



# AI in Government

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# Agenda

- What is Artificial Intelligence (AI)?
- Responsible use of AI
- AI trends in Government
- Resources
- Next steps

# The world is changing

Industries are transforming rapidly

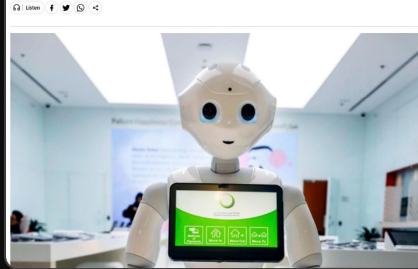
The drivers for economic growth are evolving

The world is more connected than ever

# The AI technology is here

Dubai: 'Hello ChatGPT, how much is my electricity bill?' Dewa uses chatbot to provide 24x7 service

Integrating the AI tool with Rammas will allow users to feel as if they are communicating with a customer service agent



Unleashing the Power of AI: Governments Tap into ChatGPT to Drive Efficiency and Innovation in Public Service Delivery

Forbes

FORBES > INNOVATION > ENTERPRISE & CLOUD

## What ChatGPT And Generative AI Mean For Your Business

CNN BUSINESS

### Real estate agents say they can't imagine working without ChatGPT now

VentureBeat

## Microsoft gives businesses a GPT boost in Teams and Viva Sales

USA TODAY

### New Bing with ChatGPT brings the power of AI to Microsoft's signature search engine

COMPUTERWORLD UNITED STATES

NEWS

### Microsoft's new Teams Premium tier integrates with OpenAI's GPT-3.5

Weeks after extending its multibillion dollar partnership with OpenAI, Microsoft has announced that new Teams AI capabilities will be underpinned by OpenAI's GPT-3.5 natural language model.

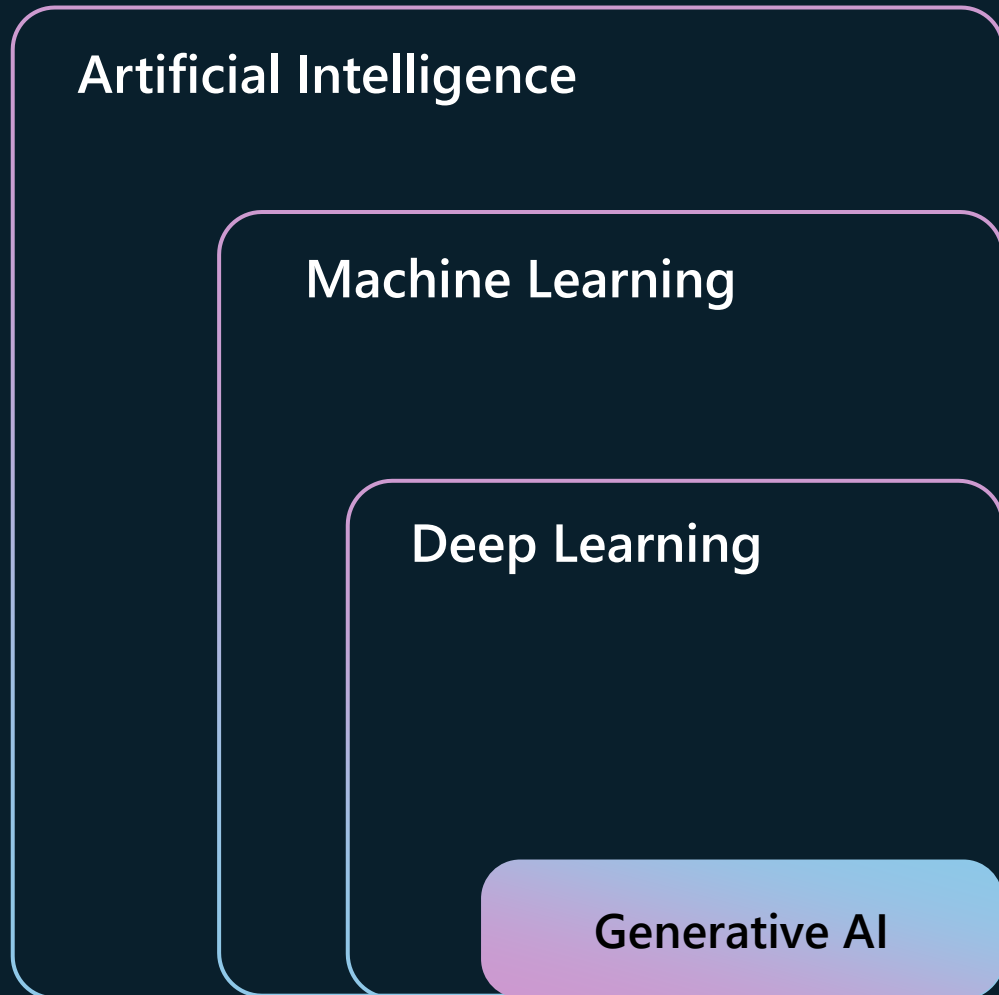
The Verge

MICROSOFT / TECH / ARTIFICIAL INTELLIGENCE

### Microsoft launches Azure OpenAI service with ChatGPT coming soon / ChatGPT is coming to this Azure service soon, as businesses get to use new AI models in their own apps.



# A brief history of AI



1950s

## Artificial Intelligence

the field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence.

1959

## Machine Learning

subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions.

2017

## Deep Learning

a machine learning technique in which layers of neural networks are used to process data and make decisions.

2021

## Generative AI

create new written, visual, and auditory content given prompts or existing data.

# Key Microsoft AI breakthroughs

- 
- A vertical timeline on a dark blue background, with a central white vertical line. Each year is marked with a light blue dot on the line. The text for each year is positioned to the right of the line.
- 2016 ● Object & speech recognition  
Human parity
  - 2018 ● Reading comprehension & machine translation  
Human parity
  - General language understanding  
Human parity
  - 2020 ● Turing-NLG language models
  - First AI supercomputer
  - Exclusive license for OpenAI GPT-3 models
  - Image captioning  
Human parity
  - 2021 ● Natural Language Understanding  
Human parity
  - Commonsense Question Answering  
Human parity
  - Azure OpenAI Service preview
  - 2022 ● GitHub Copilot general availability



## The state of Ceará in Brazil

Processing **2.5 million** transactions daily, resulting in a **21%** increase in new tax revenue and an **84%** improvement in audit efficiency.



## New York City Environmental Protection

**4,300+** employees engaging with chatbots to answer questions, resulting in **15,000+** queries and faster resolution times.



## Ville de Laval in Quebec

The introduction of AI and machine learning to its 311 service helps aggregate calls more efficiently, **automating 20,000** calls.



## The Victorian Department of Premier and Cabinet

Increased speed and efficiency of managing briefs and correspondence, cutting the number of steps in the process from **51** to **5**.

And the  
impact is **real**



# Microsoft Cloud

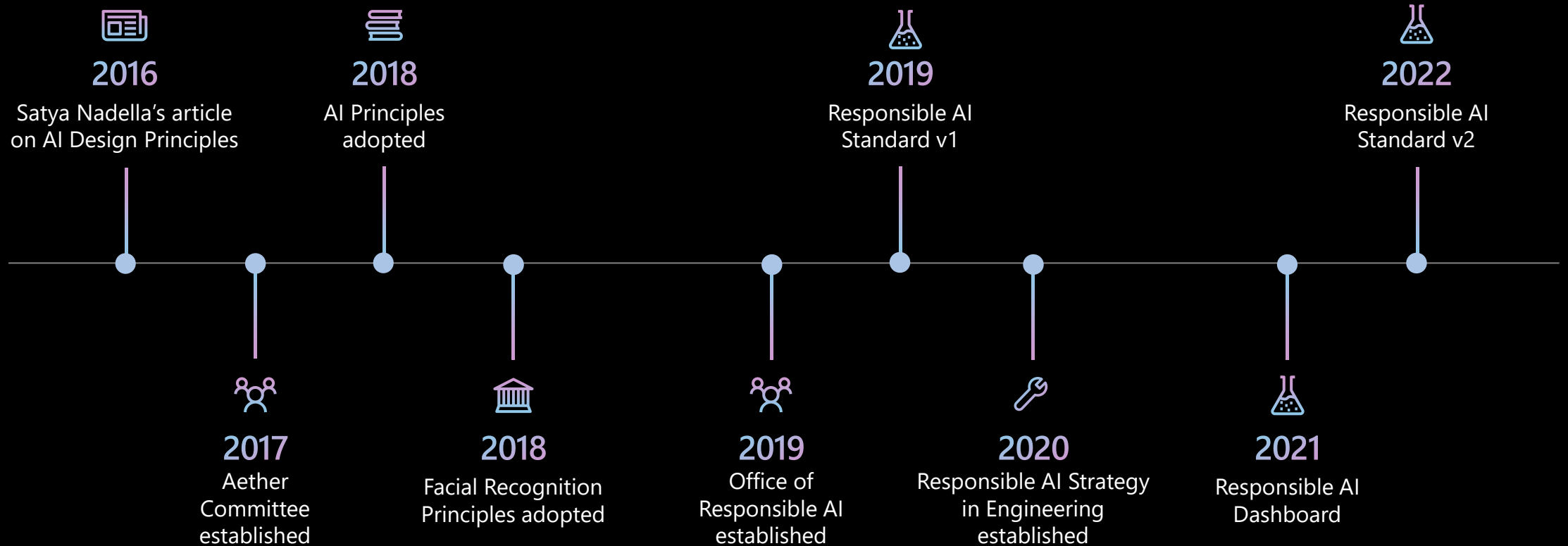
## AI you can trust

Your data is your data

Your data is not used to train the OpenAI foundation models without permission

Your data is protected by the most comprehensive enterprise compliance and security controls

# Our responsible AI journey



# Microsoft's AI principles



Fairness



Reliability  
& Safety



Privacy &  
Security



Inclusiveness



Transparency



Accountability

## Sensitive Uses:

A rule-making and oversight process



Consequential  
Impact

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Physical or  
Psychological Injury

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Threat to  
Human Rights

# Microsoft 365 Copilot

Works alongside you in the apps you use every day



# Microsoft 365 Copilot

Embedded across Microsoft 365 apps



Business Chat brings together data from documents, presentations, email, calendar, notes, and contacts – all using natural language



87%

of organizations believe AI will  
give them a competitive edge



# Employees are ready to embrace AI

64%

Employees lack time & energy to do their job

3.5X

More likely to struggle with strategic thinking

70%

Employees willing to delegate work to AI

2X

Managers looking to AI to boost productivity

The potential of AI is clear...  
the question is what will you build?

# Microsoft for Government

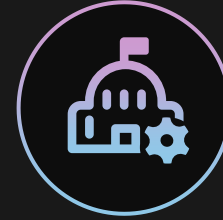
*Empowering Governments with technology to help solve society's biggest challenges*



**Deliver innovation  
in programs and  
experiences**



**Empower the  
government  
workforce**



**Transform  
government  
operations and  
services**



**Secure  
government data  
and protect  
resources**

# AI Trends in Government



New ways of  
engaging with  
employees  
and people



Generative AI  
Explainable AI  
Sustainable AI



Leverage AI driven  
data Insights  
in the Cloud



Smart Business  
Innovation and  
Automation



Optimize  
employee time  
and skills



Essential part  
of Process  
Improvement  
and Business  
Decision Making

← Security & Trust →

# Azure OpenAI Service | Capabilities & Use Cases in Government



## Content Generation

Drafting correspondence in public entities: finance, court operations

Process automation meets natural language

Aid the creative process



## Summarization

Call center support automation

Data summaries based on human-language prompts

Enhance audit management, clearance and inspection

Analyze vast amounts of data



## Code generation

Support writing code to accelerate development work within Government workforce

Code documentation



## Semantic Search

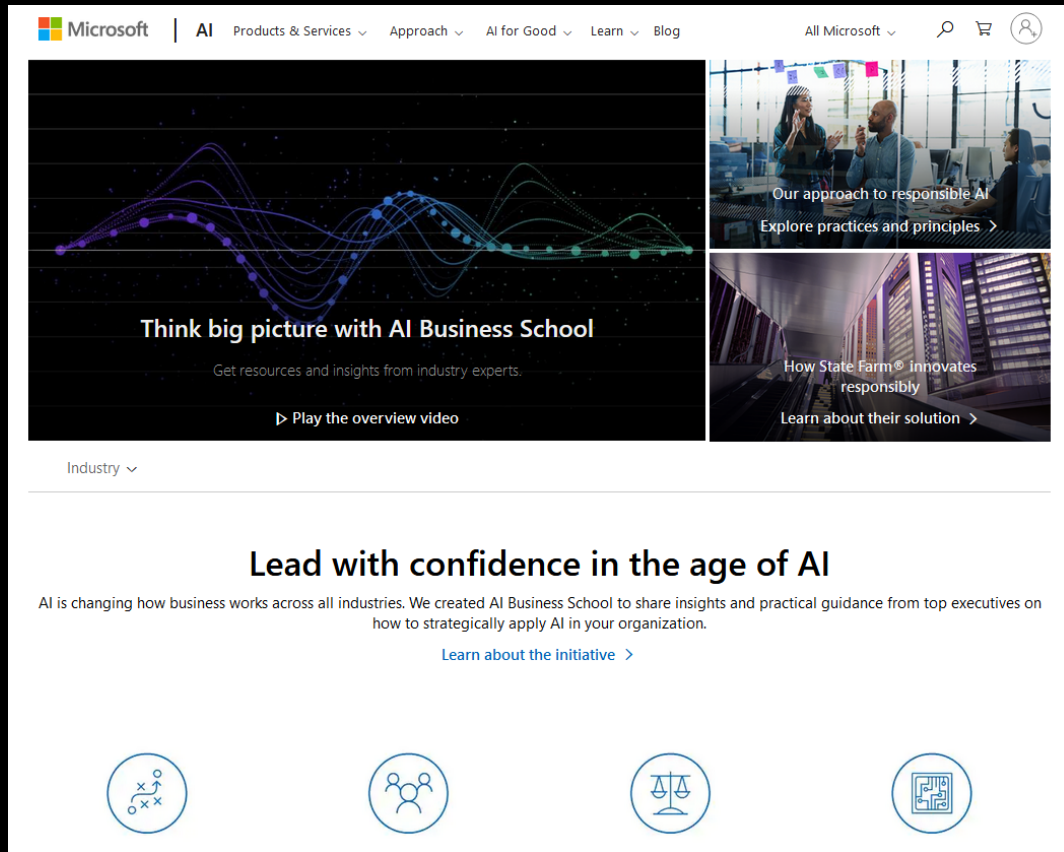
Knowledge management for cross department collaboration

Self-help: assist the public in completing forms

Enhance service experiences and increase efficiency

The opportunity is yours to  
lead the AI transformation

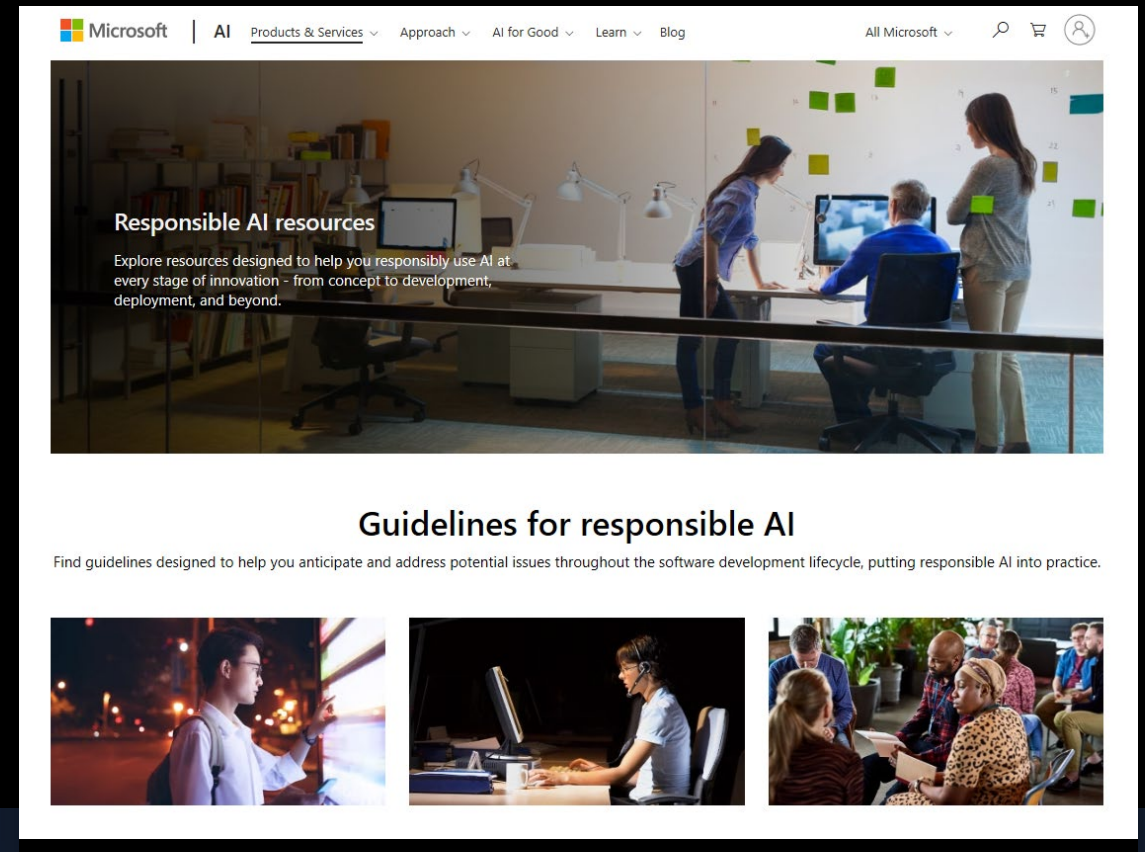
# Training and Practices



The screenshot shows the Microsoft AI Business School landing page. At the top, there is a navigation bar with the Microsoft logo and links for AI, Products & Services, Approach, AI for Good, Learn, and Blog. The main content area features a large graphic with the text "Think big picture with AI Business School" and a sub-headline "Get resources and insights from industry experts." Below this is a "Play the overview video" button. To the right, there are two smaller video thumbnails: "Our approach to responsible AI" and "How State Farm innovates responsibly". At the bottom, there is a section titled "Lead with confidence in the age of AI" with a sub-headline "AI is changing how business works across all industries. We created AI Business School to share insights and practical guidance from top executives on how to strategically apply AI in your organization." and a "Learn about the initiative" link. Four icons representing different aspects of AI are shown at the bottom: a network diagram, a group of people, a scale of justice, and a circuit board.

Establish a responsible AI strategy

[Aka.ms/AIBS >](https://aka.ms/AIBS)



The screenshot shows the Microsoft Responsible AI resources landing page. At the top, there is a navigation bar with the Microsoft logo and links for AI, Products & Services, Approach, AI for Good, Learn, and Blog. The main content area features a large image of people in an office setting with the text "Responsible AI resources" and a sub-headline "Explore resources designed to help you responsibly use AI at every stage of innovation - from concept to development, deployment, and beyond." Below this is a section titled "Guidelines for responsible AI" with a sub-headline "Find guidelines designed to help you anticipate and address potential issues throughout the software development lifecycle, putting responsible AI into practice." At the bottom, there are three small images: a person in a white lab coat, a person working at a computer, and a group of people in a meeting.

Design, build, and manage your AI solution

[Aka.ms/RAIresources >](https://aka.ms/RAIresources)



**Microsoft  
Cloud**



**Digital  
Transformation**



**AI  
Transformation**



# How do I get started?

## Get your data estate AI-ready with Azure

Learn how migrating your data to Azure can give you the foundation for better AI experiences

Leverage AMMP to conduct a data estate assessment

## Build intelligent app experiences with Azure AI

Learn how to build AI-powered applications for your organization on Azure

Book an AI executive briefing session

## Get ready for Copilot with Microsoft 365

Learn how Microsoft 365 brings together identity, applications, management, security, and your enterprise data so you can be AI-ready

Start using Microsoft 365 today

## Get ready for Microsoft Security Copilot

Learn how Microsoft Security provides unparalleled visibility, automation, and intelligence

Start using Microsoft Defender and Microsoft Sentinel today

Thank You