122

00:32:04.260 --> 00:32:06.870

Anne Bouverot: Thank you so much. Thank you. Everyone.

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00:32:07.800 --> 00:32:30.279

Pooja Warier-Hamilton: But 1st I promised everyone practical information to take this bigger picture. Understanding of the importance of what Ann shared of building AI skills in government and translate that into AI readiness in a more structured way to help us with this I'm going to call upon my colleague, Jesse Jesse Samasubo. Jesse is a senior manager for policy and insights, and has spent

124

00:32:30.280 --> 00:32:55.199

Pooja Warier-Hamilton: a massive amount of time speaking to public servants from all over the world, and in numerous roles about their interaction with artificial intelligence tools, their pain points and skill gaps and given. There's about 500 of you on the call today. There's probably a good chance. He's interviewed a few of you. And the inputs provided from this research have gone into a new tool that apolitical has developed, called our AI readiness

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00:32:55.200 --> 00:32:55.890

Pooja Warier-Hamilton: check.

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00:32:55.890 --> 00:33:19.200

Pooja Warier-Hamilton: We already have about 100,000 people engaging with the campus itself, and about 1,000 people engaging with this tool. It's the latest tool to help achieve our goal of upskilling a million public servants. And we will give all of you access to this tool after today's session. As I'm going to invite my colleague to share more information. You're welcome to continue sharing questions.

127

00:33:19.200 --> 00:33:36.439

Pooja Warier-Hamilton: and we leave a little time for those at the end. I'll also encourage my colleagues, who are on the call to please respond to questions as we go along in the Q. And a feature. So, Jesse, let's start at the beginning. What is the AI readiness check? And what was the inspiration for this tool.

128

00:33:36.630 --> 00:33:56.579

Jesse Samasuwo: Thanks, Pooja, and thanks and thanks everyone for joining us today. It's an absolute pleasure to speak to you all and introduce the AI readiness check which we are launching today. As Pooja mentioned, I'd say, in the simplest possible terms, Pooja, the AI readiness check is really just a learning tool to help public servants reflect on the mindsets, knowledge and skills that they'll need to work with AI confidently

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00:33:56.580 --> 00:34:17.909

Jesse Samasuwo: in government. I saw that some, I think Amanda has shared in the tool, so some of you may have already used it, but in around 5 or 6 min the AI readiness check will help public service. Do 3 things really reflect on how you might interact with AI in your role in government, the capabilities that you might already have. And then think about, maybe some areas for developing and improving your AI capabilities for the future.

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00:34:18.020 --> 00:34:44.000

Jesse Samasuwo: The tool is open and accessible to every public servant as part of the AI campus, as Pooja mentioned, which is delivering essential AI training to tens of thousands of public servants. And I'd say, Pooja. The reason why we launched the tool is the same reason why we've launched the AI campus itself. And, as Anne mentioned earlier, AI is rapidly spreading across government, and that means all of us need to develop new skills and mindsets to keep up. And this tool is just one way to help you do that as public servants.

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00:34:44.620 --> 00:34:49.810

Pooja Warier-Hamilton: I know, Jesse, you said. It's exclusively designed for public servants, but can anyone use it in government?

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00:34:50.230 --> 00:35:19.179

Jesse Samasuwo: Absolutely so. As I said, it is exclusively designed public servants, which means that everything has been curated to be relevant to that unique context from the questions that we're asking to the resources that we're sharing, we've used a really wide range of evidence, including several skills frameworks from the Turing Institute to the European Commission alongside government guidance from around the world to help us identify some of the most important capabilities for AI. But it is open to all public servants across all roles. I can perhaps quickly demonstrate that by showing you what it looks like.

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00:35:19.180 --> 00:35:19.760

Pooja Warier-Hamilton: Thanks.

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00:35:20.420 --> 00:35:24.379

Jesse Samasuwo: Let me share my screen. You'll see that coming up just now.

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00:35:24.680 --> 00:35:49.860

Jesse Samasuwo: So what you can see here is that there are kind of 3 pathways that help you navigate the AI readiness check. So the 1st Level. There's a tool, a pathway for leaders which thinks about some of the strategic goals and the oversight and the resources that you might need to do to mobilize, to use AI as an organization. So that's really almost like an organizational AI readiness check, then, for implementers. Those are the folks that are supporting the design and delivery of AI policy. AI policy

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00:35:49.940 --> 00:36:16.220

Jesse Samasuwo: processes and services across government. And that's a slightly more technically advanced pathway that you could explore as a public servant. And then the 3rd pathway, which is relevant really, I guess, to every public servant which is to use it as a user.

We're all going to be working with AI and encouraged everyone to start experimenting and using technology. So this kind of explores your readiness to use AI in everyday tasks in government. So there's 3 different pathways. And there's ways it's relevant to everyone in government Pooja.

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00:36:17.020 --> 00:36:24.530

Pooja Warier-Hamilton: Thank you so much, Jesse. And I'm sure the audience is also wondering about team uses of it can be used for beyond individuals.

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00:36:24.980 --> 00:36:49.420

Jesse Samasuwo: Absolutely so. I mean, I've already mentioned how you can use it as an individual, and that's probably the fastest and easiest way to use it, but we're also seeing some managers share it. I spoke to one public servant in Canada who said she's developing in a capability framework for her team about 50 or 60 people, and she thought this would be really helpful tool to kind of help them think about specific areas of strength and development. So it can be used at that level. We're also seeing some organizations that were

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00:36:49.420 --> 00:37:13.699

Jesse Samasuwo: in the public sector which want to roll out across their entire workforce to evaluate readiness. So there's lots of really flexible way which you can use it. As I said, there are 20 questions. It takes 5 or 6 min to complete. And once you answer the 20 questions you receive tailored feedback, which helps you, as I say, identify the most important areas for development for you. So it's a really flexible tool which you can use as an individual for teams, or even as a whole organization in government.

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00:37:14.840 --> 00:37:36.020

Pooja Warier-Hamilton: I am loving this audience and the number of emojis that are flying up on the screen. Now, Jesse, if I was in the audience. This event is called How to build AI skills for your role. And the way you're describing it sounds like it'll help us establish how developed our skill set is. But then does it give anything after in terms of how do you actually build on and improve the skills.

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00:37:36.630 --> 00:37:49.160

Jesse Samasuwo: Yeah, absolutely. And I think that's where the AI readiness check can be a really impactful tool for public servants to really unlock and accelerate the AI learning. So, as I mentioned, we've created a library of around a hundred carefully curated resources

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00:37:49.200 --> 00:38:06.189

Jesse Samasuwo: from organizations around the world, and this is growing and evolving all the time, and it includes everything from in-depth guides on advanced prompt engineering techniques to emerging evidence about how governments are using AI in their organizations and processes. So it's a really, really wide, ranging resource bank.

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00:38:06.190 --> 00:38:21.840

Jesse Samasuwo: And they're carefully curated according to your skill level, based on your responses to the question in the assessment. So let's say, for example, you scored a 2 out of 5 in the using AI your daily work that might suggest that you need to build some confidence and experience of just using generative AI in government.

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00:38:21.870 --> 00:38:44.390

Jesse Samasuwo: So the resources there are carefully curated to sort of address that need versus. If you scored a much higher level on that score. On that section the resources are slightly more advanced, thinking about stuff like Agentic AI, which I think someone mentioned and different approaches which you can use to use. AI. So I'll quickly share screen again, and you can see what this looks like in practice. Let's do that

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00:38:45.100 --> 00:38:47.070

Jesse Samasuwo: share screen.

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00:38:47.690 --> 00:38:50.831

Jesse Samasuwo: Perfect? So what you can see here is

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00:38:52.052 --> 00:38:59.389

Jesse Samasuwo: so let's say, for example, this is someone that would have scored a high result on the using AI and operations and operations and decision making.

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00:38:59.480 --> 00:39:16.889

Jesse Samasuwo: And the feedback for this person who scored 4 out of 5 would be to be to focus on developing prompt engineering skills. So that's compared with someone who might have scored one or 2 in that section. And we've just talked about encouraging them to get used to using generative AI in government.

149

00:39:16.890 --> 00:39:33.459

Jesse Samasuwo: So once we go to the resources section of the of the tool, you can see here that that foundational level. Using AI on your daily work. The focus is really just on getting to grips, to how to use AI to speed up your work, designing effective prompts, and just

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Jesse Samasuwo: finding out from other public servants about how they use AI in their daily work. So, for example, there's a link here to a conversation between public servants on how they're using AI

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00:39:42.130 --> 00:40:03.559

Jesse Samasuwo: versus. If you scored higher up on that area, the scaling level, which was how we described it. The resources are much more about thinking about the future, of how AI automation might impact government. So we're looking at things like agentic AI thinking about how governments might be scaling AI in government. But there's also resources there that focused on more advanced prompt engineering skills. So, for example.

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00:40:03.560 --> 00:40:16.860

Jesse Samasuwo: using it in copilot and then thinking about research on advanced prompt engineering techniques. So a really wide range of resources that are curated for different levels of confidence and experience based on your responses.

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00:40:17.620 --> 00:40:40.250

Pooja Warier-Hamilton: Thank you so much, Jesse, and it's worth reminding the audience that there's a much wider pool on the AI campus itself. So these are the resources you were sharing, which are linked to sort of the findings from the from the AI readiness check. Now, the 1 million dollar question is, is this a new tool? Or have people taken this check already? What are some of the early insights that you're seeing? That could be interesting or surprising for this group.

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00:40:40.900 --> 00:40:58.329

Jesse Samasuwo: Absolutely so. As as I mentioned, I think just over a thousand people have taken AI readiness check. We launched it just over 4 weeks ago some of you would have seen an email in your inbox from me, encouraging you to use it, and I'll just quickly talk through 3 interesting insights that we've seen coming through from the early use of the tool.

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00:40:58.410 --> 00:41:08.739

Jesse Samasuwo: I'll share screen again. So 3 early interesting insights that we're seeing. So the 1st one? We asked leaders, has your organization assessed the impact of AI automation on people's jobs

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00:41:08.770 --> 00:41:35.480

Jesse Samasuwo: and roles? And as you can see here, around 80% of those that responded to this question said, No, and I think that kind of highlights, something that Anne was talking about earlier, which is that this process of automation and augmentation is a complex one. People's jobs and roles are comprised of multiple tasks that are some which are more easily automatable than others. So this process of automation isn't sort of like a 1 step change. It's a complex process. And I think it just shows that governments themselves are really trying to grapple with

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00:41:35.480 --> 00:41:38.860

Jesse Samasuwo: what this process looks like. And it's something that is still very early.

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Jesse Samasuwo: That's an interesting insight from leaders, another one from users. We asked. Public servants. Do you believe that AI has the potential to contribute positively to your work as a public servant and overwhelmingly around 90% of respondents to that question, say, yes, and I think that's really significant, Pooja, because

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00:41:54.990 --> 00:42:12.830

Jesse Samasuwo: when we were looking at some of this capability frameworks, a lot of them emphasize the importance of attitude. So, for example, Unesco talk about the importance of experimentation and curiosity, the European Research Center talks about having a positive attitude as an important

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00:42:13.063 --> 00:42:27.510

Jesse Samasuwo: capability of public servants, and this both these, both these things get at the same thing, which is, that in order to maximize the opportunities of of AI as a public servant. You need that basic mindset of this is actually could be a positive thing. So it's encouraging to see that a lot of public servants do have that default setting.

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00:42:27.810 --> 00:42:34.930

Jesse Samasuwo: Last, but not least, this is a really interesting one. So we asked, public servants, do you have a basic grasp of the kind of core technical

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00:42:34.940 --> 00:42:50.349

Jesse Samasuwo: fundamentals of the underpin. AI, this technology, there's a really interesting, even split there, about 50% say yes and 50%. No, say no. Once we looked at people's scores on their application AI and their daily work, we saw that those that said yes to that question

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00:42:50.350 --> 00:43:15.250

Jesse Samasuwo: had around a 40% higher score in their ability to use AI versus those without the basic understanding. So you can see that they're 3.9 7 out of 5 compared to 2.9 4. And I think that really speaks to the importance of having an understanding of a basic understanding of the fundamentals of the technology which will help you unlock the most effective ways to use it in your daily work. So a really interesting insight about the importance of technical understanding there, as well.

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00:43:17.030 --> 00:43:41.990

Pooja Warier-Hamilton: Thank you, Jesse. And I think what's also interesting is, when we did, we didn't ask all the similar same questions. But when you compare data, especially about sort of the feeling positive about the opportunities of AI. It was quite low when we, when Chatgpt just had hit the market. So it's increased significantly just in that time period as well within the public sector. Thank you so much, Jesse. We have a bunch of questions

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00:43:41.990 --> 00:44:06.899

Pooja Warier-Hamilton: coming in, and they're all related to building AI skills and contributing to your learning and development. I'm going to look through the Q. And A. And while you take a moment to consider your questions. My colleague is going to reshare the link to the AI readiness check. I saw a few questions about how do we actually access that tool. So, Jesse, I'm just going to run through and try and

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00:44:06.900 --> 00:44:24.309

Pooja Warier-Hamilton: sort of get through as many questions as Anne did. So one was, how do you address the reality that many people in the public sector can't use Gen. AI. Tools for security reasons. And I'm wondering if in your conversations you've come up with something around that.

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00:44:24.750 --> 00:44:44.870

Jesse Samasuwo: Yeah, absolutely. I mean, one of the questions that we ask in the check is recognizing the limitations that different people in different roles have to use AI. So one of the opportunities there is actually using AI in a personal context, not doing official work on that, but actually finding ways to simulate the kind of work that you might be doing in government

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00:44:44.870 --> 00:44:54.959

Jesse Samasuwo: in a sort of in a more personal capacity. So I think. But the important thing. There is just really experimenting with the technology's capabilities, even if it's not specifically on your day to day work.

169

00:44:56.750 --> 00:45:14.970

Pooja Warier-Hamilton: It's also likely to, I think, evolve as well, I think, going forward. Going back to the questions. Just give me one second. There's a specific question on tools and training available on AI. But how do we target

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00:45:14.970 --> 00:45:38.859

Pooja Warier-Hamilton: training and skill development for it to best serve our role? And in this case, Hr. Policy, analyst and Innovation Advisor for Hr. I was just on a call this morning with someone in an Hr. Within the UN. Body, experimenting with how you use AI to just finding Hr policies in a huge body is UN easier. Have you come across any interesting applications or experimentations in Hr.

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00:45:39.620 --> 00:46:05.860

Jesse Samasuwo: Yeah. And I would just link that back again to the point about mindsets and approaches to using AI that we've seen in some of the capability frameworks which really do emphasize this point about being because it's such a fast emerging technology really being connected to others that are using it. So the importance of being part of communities of practice. It might be that actually written down evidence about the best ways to use it in Hr. Hasn't actually been written down. But there is someone that is using it in government

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00:46:05.880 --> 00:46:21.030

Jesse Samasuwo: somewhere across the other side of the world that you can speak to that is that can share that insight. So it's really important, I think, for AI specifically to be connected to peers that are like minded that are using it, and sort of learning from their experience, because sometimes the best insights, the best practice won't won't yet be written down.

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00:46:22.420 --> 00:46:41.199

Pooja Warier-Hamilton: You'd love this question, Jesse. I know we've had these conversations ourselves. While it's important to develop our skills regarding new technology, it's also important to keep cognitive skills like critical thinking or innovative thinking. How do you foster these skills while we rely on more and more on AI to do part of these complex thought processes.

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00:46:41.550 --> 00:47:07.860

Jesse Samasuwo: Absolutely. There's a really and one of the tools that one of the resources that we've shared as part of the campus actually just added it last week is a really interesting piece of research out by Microsoft. Looking at the impact of what they call cognitive offloading when it comes to extensive generative AI use. And they show that public servants that are using folks that are using AI more extensively can actually run the risk of what they call cognitive offloading. And part of that research looks at some of the approaches that might be relevant in trying to

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00:47:07.860 --> 00:47:25.730

Jesse Samasuwo: mitigate that impact. So, for example, thinking about always verifying work that you're doing, trying to find ways to interact with AI instead of just outsourcing the question, using a slightly more iterative approach to prompt engineering. Some of these methods, some of these are the methods you can use to kind of retain some of that critical thinking capability.

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00:47:27.130 --> 00:47:28.679

Jesse Samasuwo: But it's a really important question.

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00:47:28.830 --> 00:47:29.440

Pooja Warier-Hamilton: Thank you.

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00:47:29.440 --> 00:47:52.520

Pooja Warier-Hamilton: Yes, it is, and I think it's a 1 to consider. I think this will bring a chuckle to hopefully the audiences. But I know, Jesse, if you've seen an example here. How do I justify to my it? Department the value of AI tools? Without waiting for the usual 5 years to get it approved. And, by the way, I should say that's not just in the public sector. It's in other sectors as well, but, Jesse, any any insight there.

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00:47:53.070 --> 00:48:16.130

Jesse Samasuwo: There is this interesting guidance that are coming up from government. So I think the UK Government has been really, really proactive on publishing guidance on procurement and sort of making the business case for how you can justify these investments. But, as I say, part of the thing here is that it's also new, right? So there isn't some huge body of evidence that looks at generative AI applications in government and gives you a robust value for money case.

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Jesse Samasuwo: part of it is experimentation. So the approach that you can always take that has been applied in digital services more broadly is just starting small

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00:48:23.610 --> 00:48:41.469

Jesse Samasuwo: and creating a proof case for something before you scale up. So it might be the case that you don't want to go for a Big Bang approach and invest lots of money straight away. But actually, you might need to start with something small which is scalable, which you can scale over time. So I think that's probably the most pragmatic approach to addressing that problem.

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00:48:42.500 --> 00:49:06.829

Pooja Warier-Hamilton: Thank you, Jesse. I'm wondering I'm going to ask you one more question. But, Anne, if you're online still, I'd love to bring you back in, because there's a few questions that might be interesting to get your thoughts on, Jesse. One question for you before I move to Anne. Are there best practices. You would suggest to build AI skills in public services role and think about this from an individual perspective, not from an organizational perspective.

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00:49:07.620 --> 00:49:23.130

Jesse Samasuwo: Absolutely, I might sound like a broken record, but really and truly is the most important thing. And it's just personal experimentation. One of the most interesting writers and researchers in AI. Right now is a guy called Ethan Monick, based out of the University of Pennsylvania, I believe. And his point is that actually.

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00:49:23.180 --> 00:49:49.950

Jesse Samasuwo: there is no such thing as an AI expert, almost because it's such a new field that people that are developing expertise are those that are experimenting the most. So your use cases are always going to be quite specific to your job. Your role. Someone's talking about Hr. Earlier. The way to generate the expertise is to experiment, to use it again, following rules and guidance where relevant and speaking to others that are doing the same. So it really comes back to what I was talking about earlier, just the importance of getting to grips with technology and trying it for yourself.

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00:49:51.310 --> 00:50:10.839

Pooja Warier-Hamilton: Thank you, Jesse, and there's a specific question around France and Europe. I'm just going to read it out as it's written. As France and Europe are currently lagging behind in the AI adoption and development, and France plans to train 40,000 to 100,000 researchers by 2030. Do you think that training target is too low.

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00:50:12.180 --> 00:50:39.410

Anne Bouverot: It's a very specific question. Thank you for the question. I think there's a lot of opportunities for France and Europe and other countries to develop AI services. And for this you need not tens of thousands of people. But you need great researchers and startupers and entrepreneurs. And I think definitely this is something that exists in France and Europe in terms of adoption. Then you need much broader

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00:50:39.410 --> 00:51:01.489

Anne Bouverot: numbers in terms of training, because basically, pretty much everyone needs to get through training people that are currently employed in government, in companies, people who are currently young people who are currently studying people who are unemployed users of public services. There needs to be massive training programs

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00:51:01.580 --> 00:51:21.536

Anne Bouverot: in any country in France, of course, but also in in other countries. So the numbers have to reflect what type of training you're aiming for? Is it higher education specifically linked to AI? Is it adoption across a number of services? So

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00:51:22.160 --> 00:51:27.210

Anne Bouverot: training is, is the answer. The numbers. And that really depends on what you're training for.

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00:51:28.387 --> 00:51:55.860

Pooja Warier-Hamilton: This is another interesting question about, again, a wider topic for discussion is, we know, data is key for AI, and we also know that not all data collected today. Is complete. You know, some of it is might not be disaggregated enough. It may not be intersectional enough, and so on. Is that will that have an impact on how quickly we're adopting AI and on, of course, all the outcomes of using AI as a as a tool.

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00:51:56.510 --> 00:52:05.049

Anne Bouverot: Of course. Now, generative AI actually helps, because what we've seen is that generative AI is capable of taking data that is not

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00:52:05.050 --> 00:52:28.020

Anne Bouverot: specifically structured in a database and completely aligned with the various categories. This is how generative AI works with language and with words that have different sizes and can have different meanings. And so it depends on the context. So it is possible to do more with not completely structured and not completely high quality data.

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00:52:28.020 --> 00:52:32.149

Anne Bouverot: However, the point about the quality of data is very important.

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00:52:32.150 --> 00:52:57.140

Anne Bouverot: A lot of the work of people who develop AI services is spent on looking at the data, on deduplicating, on taking out data that is either completely irrelevant or that is actually abusive, or that is biased, or that is subject to authors, rights and remuneration and specific authorization.

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00:52:57.140 --> 00:53:08.370

Anne Bouverot: So yes, there's a lot to do in terms of data. And yes, this can slow down the adoption. But it is actually made a bit easier with the latest development of generative AI.

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00:53:08.890 --> 00:53:09.500

Pooja Warier-Hamilton: Yeah.

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00:53:09.680 --> 00:53:34.290

Pooja Warier-Hamilton: I might have sort of one last question for both of you, but I also wanted to acknowledge one of the questions in the Q. And A is, can AI be leveraged to streamline policy, development and regulatory reform, ensuring more efficient and data driven decision making while also reducing bureaucratic complexity. And I think that's something that will be incredible

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00:53:34.290 --> 00:53:40.969

Pooja Warier-Hamilton: and just. Have you seen any interesting use cases in that in terms of streamlining the active policy development itself?

199

00:53:42.350 --> 00:54:10.030

Anne Bouverot: Well, the most examples I've seen are in terms of taking existing regulation and layers of documents and regulation, and trying to get consistent answers or applications of all these various layers of regulation. That's a very, very classic use case and very useful, but of course it can also be used to streamline. It can be used for benchmarking, for example.

200

00:54:10.030 --> 00:54:17.150

Anne Bouverot: and and for providing recommendations based on existing regulation, and it can also be used to

201

00:54:17.150 --> 00:54:43.340

Anne Bouverot: propose things that could be consistent between various texts or regulations. I insist on the word proposed, because I don't think we should delegate any of the decisions in terms of regulations to any AI or other system, but in terms of doing the research, doing the benchmarking and suggesting some ways forward. Yes, I think it can be very useful.

202

00:54:44.070 --> 00:55:04.270

Pooja Warier-Hamilton: Brilliant Alan and Jesse. I'm going to try and squeeze in this one question, and and just I know we're running out of time. But just would be really interesting, because both of you are coming at it from such different experiences and such different perspectives has your perspective on AI's potential impact evolved over the last couple of years. Has it moved from where it started and where it is now.

203

00:55:05.940 --> 00:55:07.689

Anne Bouverot: Maybe Jesse wants to start.

204

00:55:08.140 --> 00:55:26.009

Jesse Samasuwo: Yes, happy to go first, st I think, Pooja, I think what we've seen really a political. So we've been tracking the emergence of generative AI since 2022. So just after the explosion of chat, and I think what's been really interesting is to see the kind of wave of adoption be led by individuals before institutions.

205

00:55:26.010 --> 00:55:50.889

Jesse Samasuwo: And it's something that we're also seeing with the early data from the AI readiness check that the readiness scores that we are seeing among individuals. So implementers and users is actually higher than leaders. And it's because public servants. This is quite a revolutionary technology in that it's accessible to everyone. Really, you don't even have to pay for an account to use it in some cases. So it's been the individuals that have led the innovation, which is quite unusual for some institutions like government. And that's really interesting.

206

00:55:51.520 --> 00:55:52.920

Pooja Warier-Hamilton: Thanks, Jesse and.

207

00:55:53.890 --> 00:56:18.450

Anne Bouverot: Yes, one of the things that I was positively surprised with. We organized the AI Action Summit to invite the world and to have the global discussion. But it's also been very useful in terms of turbo charging the action inside the French Government because everybody then was talking about it was getting ready for the summit was wanting to show that they were doing something

208

00:56:18.450 --> 00:56:25.669

Anne Bouverot: in their own area, and therefore it has helped capitalize some of the actions, and that I was very pleased with

209

00:56:25.670 --> 00:56:26.330

Anne Bouverot: hmm.

210

00:56:26.900 --> 00:56:51.870

Pooja Warier-Hamilton: Thank you, Anne, and as we now get to the time for goodbyes, the team's going to pull up a quick poll to find out how you, the audience, felt about today, and it'll really help us continue improving our content. So we would really appreciate your responses. You should be able to see a poll on your screens ranking your agreement with the statement. This event was a valuable use of my time, with one completely disagree with.

211

00:56:51.870 --> 00:57:16.639

Pooja Warier-Hamilton: completely agree, and hopefully a lot of you will skew towards the positive end of the scale. Now we have a tradition at apolitical events, of sharing one word takeaways as we prepare to wrap up the conversation, so we'd love for everyone to share your one word. Once you've responded to the poll, while you do, please go ahead and put your one word in the chat. Let's get one from our speakers today, and your one word.

212

00:57:18.790 --> 00:57:23.100

Anne Bouverot: My one word. Action, easy.

213

00:57:23.100 --> 00:57:24.320

Pooja Warier-Hamilton: Yeah. Jesse.

214

00:57:24.936 --> 00:57:27.313

Jesse Samasuwo: My one word, readiness even easier.

215

00:57:28.760 --> 00:57:53.749

Pooja Warier-Hamilton: Fantastic. I'm going to. Just this is amazing. Look at this excited, intriguing experiment. Experiment resources, learning, grateful, future, human, more in specific captivating. What a fantastic summary of this 1 Hl can't believe an hour has passed by. I'd like to ask all of you to join me in giving the speakers a virtual round of applause, and, most importantly, thanks to all of you for the attendees for being

216

00:57:53.750 --> 00:58:18.709

Pooja Warier-Hamilton: so engaged. I'm just loving the flood of emojis. Before we team we'll reshare the link to the AI readiness check once more. Please do use it. Please share with your team and colleagues. That's all we have time for today. We hope you found the conversation helpful. Thank you to everyone who made today happen, and thank you again for taking time out of your busy schedules. Keep an eye out for the email coming your way with today's recording and all the resources

217

00:58:18.810 --> 00:58:23.670

Pooja Warier-Hamilton: we hope to see you again at another apolitical event. Have a great day and goodbye.