



Getting the best from digital tech

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Scope



1. AI and your
technology
roadmap



2. Get the best
value from AI –
the foundations



3. Risks of AI

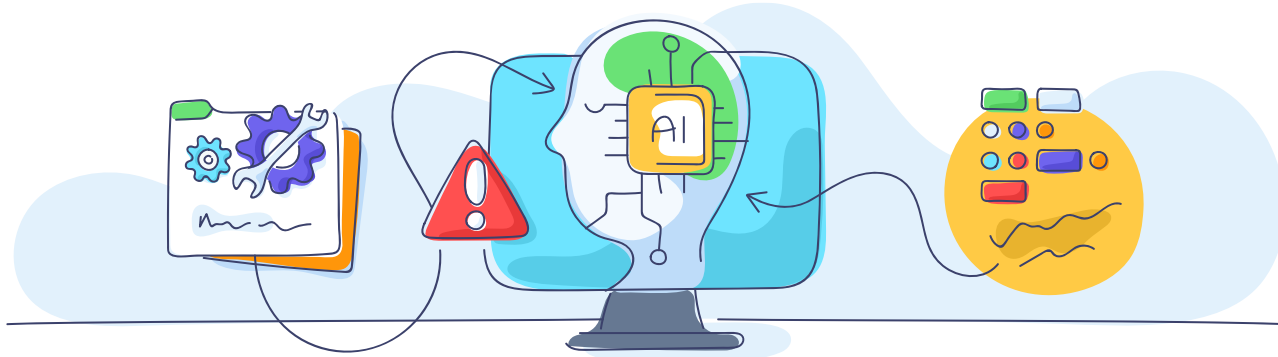


4. Safe and
resilient
adoption



5. The most
impactful AI
applications





1. AI and your technology roadmap

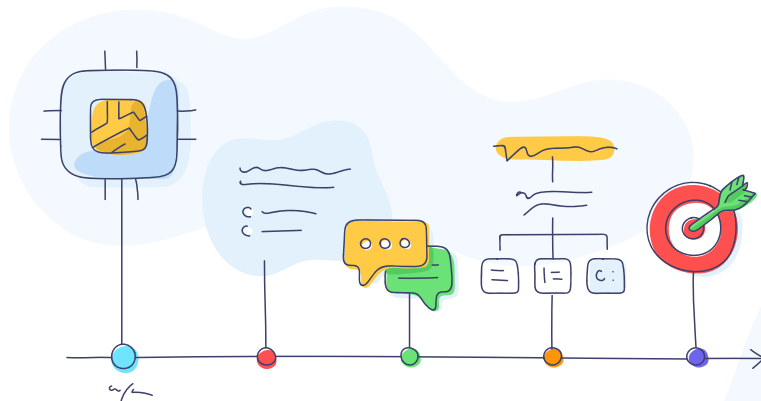
AI should be viewed as an addition to your existing technology plans rather than a complete overhaul

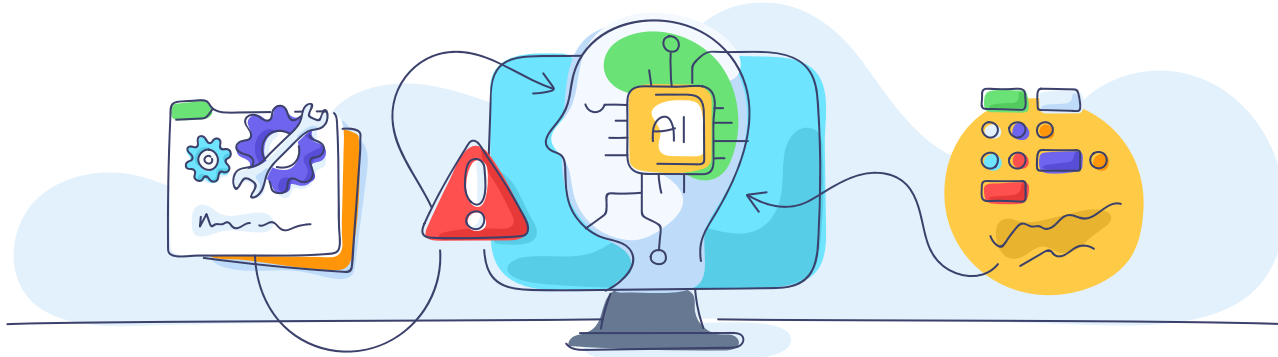


1. AI and your technology roadmap

Consider the diversity of AI applications, and using AI to:

- Enhance CRM systems
- Accelerate and augment staff knowledge
- Support counter-fraud measures
- Reskill and enhance workforce productivity
- Make decisions collaboratively





2. Get the best value from AI – the foundations

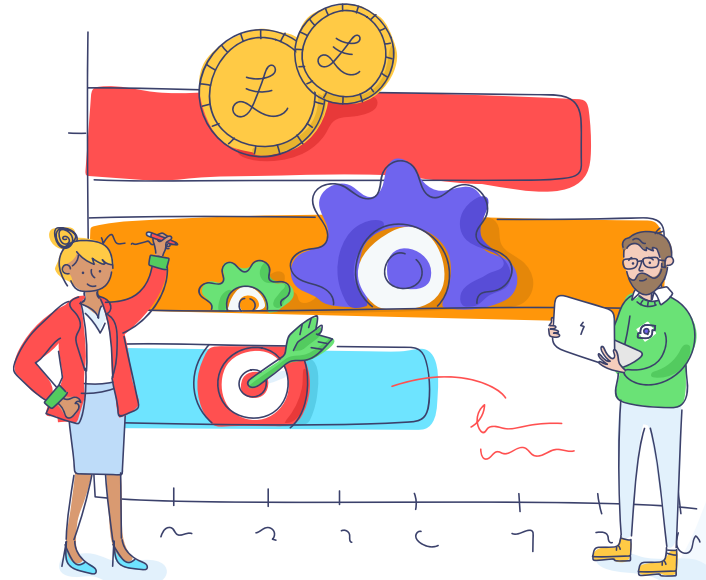
Approach AI with a balanced perspective, focusing on the framework, governance, risk management, assurance, ethics, transparency and member engagement.

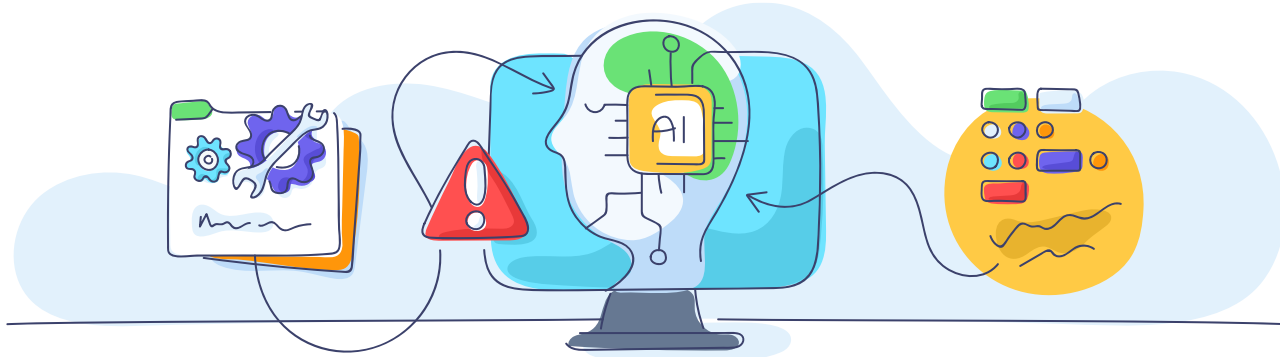


2. Get the best value from AI – the foundations

Key considerations:

- Understand its potential, don't fear it
- Establish a framework for AI adoption
- Understand AI-specific risks
- Ensure levels of assurance for AI systems
- Prioritise privacy and data issues related to AI
- Develop an ethical framework for AI usage
- Establish transparency in AI decision-making
- Engage members and keep them informed





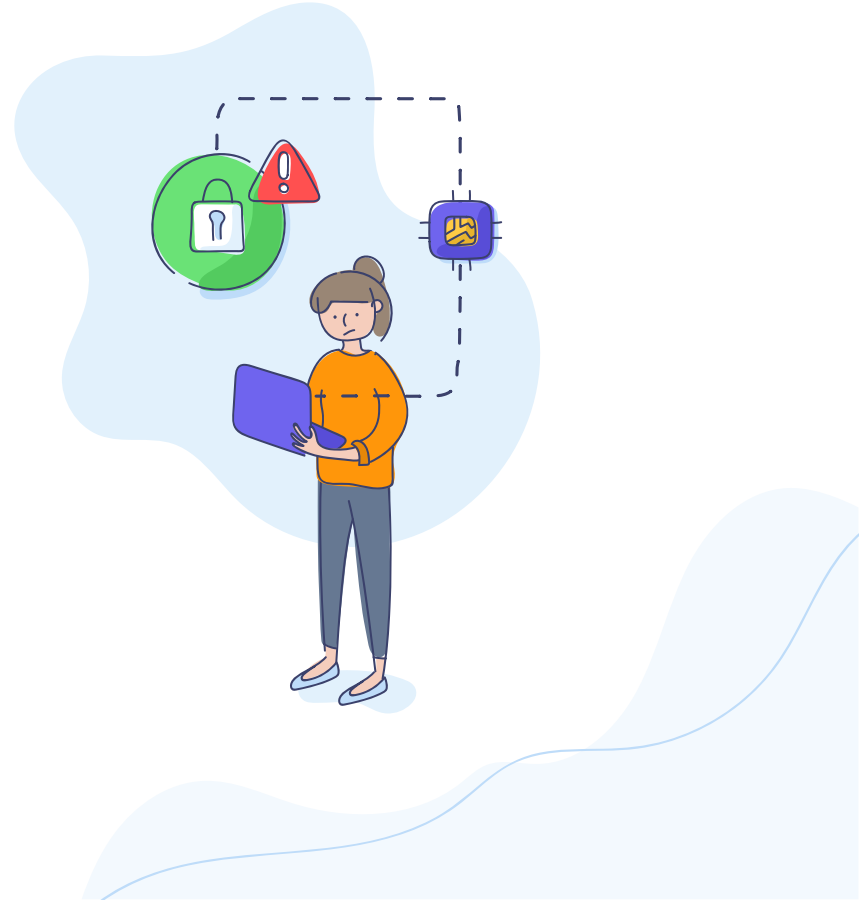
3. Risks of AI

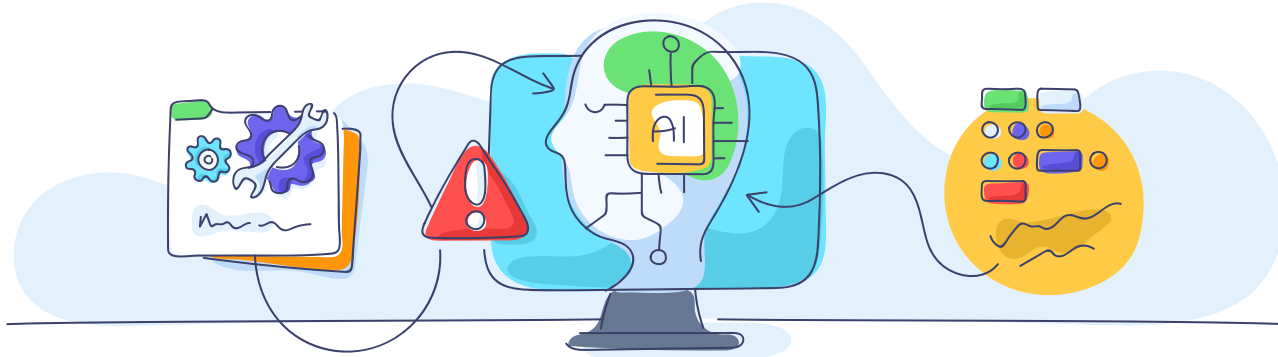
Prioritise privacy, ethics, governance and understanding AI processes



3. Risks of AI

- Privacy and data ownership
- Ethical considerations
- Governance
- Transparency
- Prompt engineering
- Future AI updates





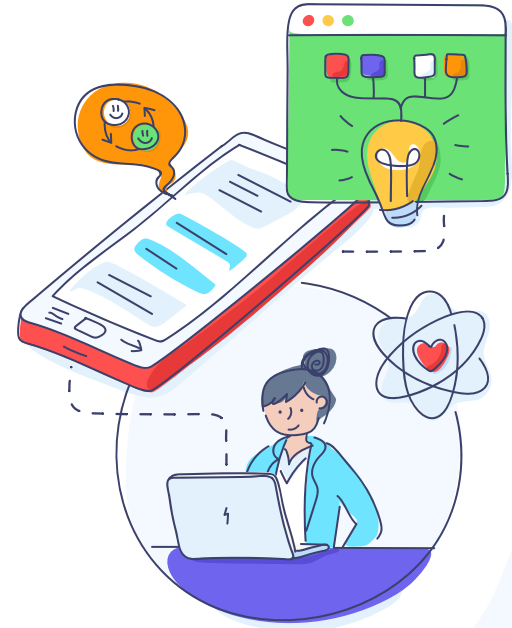
4. Ensuring safe and resilient adoption of AI

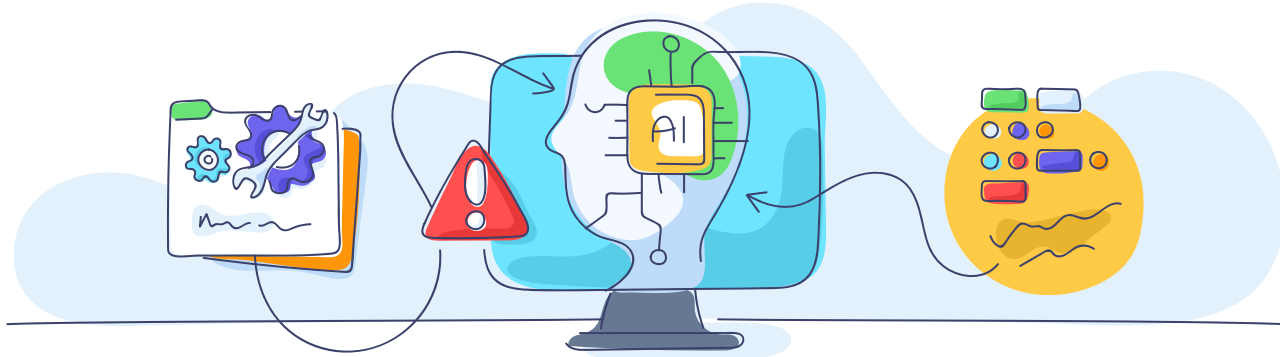
Address AI adoption comprehensively by considering all six sides of the Rubik's Cube: senior leaders, staff, citizens, local businesses, suppliers and stakeholders.



4. Ensuring safe and resilient adoption of AI

- Awareness raising with stakeholders
- Incident response planning
- Training to staff and practitioners
- Engage with external stakeholders
- Utilise change agents to facilitate understanding and adoption
- Implement data processing impact assessments and privacy policies
- Establish engagement groups
- Provide guidance over policies
- Comprehensive training





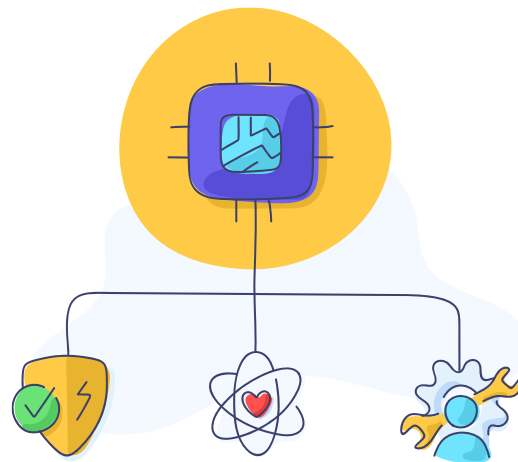
5. The most impactful AI applications

AI has the potential to enhance productivity, improve data-driven decision-making, care for vulnerable populations, and optimise operations.



5. The most impactful AI applications

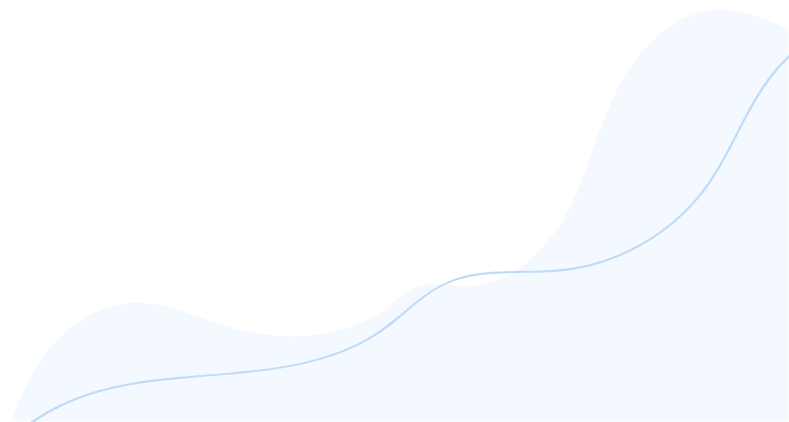
- Tools to improve staff productivity
- Data analysis and process improvement
- Tech-enabled care for vulnerable populations
- Data integration and triangulation
- Cost management and efficiency





Resources to help

- Change Agents training
- Sample GenAI policy document
- Do's and Don'ts
- What senior leaders need to know (Report of roundtable)



Power of Digital:

Understanding new technology in local government

New report from APSE and Socitm

1. Paint an accurate picture of the challenges and opportunities facing local authorities on the issue of technological and digital adaptation.
2. Showcase examples of best practice across the sector.
3. Make recommendations on what councils should consider when designing digital strategies.
4. Develop an A-Z List of digital and technology terms you need to know.





Questions?

