

Transcript | Top Lessons from Successful Government AI Projects

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00:00:12.490 --> 00:00:14.300

Ula Rutkowska: Hello, everyone.

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00:00:14.620 --> 00:00:24.689

Ula Rutkowska: We're going to get going in just a moment, but I am going to wait for a bit until I see the numbers and

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00:00:24.690 --> 00:00:37.830

Ula Rutkowska: the waiting room, sort of slowing down. Right now, they're going up pretty quickly, so I'm just gonna let everyone make their digital commute so that no one misses any part of our event today.

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00:00:37.930 --> 00:00:42.659

Ula Rutkowska: But I will get going in just a moment.

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00:00:48.610 --> 00:01:08.269

Ula Rutkowska: Okay, alright, everyone. Hello, and welcome to Top Lessons from Government AI Projects. My name is Ula, and I'm the head of research here at Apolitical. This event is about how public servants everywhere can learn from each other, moving from AI curiosity to impact, instead of constantly starting from scratch.

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Ula Rutkowska: First, you'll hear from Apolitical CEO and co-founder Robyn Scott, and former U.S. Federal Chief Information Officer Clare Martorana.

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Ula Rutkowska: on what's working right now in public sector AI adoption. Then, two innovators behind real government AI projects will share what they learned building them, so you don't have to start from zero.

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Ula Rutkowska: For those of you who may be joining an Apolitical event for the very first time, welcome. Apolitical is the world's largest online network for government used by more than half a million public servants and policymakers across 170 countries.

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Ula Rutkowska: Apolitical is a strategic partner to governments, helping them prepare their workforces for the future. We achieve this by upskilling through expert-led learning programs and peer communities, as well as by building innovative AI-powered tools designed for and with governments.

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Ula Rutkowska: It would be great to hear from and about all of you, so please do post in the chat where you're joining us from, and what organization you work for.

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Ula Rutkowska: Now, while you all do that, and just please do post in the chat, I'm going to get a few quick bits of housekeeping out of the way before we get into the meat of today's session.

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Ula Rutkowska: So, first, I'll just mention that this event is recorded for on-demand viewing on the Apolitical website, so please don't record it yourself.

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Ula Rutkowska: We'll also be using the recording to generate event insights, including with AI-powered software. As this session is running on a Zoom webinar, we won't collect your video or audio data, but personal data you share in the chat may be captured.

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Ula Rutkowska: Contact details for privacy concerns are in the Apolitical homepage footer. Closed captions are available in your own language and can be toggled on or off in your screen settings.

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Ula Rutkowska: My colleague will post the instructions in the chat. So, before I keep going, I'm just going to see who we have joining us today, and for those of you who may have missed my

ask there at the start, please do let us know where you are joining us from and what organization you work for. So, just starting at the top.

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00:03:17.690 --> 00:03:30.919

Ula Rutkowska: We've got some folks from Peterborough in the UK, from Canada, in Alberta, from Nottingham, from... more from Peterborough, Oxford, from the HMRC, from the Home Office, from Edmonton.

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Ula Rutkowska: From... frankly, I've never pronounced Saskatchewan, Canada correctly, but I gave it a go there. From Leeds, DEFRA, from Scotland, from Qatar, from... from... more from Canada.

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Ula Rutkowska: Cardiff, Toronto, all right. Well, we've got a wonderful bunch, joining us today from all around the world. And, I want to spend a moment before we really begin introducing you all to the Government AI Navigator.

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Ula Rutkowska: It's a tool for any public servant working in or researching AI and government. It was built to solve a problem that's costing governments billions. Knowledge silos that leave public servants starting from scratch on AI projects because they don't know what someone somewhere else, has already tried, tested, and figured out.

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Ula Rutkowska: The Navigator is a free-living library of government AI projects from over 60 countries. Users can filter to find and learn from relevant examples, and crucially can ask questions of the people behind each project, including the two public servants who will be speaking about their work later in today's session.

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Ula Rutkowska: If you'd like to explore Government AI Navigator, my colleague will post the link in the chat now. You might just find the key to your organization's next to Successful AI initiative.

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Ula Rutkowska: All right. Now, we're going to get into an exciting conversation about government AI adoption between Clare Martorana, former U.S. Federal Chief Information Officer, and Robyn Scott, CEO of Apolitical.

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Ula Rutkowska: Clare served as U.S. Federal Chief Information Officer from 2021 to 2025. In that role, she led the federal government's approach to zero-trust cybersecurity, AI governance, and digital modernization, including founding the first Federal Chief AI Officers Council.

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Ula Rutkowska: Before entering public service, Clare spent years in the private sector and senior executive roles at WebMD and Everyday Health, where she helped guide both companies through significant growth as public companies.

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Ula Rutkowska: Robyn Scott is CEO and co-founder of Apolitical. She is a thought leader on the public sector, particularly on the topics of AI and government, adoption of emerging technologies, climate resilience, workforce transformation, and skills and capability building.

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Ula Rutkowska: Robyn also holds a number of advisory roles, including with the World Economic Forum's AI Governance Alliance and the World Bank's Working Group on AI in the Public Sector.

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Ula Rutkowska: You can read the full bios by visiting the Resources tab at the bottom of your Zoom screen and heading to the Speakers section. Welcome. It's lovely to have you both here.

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Ula Rutkowska: Alright, Robyn, I'm going to hand over to you and Clare for the next 20 minutes.

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Ula Rutkowska: Enjoy!

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Robyn Scott: Thank you, Ula, and thank you, everyone, for making the time in your busy days for this conversation. It's an important one, but I also... I know the trade-off everyone makes to be part of these conversations.

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Robyn Scott: I am thrilled to be in conversation with Clare. Clare is one of those wonderful public servants who we had in mind when we founded Apolitical 10 years ago, and they were our North Star leaders who we were building the organization to support. She's an innovator, she's a terrific human being, because I say that, sorry, Clare, to just raise expectations massively, but I know

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Robyn Scott: you will.

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Robyn Scott: Fill them.

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Robyn Scott: So, you have, during a very turbulent time, observed from different angles government technology evolved. That spanned COVID, it spanned the generative AI boom, and a whole lot more turbulence that we don't need to go into.

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Robyn Scott: Where are you seeing civil servants build the most momentum with AI right now?

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Clare Martorana: Yeah, I have seen, kind of, the momentum building across national security, automated administrative workflows, and health-related services, kind of, with a lot of organizations transitioning rapidly from isolated pilot projects into full-scale production.

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Clare Martorana: So, on the national, security kind of intelligence and protection side, civil servants are spearheading emergency and defense strategies, for example.

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Clare Martorana: In kind of the back office bureaucracy and service delivery sector, we're seeing civil servants leveraging conversational AI and digital assistance to do things like eliminate backlogs.

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Clare Martorana: meet the demands also of flat or shrinking headcount in many organizations. And then, the administrative workflow section, massive momentum, around integrating AI directly into

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Clare Martorana: nerdy things that I love, like IT service management, HR, identity verification, legal operations across organizations.

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Clare Martorana: And then in the public health and benefit delivery, section, they... a lot of organizations are establishing kind of centralized, shared AI infrastructure

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Clare Martorana: To help scale their impact, both across the sub-agencies that compose their larger agency,

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Clare Martorana: in the U.S, for example, the Department of Health and Human Services, they have a 1HSS initiative, and they have, mandated building a shared AI platform that has cybersecurity, infrastructure, automated enterprise services.

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Clare Martorana: And they have over 440 active and planned AI use cases, which kind of blows your mind, considering we started with, like, 12 on our list just a short time ago.

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Clare Martorana: And then organizations in, again, U.S, like the Department of Veterans Affairs, they're building products

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Clare Martorana: that are really focused on veteran care and benefits processing. So, we're seeing this

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Clare Martorana: real transformational moment, you know, coming out of, to your point, some of the, COVID and, you know, the challenges that organizations are facing, kind of, post that period.

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Robyn Scott: Fantastic. That is a smorgasbord of AI applications. And actually, just for those of you in the virtual room, it would be great if you were able to share your favorite AI application in your government, to get a sense of where you're all coming from, if you could just pop that.

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Robyn Scott: In the chat, with whatever level of detail makes most sense.

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Robyn Scott: I'm curious, actually, and this relates to the Navigator content itself, which you might see if you're clicking through it, but we did... Ula and I did an analysis looking at the percentage of applications which relate to

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Robyn Scott: smarter government as opposed to the brawn of AI, doing the heavy lifting, bureaucratic work that can often be automated. And it's really interesting, only less than 10% of all the case studies relate to smarter government, and I have a theory that

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Robyn Scott: one of the problems with AI transformation is we've treated it more as a Zempic than as caffeine, so we've started with slimmer government rather than smarter government, and actually we should have inverted that focus and started with making government more intelligent. And I wonder, Clare, if that resonates with what you've seen?

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Clare Martorana: It does, and actually, in our pre-conversation, we were talking about, you know, kind of what's a use case that just stands out and, you know, just makes you proud and excited about some possibilities, and...

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Clare Martorana: There are numerous ones, and I'm sure every person on this and listening has something exciting to share, but I did a little bit of additional research and found the most interesting

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Clare Martorana: use case that I thought might resonate with this global audience, and at the United States Department of Agriculture, they built this incredibly, Earth-based project under a Genesis mission mandate that,

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Clare Martorana: But it's using AI to protect the future of food.

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Clare Martorana: And it just absolutely stunned me to learn a little bit more about it. So, government scientists are using machine learning to decode plant data, and this is a global effort. It's housed there, but it is... this information is open and shared. They're decoding plant data that

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Clare Martorana: To build climate-resistant crops.

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Clare Martorana: Because we have so much climate change occurring. They have used every single,

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Clare Martorana: asset in the government that they could. So they have not only a vast collection of plant seeds and genetic data, they're also using, satellite imaging, they are using computer vision, machine learning, to actually

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Clare Martorana: Look at all of this global open-source plant data, and...

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Clare Martorana: come up with predictive breeding, which actually will be able to forecast exactly how crop varieties will perform under severe climate stress, you know, including unexpected droughts and pests, you know, all kinds of things. I...

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Clare Martorana: am so excited about this project, and it wasn't something normally within my wheelhouse that I would have spent a lot of time in this climate space, but I'm just seeing such amazing innovation and global collaboration that it's inspiring.

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Robyn Scott: That is, super inspiring. And thanks to everyone for popping things in the chat. There is a lot of love for just the, the LLMs in general. I'm curious, and a few people, thanks, Kelly and Stephen, who've given, specific.

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Robyn Scott: uses. I'm curious, with your use of LLMs, is there something that you would like

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Robyn Scott: these to do, or agents to do that you can't do right now? Like, what would be the big unlock that you'd like to see coming around the corner that isn't possible at the moment? If you could share that, I think it would be interesting food for thought.

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Clare Martorana: Yeah, well, I think, the big unlock for me is going to be, public,

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Clare Martorana: infrastructure, right? If you... if we think about it, right.

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Clare Martorana: AI demands more than new technologies. It requires a fundamental reimagining of how government is organized, how work is performed, how public value is created, right? And in an era... every previous era of global innovation, we've built shared infrastructure.

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Clare Martorana: Railroads, electricity, highway systems, the internet.

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Clare Martorana: And the AI era really, I believe, requires a new generation of public digital infrastructure that enables governments to innovate securely, efficiently, and at scale.

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Clare Martorana: So, that's an area that I'm actually doing some work on currently, but I think the public digital infrastructure with trusted public account... with AI accountability, modular shared services, workflow orchestration, human oversight.

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Clare Martorana: and accountability by design, because we all know we are going to be dealing with audit trails, transparency, zero-trust security models, have to be part of that. And what I hope, in the U.S, we lack a national institution

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Clare Martorana: that's dedicated to engineering how the government operates in this AI era. We have 17 national labs that are brilliant at

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Clare Martorana: tackling massive, complex scientific and security challenges. But we don't have a national lab that focuses on how government delivers services to the public. We all...

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Clare Martorana: solve our problem in silos. And we... I think this really requires us to think differently about how technological breakthroughs, like LLMs, as you're mentioning,

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Clare Martorana: will help drive stronger public services, lasting public value. So, I hope we do something really bold, and think about something like an applied government innovation lab that actually would allow us in the U.S, the way we're structured, the federal government delivers money to the states, and then the states deliver the services to the public.

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Clare Martorana: But do we really need 50 unemployment systems that are bespoke and artisanally crafted in every state? Most likely not, and I think this is the moment

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Clare Martorana: where AI is going to help us change this conversation and power really massive breakthroughs, in the way that we're organized, the way that we deliver services to the public.

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Clare Martorana: And...

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Clare Martorana: frankly, it's going to be a lot more cost-effective for us to build something once, and then have that available in an open-source manner, not only for the U.S. only, but sharing that with our global partners. I think it's absolutely critical that we change the conversation about how do we shrink things and

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Clare Martorana: use AI to be more productive and efficient, and hire less people, and we start changing that conversation into how do we think boldly about how governments can actually help change the way that we deliver services to the public.

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Clare Martorana: Sorry, that was a long run-on sentence, Robyn.

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Robyn Scott: It's so... it was a... it was a great run, and... and so interesting, and it... just to double-click there.

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Robyn Scott: Do you think, in the redesign vision that you set out for how governments can work completely differently, do you think AI can play a role in

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Robyn Scott: detecting the opportunities, because one of the things that strikes me all the time is silos, you've mentioned those. Everyone in government knows about the problems with silos.

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Robyn Scott: And AI, in theory, should be great at figuring out where there's duplication and overlaps. Have you seen any efforts to that effect? Are you optimistic about its power in that use case?

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Clare Martorana: Its superpower is pattern recognition.

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Clare Martorana: Right? And what we do in government are a set of patterns, right? We work in a system that is designed with a set of patterns, so I am super optimistic.

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Clare Martorana: that we will be able, using AI, to do things, right, to everything from kind of crushing that bureaucracy tax that we have, which is humans doing work, paperwork, forms, compliance activities, rather than being able

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Clare Martorana: To deal with the public, or human to human.

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Clare Martorana: And I think AI acts as an incredible, intelligent assistant handling those tedious tasks. It gives humans the ability to respond faster, more time for people-to-people interactions.

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Clare Martorana: It also gives us kind of instant expertise, so you could be a lone analyst in a small town, anywhere in the world, and you're trying to think about how to use AI to,

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Clare Martorana: Maybe apply for a grant, but when you read the grant submission information.

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Clare Martorana: it's so complicated, it's really hard to understand. So using AI, that would give that single person in a small town somewhere an ability to actually compete with larger cities, states, countries.

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00:19:48.700 --> 00:19:51.449

Clare Martorana: To access those grant dollars.

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Clare Martorana: It's also really, really powerful. It's a 24-7, available resource, so you don't necessarily, the confines of the way that we work currently, it also helps, kind of, giving those superpowers to the small teams, because you can work at any time, whether remotely or together in offices, so...

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Clare Martorana: I am, super bullish about, the future, but with those guardrails, right? We, safety, security,

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Clare Martorana: you know, that is the thing that I think about on a daily basis, is making sure that these systems, as we've seen a lot of the security challenges with models breaking out of their labs.

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Clare Martorana: I think it's really gonna continue to require,

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Clare Martorana: Open-minded, thoughtful people, to stay engaged, both at the leadership level that aren't technologists, as well as those of us who are technologists and are in this ecosystem.

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00:21:01.090 --> 00:21:19.239

Clare Martorana: to work together and not be, terrified, by one, thing happening, like one of these, jailbreaks, because I think that those are just the, the learning curve that we go through with any new technology.

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00:21:21.870 --> 00:21:33.300

Robyn Scott: So you... I just want to stay with that for a second, because we talk a lot about the risks and the management thereof at the high level, right? Making sure that these really scary

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Robyn Scott: breakouts and going rogue incidents are maybe brought into check, but there's a lot that can go wrong at the applied level, and one of the things that we keep hearing from

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Robyn Scott: government partners around the world, is even when the guidance is clear at a high level, at the policy level, when it comes to rolling it out at the practical level, there is a big governance gap. So.

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Robyn Scott: We've been thinking a lot about, is there, in the same way that we have digital public infrastructure, is there a buddy to that, which is, like, governance public infrastructure that goes alongside the,

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Robyn Scott: The infrastructure itself, and allows it to be applied and adapted in a way that's wise.

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Clare Martorana: you hit an incredibly important point. I, I think, to that, concept that we're, working on a bit about this digital public infrastructure.

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Clare Martorana: I think we need an applied government innovation lab, right? Because you need to do the research first. The research then has to go into a prototyping phase, where we're obviously thinking about governance.

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Clare Martorana: Rules, regulations, laws, geographic boundaries, right, that might have different

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Clare Martorana: regulatory, challenges, and then move into your pilot phase with those guardrails around you, and then you validate, and then you scale. So I think that, it's really important,

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00:23:08.310 --> 00:23:27.970

Clare Martorana: We have a lot of examples of how we use applied science, right? And I think that we need applied governance that goes along with all of this, you know, hopefully public infrastructure that will really turbocharge every

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Clare Martorana: Sector's ability to participate in this real evolution.

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Robyn Scott: there are a bunch of really interesting questions landing in the chat, and I want to maybe quickly point you to one, and then we'll wrap up this section.

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Robyn Scott: another one's just added. How might, from John, how might AI help us make services more open to co-design with users? Or is AI a threat... is it a threat to bureaucratic, centralization?

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00:24:02.760 --> 00:24:19.950

Clare Martorana: No, I think everything that... the real successes, I think, that we've had in the last 10 years of delivering services, improving service delivery across digital channels, all starts with understanding the problem we're trying to solve.

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00:24:20.160 --> 00:24:34.100

Clare Martorana: And that has to start with user research, right? We can't decide for people how we think they should interact with these tools. We actually have to focus on...

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Clare Martorana: where a person is in their journey, right? We should not be designing, tools, for people. We should design tools with people.

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Clare Martorana: And I think unless we use those digital competencies that we've developed, I think we're making... we would be making a really, big mistake by letting the machines decide, right? Every single citizen has a different need. Rigid government systems often treat everybody the same.

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00:25:08.110 --> 00:25:25.999

Clare Martorana: AI can help public servants tailor that support. And that's where I think it's going to be incredibly important for us to be using that same methodology, and then partnering it with the phenomenal capabilities that AI has.

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Clare Martorana: So, maybe, Robyn, someday we'll have personalized public services. Yeah.

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Robyn Scott: Well, the...

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Clare Martorana: AIC for it.

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Robyn Scott: The dream, when government doesn't show up as an arduous thing you have to do, but as a delight, helping you do the things you didn't know you were...

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Robyn Scott: you needed or wanted or were available to you. Absolutely, I believe in that. And I was actually going to, wrap up our session with asking you, waving a magic wand, what are three things that you could, you would wish for in the future? You've just given one of those. What are a couple more, and then we'll hand over to our case studies.

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00:26:05.240 --> 00:26:17.480

Clare Martorana: Yeah, I do think, just to double tap on, I do think we need to... this is a moment for bold thinking, right? This isn't a moment for us to retreat, this is a moment for us to lean in

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Clare Martorana: and really think differently about how we can benefit the largest amount of people with this technology innovation. So I would say, again, the public infrastructure, I think, is necessary, both to cross

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Clare Martorana: You know, state lines and cross-global lines.

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Clare Martorana: I think, making sure that we are, building in accountability by design, that we are making sure the governance and, we had written a wonderful document in the Biden administration called the, AI Bill of Rights, right? It was...

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00:26:57.230 --> 00:27:06.930

Clare Martorana: And so, really making sure that we understand how to protect, and support people. I also think that, my hope is

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00:27:06.950 --> 00:27:14.020

Clare Martorana: We are also meeting people where they are, and there are lots and lots of people that,

132

00:27:14.080 --> 00:27:32.290

Clare Martorana: have different abilities, right? That they might have sight issues, they might have other cognitive challenges that they're dealing with, and that AI can actually be incredibly supportive to them as they are also continuing to try and navigate public services.

133

00:27:32.290 --> 00:27:55.599

Clare Martorana: And then just in closing, Robyn, I wanted to congratulate you all. Ula has done a phenomenal job with this. Congratulations to Apolitical, to you and Lisa. It's just so exciting to see what you put together that AI Navigator is a fantastic tool, and I hope it convenes other wonderful people who are trying to do these lists

134

00:27:55.600 --> 00:27:57.889

Clare Martorana: of things in government.

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00:27:57.890 --> 00:28:08.910

Clare Martorana: for you to really, be kind of the center of that, because you're sharing this knowledge globally. So just congratulations, and thank you, for this, conversation.

136

00:28:09.270 --> 00:28:24.179

Robyn Scott: Thank you. Well, really appreciate your wise words today, and your help in making that, the Navigator great, and giving it foundations which we hope will lead to sharing and savings, and innovation, and all of that.

137

00:28:24.180 --> 00:28:31.440

Robyn Scott: Clare, there's some chats... there's some questions for you in the chat. If you have a couple of minutes, it'd be great if you could weigh in, and now we're excited to

138

00:28:31.440 --> 00:28:35.679

Robyn Scott: turn to, some real case studies, and thank you so much again.

139

00:28:37.460 --> 00:29:02.040

Ula Rutkowska: Alright, thank you so much, Clare and Robyn, for that brilliant conversation. I'm sure everyone in the room found those insights incredibly valuable. hilariously, the question that Robyn pulled out about co-design is the one that I wanted to mention, too, as I sort of made this transition. And my note there is that I hope we can continue that discussion in the Q&A, and with that, also a small nudge to keep submitting questions,

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00:29:02.080 --> 00:29:22.050

Ula Rutkowska: For the end of our conversation. And just one thing that I found pretty amazing about that particular exchange is how quickly it became about something more than just individual projects, but about what it means to think big, think global, think transformative, and just a few highlights, using AI to make government smarter, not slimmer.

141

00:29:22.050 --> 00:29:36.240

Ula Rutkowska: The big unlock being public infrastructure and really building a new generation of public infrastructure, building an institution that manages how government delivers AI solutions for the public, some kind of applied government innovation lab.

142

00:29:36.240 --> 00:29:41.939

Ula Rutkowska: And finally, keep staying engaged, keep sharing, and keep, delivering

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00:29:41.940 --> 00:30:04.670

Ula Rutkowska: the things that you are! Alright! Now, I'm going to introduce two innovators behind projects that were actually featured in the Government AI Navigator, Miguel Alor and Ray Bell, who are going to tell you a little bit more about their work. Miguel is the founder and executive director of Plaza Civica, a civic technology and public innovation organization based in Peru.

144

00:30:04.690 --> 00:30:13.640

Ula Rutkowska: His work focuses on designing digital tools, data-driven strategies, and participatory solutions across Latin America, Europe, and Africa.

145

00:30:13.640 --> 00:30:35.490

Ula Rutkowska: Ray is an artificial intelligence and machine learning product director for the state of Maryland in the United States. He focuses on deploying AI solutions that modernize government services, improve efficiency, and solve large-scale public sector problems. You can read the full bios by visiting the resources tab at the bottom of your Zoom screen and heading to the Speakers section.

146

00:30:35.590 --> 00:30:45.619

Ula Rutkowska: Thank you both for joining us today. Now, we'll leave some time for everyone in the audience to ask their questions towards the end, but for now, I'm just going to hand over to you, Miguel.

147

00:30:49.860 --> 00:31:00.360

Miguel Alor: Thank you to Apolitical for bringing us together today. I'm very glad to be here and to share some of the lessons we learned building Triage in Peru.

148

00:31:00.680 --> 00:31:16.210

Miguel Alor: Well, when people have a legal or regulatory question today, there is a good chance their first step's not calling a lawyer. They Google it, and increasingly, they ask ChatGPT, Gene.

149

00:31:16.290 --> 00:31:32.499

Miguel Alor: cloud or any other AI assistant. So the question is no longer whether people will use AI to look for legal information. They already do. The risk is receiving a confident answer based on incomplete, outdated, or irrelevant.

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00:31:32.560 --> 00:31:36.880

Miguel Alor: legal information. And that's where Trigia starts.

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00:31:37.270 --> 00:31:55.969

Miguel Alor: For me, this is less a story about AI implementation, and more a back-to-basics story, so talking about understanding the problem first, understand what people are already doing, and only then decide where AI can help.

152

00:31:57.240 --> 00:32:07.189

Miguel Alor: So, Triage emerged from the Andean Civic Ecosystem, a program created by CalSante to support and strengthen civic society organizations in Peru.

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00:32:07.410 --> 00:32:19.009

Miguel Alor: And we didn't begin the program with the idea of building an AI tool at all. We began by talking to leaders across the civic sector, across the problems the organization were facing.

154

00:32:19.120 --> 00:32:28.439

Miguel Alor: And during interviews with 15 civil society organizations, legal and regulatory uncertainty came up repeatedly.

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00:32:28.690 --> 00:32:42.429

Miguel Alor: Smaller organizations need to navigate formalization, taxation, data protection, international cooperation, and other regulatory requirements, but they don't always have easy access to specialized legal support.

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00:32:42.630 --> 00:32:52.769

Miguel Alor: So, professional legal advice also can be expensive, and part of a first consultation may be spent simply by explaining what the organization does.

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00:32:52.770 --> 00:33:03.379

Miguel Alor: Before reaching the actual legal question. And this matters because legal uncertainty can affect whether an organization can operate, receive funding, build partnerships, or launch an initiative.

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00:33:03.580 --> 00:33:14.979

Miguel Alor: So we asked ourselves a question. How could we make that first interaction with legal information more reliable, accessible, and useful to this organization?

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00:33:15.250 --> 00:33:24.880

Miguel Alor: And eventually, that became Triage. This is a free, open-source AI-assisted legal guidance tool for civil society organizations in Peru.

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00:33:24.980 --> 00:33:36.780

Miguel Alor: that it does not replace a lawyer, of course. It helps organizations understand their legal situation, identify potential risks, and arrive at professional legal advice better prepared

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00:33:36.920 --> 00:33:52.339

Miguel Alor: We knew people could already ask a general-purpose AI assistant these questions. We weren't trying to recreate that experience. We wanted to reduce the risk of receiving a plausible answer that wasn't grounded in the current Peruvian legal framework.

162

00:33:52.410 --> 00:34:05.799

Miguel Alor: That's why we use Retrieval Augmented Generation, or RAG, before generating an answer. The system retrieves information from a created set of Peruvian legal sources, validated with legal specialists.

163

00:34:06.040 --> 00:34:10.650

Miguel Alor: And users can also follow those sources and verify the information themselves.

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00:34:10.860 --> 00:34:20.460

Miguel Alor: And when important context is also missing, the system can also ask for clarification, rather than simply fill in the gap.

165

00:34:21.639 --> 00:34:30.689

Miguel Alor: And the problem needed more than a tech team. No single organization had all the capabilities this problem required.

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00:34:30.690 --> 00:34:42.760

Miguel Alor: Of course, Kaosante created and managed the Andean civic ecosystem. That meant they had something fundamental. The relationships with a network of civil society organizations across Peru.

167

00:34:42.760 --> 00:34:52.730

Miguel Alor: and direct understanding of the program participants. They provided the environment in which we could identify the problem, introduce the tool, and learn from its users.

168

00:34:52.969 --> 00:35:09.929

Miguel Alor: We, Plaza Civica brought experience in technology, civic innovation, and responsible AI, but we also recognized something important very, very early. We weren't the people who should decide what counted as reliable, authoritative Peruvian legal knowledge.

169

00:35:09.950 --> 00:35:26.329

Miguel Alor: So, we brought a team of legal professionals to help identify and validate authoritative sources and define the boundaries of the guidance. And finally, the civil society organizations themselves weren't simply recipients of the technology.

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00:35:26.330 --> 00:35:35.049

Miguel Alor: Their needs help defined around 10 priority areas for DEB2, and their testing helped us improve it.

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00:35:35.150 --> 00:35:42.110

Miguel Alor: So, there were really four forms of knowledge and expertise involved. And for us.

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00:35:42.260 --> 00:35:52.570

Miguel Alor: Responsible AI, in this case, wasn't about assembling the best AI team, it was about assembling the expertise the problem requires.

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00:35:53.270 --> 00:36:09.930

Miguel Alor: Also, talking about challenges, three things were harder than expected. The first was knowledge. Finding a long line is relatively easy. Finding the current and applicable version after amendments and regulatory changes can be much harder.

174

00:36:09.930 --> 00:36:16.269

Miguel Alor: This means that reliable, specialized AI depends first on reliable knowledge infrastructure.

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00:36:16.390 --> 00:36:33.250

Miguel Alor: The second challenge was external dependencies and resilience about that. So after deployment, our language model provider changed the underlying model, and the tool stopped functioning correctly.

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00:36:33.330 --> 00:36:48.769

Miguel Alor: So, we fixed the issue quickly, but it exposed an operational risk we had underestimated. If your service depends on third-party AI infrastructure, monitoring and fallback plans are not optional.

177

00:36:48.920 --> 00:37:03.819

Miguel Alor: A couple of months after that, the same provider changed again the new model we were using, but our fallback plan responded correctly. So models change, APIs change, and your service still needs to work.

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00:37:03.980 --> 00:37:12.039

Miguel Alor: And the third challenge was visibility. A legally correct answer is not necessarily a useful answer.

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00:37:12.160 --> 00:37:25.620

Miguel Alor: Our users have very different levels of familiarity with legal language and regulatory processes, so we added a simple button to request a clearer explanation and a practical example.

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00:37:25.810 --> 00:37:43.309

Miguel Alor: That sounds like a small product decision, but it reinforced something very important for us. AI quality is not only just about accuracy, it is also about whether people can understand the answer well enough to use it safely.

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00:37:43.840 --> 00:37:54.279

Miguel Alor: So, some lessons learned... the most important, I think, is don't design an AI service. Design a service people need.

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00:37:54.430 --> 00:38:14.029

Miguel Alor: If I had to give another team one piece of advice from my experience, it would be this. Start by designing a service that actually matters to the people who will use it, then decide where I can make that service better. For Triahe, that meant focusing on these things

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00:38:14.260 --> 00:38:30.609

Miguel Alor: that had very little to do with choosing a model. It had to be useful, so the problems it addresses came directly from conversations with civil society organizations, not from assumptions about what AI could do here.

184

00:38:30.770 --> 00:38:46.379

Miguel Alor: It had also to be accessible. Many of the organizations we wanted to support have limited resources, so putting the tool behind that subscription would have contradicted the problem we were trying to solve, so we made it free for users.

185

00:38:46.570 --> 00:39:00.949

Miguel Alor: There is an important trade-off. Making a service free for users does not make it free to operate. Models cost money, infrastructure needs maintenance, and laws also change. So accessibility also creates a sustainability responsibility.

186

00:39:00.950 --> 00:39:07.240

Miguel Alor: And somebody needs to maintain the knowledge base, monitor the system, and fund its continued operation.

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00:39:07.900 --> 00:39:21.920

Miguel Alor: it had to be understandable. People should not need legal or technical expertise to benefit from it. That meant using simpler explanations and practical examples, and it had to be trustworthy.

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00:39:22.020 --> 00:39:32.300

Miguel Alor: Trust, that meant narrowing the scope, rounding answers in curated legal sources, and allowing users to verify those sources themselves.

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00:39:32.490 --> 00:39:47.820

Miguel Alor: It also meant being explicit about what the tool cannot do, incorporating privacy safe words, making the parts of the system we control open source, and asking for clarification when important information is missing.

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00:39:48.090 --> 00:39:59.510

Miguel Alor: There was one more lesson about adoption. We didn't launch Triage as an isolated AI demonstration and ask organizations to try it.

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00:39:59.660 --> 00:40:17.849

Miguel Alor: We introduced it while organizations in this anti-acivic ecosystem were developing their initiatives and encountering real legal questions. So, the need came first, and then we introduced the technology at the moment of the need. That made adoption much more natural.

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00:40:18.030 --> 00:40:36.000

Miguel Alor: So, the lesson I take from Triadja is not that we need to design better AI services. We need to design useful, accessible, sustainable, understandable, and trustworthy services, and then use AI where it generally makes them better.

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00:40:36.850 --> 00:40:45.320

Ula Rutkowska: Thank you so much, Miguel. I, we're slowly running out of time, so do you think you might be able to wrap up in the next minute or so?

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00:40:45.780 --> 00:41:02.439

Miguel Alor: Yes, yes, some early evidence. Trejo was introduced to 31 civil society organizations across 10 regions of Peru. During the Bodcamp, approximately one-third actively use it while developing their initiatives and asking questions connected to real organizational decisions.

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00:41:02.540 --> 00:41:13.640

Miguel Alor: Also, they actively... they helped us during the user testing. More than 300 legal... we have received and processed more than 3 legal and regulatory inquiries.

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00:41:13.790 --> 00:41:29.870

Miguel Alor: And I can add a very personal data point here. I use it myself, but those are encouraging signals of rich and use, not yet proof of long-term impact. We're still collecting evidence of whether to actually reduce uncertainty helps organizations.

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00:41:29.920 --> 00:41:46.989

Miguel Alor: arrive at professional legal advice better prepared. So I wouldn't claim that Triage has solved access to legal support for civil society in Peru, but it has shown us that there is a demand for accessible context, a specific legal orientation. And yeah.

198

00:41:47.120 --> 00:42:01.589

Miguel Alor: the main learning is focus on a problem worth solving, and then use... then you... then use AI to make the service better. Thank you, and thank you all for your work and sharing it. Thanks.

199

00:42:02.910 --> 00:42:14.989

Ula Rutkowska: Thank you so much, Miguel, that was unbelievably helpful. And also, thank you so much for sharing the challenges you encountered along the way. Let me just tell you, that's the kind of knowledge... that kind of knowledge is just gold dust in government.

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00:42:14.990 --> 00:42:23.450

Ula Rutkowska: Now, if you wouldn't mind, stopping sharing slides so that, so that Ray can, can, can do his presentation, thank you so much.

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00:42:23.450 --> 00:42:35.360

Ula Rutkowska: Before we move on, I'm just going to give everyone another reminder to please submit your questions in time for the Q&A. Please don't hold back, there's no such thing as a bad question. Now, over to you, Ray.

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00:42:37.710 --> 00:42:39.400

Ray Bell: Okay, thank you very much.

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00:42:48.980 --> 00:42:59.749

Ray Bell: Okay, good morning, good afternoon, good evening, everyone. Thanks a lot for joining today, and thank you for the opportunity for giving me to present about a project that I submitted for the Navigator.

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00:43:00.040 --> 00:43:13.579

Ray Bell: This talk is about 15 minutes, Ula, not to scare you, I'm gonna go through fairly fast and probably skip some slides in the interest of time, but yeah, please keep me honest on the timing as well.

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00:43:13.580 --> 00:43:15.619

Ula Rutkowska: Sounds good, I'll jump in if I need to.

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00:43:16.140 --> 00:43:16.790

Ray Bell: Great.

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00:43:16.940 --> 00:43:24.430

Ray Bell: Okay, so the title of this talk is, From Playlist to Policy, Automating the Analysis of Thousands of Hours of Public Meetings.

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00:43:26.290 --> 00:43:37.079

Ray Bell: What we were trying to solve with this project... so, within the state of Maryland, there are people today still manually transcribing public meetings.

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00:43:37.620 --> 00:43:42.040

Ray Bell: And we know that is a very costly and time-consuming effort.

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00:43:42.620 --> 00:43:54.109

Ray Bell: And there is also larger archives of videos that may require closed captioning for accessibility standards. So this is your WCAG Level AA, or Section 508.

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00:43:54.580 --> 00:44:03.099

Ray Bell: And videos may be not accessible to non-native speakers. You can also provide translation using AI on top of these videos.

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00:44:03.470 --> 00:44:04.190

Ray Bell: And...

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00:44:04.430 --> 00:44:13.200

Ray Bell: The challenge here is that there is... there can be thousands of hours of public meetings. If anybody who's listening to bill hearings, or large meetings, then

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00:44:13.470 --> 00:44:24.410

Ray Bell: I've seen videos that are about 7 hours long, which really takes a lot of work to transcribe that and to understand what exactly was said, and basically...

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00:44:24.520 --> 00:44:33.500

Ray Bell: Extract the really information civic data from them that is of interest to that group, and also a wider audience.

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00:44:36.680 --> 00:44:44.869

Ray Bell: The tool we created was YouTube to Doc, so the entry point here was that many public meetings are posted to YouTube today.

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00:44:44.940 --> 00:44:59.940

Ray Bell: And YouTube offers a kind of free machine translation. It's worth saying your mileage may vary with this, because it's bulk translation, because it's free, but it can often provide a good starting point, so...

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00:45:00.030 --> 00:45:09.670

Ray Bell: Here is an agency, the Accountability Implementation Board, who helps the... within the state of Maryland, ensure that schools get ex...

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00:45:09.840 --> 00:45:21.849

Ray Bell: that schools get their funding and are being assessed accordingly, and they host a meeting every month, and if you go on YouTube, you can see the transcription on the right-hand side.

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00:45:23.660 --> 00:45:35.980

Ray Bell: And they came to us within the state of Maryland. We have an intake process where any IT procurements or any problems that people want to solve, they'll reach out to us within the Department of IT.

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00:45:36.680 --> 00:45:40.589

Ray Bell: And we will act as a service provider to help understand their problems.

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00:45:40.930 --> 00:45:51.249

Ray Bell: And we can say, like, oh yes, you know, somebody in agency XYZ has already done this, and they bought ABC. Or we think that, okay, yeah.

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00:45:51.420 --> 00:46:00.380

Ray Bell: The problem that you're bringing to us is probably something we can build that we may not necessarily need to buy, and we could help save you money with that.

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00:46:02.750 --> 00:46:11.209

Ray Bell: And the conversation really started where, somebody came and said, hey, I would like to purchase XYZ to help transcribe public meetings, and...

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00:46:11.530 --> 00:46:20.350

Ray Bell: The tool was not approved due to privacy concerns, as it was run in, it would basically follow your meetings as well, and...

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00:46:20.520 --> 00:46:32.180

Ray Bell: it... we couldn't guarantee that they would... it would be used responsibly, and with secure guardrails, and so we wanted to chat with them and say, do you really need tool XYZ?

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00:46:32.280 --> 00:46:34.899

Ray Bell: Can we build something more effectively?

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00:46:36.830 --> 00:46:40.439

Ray Bell: So in this case, we opted for a build solution.

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00:46:40.630 --> 00:46:54.549

Ray Bell: And I was familiar, there is a large open source developer ecosystem around YouTube, there is many libraries that do the work of transcription attraction, which is the first step of any kind of AI analysis, is

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00:46:54.790 --> 00:46:56.390

Ray Bell: Can you get your...

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00:46:56.780 --> 00:47:06.830

Ray Bell: data AI-ready, and that means taking it out of a system, putting it into a Markdown file or something like that, that's easy to ingest and work with.

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00:47:09.650 --> 00:47:18.580

Ray Bell: From the get-go, we tried to make this vendor agnostic. Within the Department of IT, we manage Google Workspace, we manage Microsoft 365,

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00:47:18.690 --> 00:47:24.520

Ray Bell: We have... we use the three major cloud providers, AWS, GCP, and Azure.

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00:47:24.810 --> 00:47:39.900

Ray Bell: And we really want to help people, work with them for where they're at, so depending on their stack and their cloud providers, then, you know, this... the way we built this is you can plug it into whichever cloud you want, or whichever LLM you want.

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00:47:40.030 --> 00:47:43.799

Ray Bell: And as new LLMs roll out, you can easily switch them out

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00:47:44.180 --> 00:47:50.069

Ray Bell: It gives people the opportunity to even compare different models and see which ones they prefer.

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00:47:53.700 --> 00:48:13.469

Ray Bell: This is mostly a developer tool, which is... kind of requires a bit more training than other type government products, where if somebody wants to use this, they should... they'll run it on their local machine, but it will require quite a bit of hand-holding, especially for non-technical folks, about how they can use it.

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00:48:16.830 --> 00:48:28.819

Ray Bell: I'm a product manager by background, and I also dabble in software engineering, so for me to get an MVP, a version 1 working was really important.

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00:48:28.830 --> 00:48:37.489

Ray Bell: So we built the kind of simplest pipeline that we had at the time, and so everyone in the state had access to Gemini.

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00:48:38.050 --> 00:48:47.559

Ray Bell: there was a Python library that would pull transcripts, and we worked out how to put that into a Google Doc, and people could upload that to Gemini and start summarizing with it.

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00:48:48.950 --> 00:48:52.600

Ray Bell: This was good enough for some people to get them off the ground.

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00:48:52.790 --> 00:49:08.250

Ray Bell: The version 2 gets a bit more complicated, but with more complex becomes more features. We opted for a command-line interface tool. This is probably gaining popularity now with tools like

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00:49:08.300 --> 00:49:14.850

Ray Bell: Claude Code, or OpenAI codecs, where you can run things from the command line to do what you want.

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00:49:16.330 --> 00:49:24.729

Ray Bell: Since then, we've expanded it to include MCP server and skills, so it's kind of AI native and friendly from the start.

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00:49:26.540 --> 00:49:38.000

Ray Bell: And lastly, we have a Maryland web design system, and we also provided a UI for folks who are a bit terrified by the terminal, and would prefer to analyze videos that way.

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00:49:40.400 --> 00:49:41.949

Ray Bell: I probably...

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00:49:42.240 --> 00:49:55.889

Ray Bell: use this as the last slide here. This was built using Agentic engineering, so if it... you've probably heard the terms vibecoding, or Agentic engineering, meaning Agentic engineering is vibecode, but a bit more polished.

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00:49:55.980 --> 00:50:10.260

Ray Bell: So we used AI coding tools to help with this, and I'm a software engineer by training, so I could kind of spot and guide the AI to do what I want.

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00:50:10.410 --> 00:50:18.229

Ray Bell: And it's... worth saying, anybody who is doing any kind of AI-assisted coding is to...

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00:50:18.270 --> 00:50:33.150

Ray Bell: basically have best practices that you would have as a software engineer. It's very easy to prototype anything off the bat, but that being said, it may not be accessible, you know, it may not have checks that you would have in, kind of, traditional software.

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00:50:33.150 --> 00:50:36.720

Ula Rutkowska: Okay, I'm just gonna give you a 2-minute time check.

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00:50:37.220 --> 00:50:38.740

Ray Bell: Okay, thanks.

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00:50:39.560 --> 00:50:48.969

Ray Bell: And so, yeah, best practices we had here was similar to what best practices you'd have in software engineering, so it's kind of type checking, linting and formatting, accessibility.

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00:50:49.420 --> 00:51:02.060

Ray Bell: It was really important to have scripts and to hand-check what the code was... what the AI code had created, so we were checking it each step along the way to make sure that, yes, this is what I expected it to do.

255

00:51:03.370 --> 00:51:06.270

Ray Bell: Some... some... the easy thing was...

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00:51:06.660 --> 00:51:22.370

Ray Bell: I'm not a JavaScript developer, or a front-end UI developer. That said, I was able to point my AI coding tool at the Maryland web design system and say, hey, I would like a UI that uses the components.

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00:51:22.430 --> 00:51:28.089

Ray Bell: And it was very good at doing that. And it was really useful for accessibility testing as well.

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00:51:28.150 --> 00:51:40.479

Ray Bell: Now, we still did human accessibility testing, because that is the, you know, the gold standard, but it did help get a lot of, ARIA-type speaker

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00:51:40.810 --> 00:51:48.440

Ray Bell: if a blind user was to use this, what's their experience? It really got some of the low-hanging fruit issues out of the way.

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00:51:48.710 --> 00:51:52.979

Ray Bell: Some challenges is, what I call repo drift here, where...

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00:51:53.280 --> 00:51:58.170

Ray Bell: One thing was being developed, and it would get out of sync with something else.

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00:51:58.860 --> 00:52:05.229

Ray Bell: you know, AI may not do a great job, but knowing that it's updated everything in the repo.

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00:52:05.390 --> 00:52:07.809

Ray Bell: And so, I guess, the kind of...

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00:52:08.080 --> 00:52:18.149

Ray Bell: Final thoughts here is, you know, use your caution, use approved tools that have been vetted and are approved by your agencies, by your companies.

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00:52:18.180 --> 00:52:29.640

Ray Bell: And also, watch costs. You know, this is a new paradigm we're moving into, where it's very easy that some of these AI coding tools, if you use them quite extensively, and the latest Frontier models.

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00:52:29.870 --> 00:52:31.809

Ray Bell: Can work out very expensive.

267

00:52:33.820 --> 00:52:42.850

Ray Bell: Okay, so thanks all for listening. Similar to the open source tools that is developed, this is an open source tool, so you can find it on GitHub.

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00:52:43.140 --> 00:52:45.439

Ray Bell: And, you can test it out yourself.

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00:52:47.550 --> 00:53:02.589

Ula Rutkowska: Thank you so much, Ray. Would you mind... oh, there you go, you've already anticipated what I was about to say. Alright, folks, we've got not too much time left, but we have had loads of questions submitted, so we're gonna make this lightning fast and hopefully derive as much value as humanly possible.

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00:53:02.590 --> 00:53:25.519

Ula Rutkowska: But first off, let's just give a big thank you and round of applause to our two speakers. It was so wonderful and helpful to sort of have you go into great depth about the nature of these projects and how they were developed. And actually, the first question that I have for both of you is based off of one of the sort of fundamental underlying assumptions of the government AI Navigator, which was to make sure that knowledge is actually shared.

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00:53:25.520 --> 00:53:39.369

Ula Rutkowska: between public servants, between governments, between departments, so that they can be inspired by one another's work and potentially arrive at solutions a lot quicker. I'm going to ask each of you to answer the same question, which is.

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00:53:39.370 --> 00:53:47.659

Ula Rutkowska: Before these projects began, before your team started working on them, is there anything that inspired you or your team in order to build them?

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00:53:48.840 --> 00:53:54.289

Ula Rutkowska: Miguel, I might come to you first. Is there anything that inspired the building of this project?

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00:53:56.140 --> 00:53:57.370

Miguel Alor: Actually, yes.

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00:53:57.660 --> 00:54:14.670

Miguel Alor: I was... when we were doing the benchmark, this is one of the first steps in this process of AI creating things, we found one project from students at the university here in Peru.

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00:54:14.840 --> 00:54:32.879

Miguel Alor: It was called Atenea, and we contacted them, and they provided us a meeting where we had a conversation with them. They told us what was their approach, their model, why they made some decisions, and they shared that with us, so...

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00:54:32.880 --> 00:54:40.109

Miguel Alor: Yes, that was actually very useful for the kind of approach we also took into this project.

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00:54:40.810 --> 00:54:42.659

Ula Rutkowska: Thank you, Miguel. What about you, Ray?

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00:54:44.400 --> 00:54:46.370

Ray Bell: I... I would say with,

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00:54:46.710 --> 00:54:54.649

Ray Bell: you know, how good AI coding tools now have got within the last few months, if not year. I think that kind of...

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00:54:54.800 --> 00:54:58.080

Ray Bell: pivoted us to think more about using AI to build.

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00:54:58.190 --> 00:55:13.330

Ray Bell: I think in the past, it would be easy just to go look at procurement and see who is doing this and who is building it, but in one sense, you know, AI is now democratizing the ability for people to build these tools in-house. Now, of course, I will caveat that

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00:55:13.370 --> 00:55:23.730

Ray Bell: People shouldn't vibe code everything and, you know, ensure best practices when doing so. But we knew it was a good opportunity where we thought we could build this ourselves fairly cheaply.

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00:55:24.430 --> 00:55:33.980

Ula Rutkowska: Alright, exciting. Thank you so much both. My next question I'm also going to pose to both of you, because I think it's relevant to everyone, and I'm sure you'll both have

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00:55:33.980 --> 00:55:45.690

Ula Rutkowska: some great insights on this, but building AI solutions hinges so much on individuals actually understanding what it takes for it to create something genuinely useful.

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00:55:45.690 --> 00:56:00.030

Ula Rutkowska: So, it requires active critical thinking on the human side to mitigate the potential for misinformation to be taken as fact, thinking creatively, knowing how to actually incorporate and test and sort of grow something.

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00:56:00.480 --> 00:56:09.919

Ula Rutkowska: How can we best empower individuals to get the most, especially individual civil servants, to get the most out of AI?

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00:56:10.390 --> 00:56:12.259

Ula Rutkowska: Maybe over to you first, Ray.

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00:56:15.050 --> 00:56:29.989

Ray Bell: Yeah, I mean, I would look towards Apolitical and the work you're doing within the, kind of, the Navigator, and work on training. I think it's really important for people to have training and understand what these tools are and how to use them effectively.

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00:56:30.060 --> 00:56:38.569

Ray Bell: As much as they are just chatbots, there is still a jagged frontier of how to use them effectively, and to know what they're good at and what they're not good at.

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00:56:38.700 --> 00:56:52.799

Ray Bell: And that can change month to month as they get better, so I would encourage, you know, folks to take the time to learn more and, you know, for training to also to try and keep up as these AI tools get more capabilities and better over time.

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00:56:54.190 --> 00:56:56.899

Ula Rutkowska: Alright, thank you, Ray. And what about you, Miguel?

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00:56:58.250 --> 00:57:12.149

Miguel Alor: Yeah, I think user understanding matters, but we should be careful not to put the whole burden on the user. If a service is only safe when the user understands exactly how the technology works, then we probably haven't designed the service well enough.

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00:57:12.160 --> 00:57:23.300

Miguel Alor: So, for example, in Triage, we try to support critical thinking through the product itself. We show the legal sources behind the answer, so people can verify them, we make the limits of the tool explicit.

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00:57:23.420 --> 00:57:40.340

Miguel Alor: Yeah, so for me, empowering users is partly about AI literacy, of course, but it's also about... it is also about designing systems that make good judgment easier. So, transparent sources, understandable explanations, clear boundaries.

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00:57:40.340 --> 00:57:44.500

Miguel Alor: And obvious moments when human expertise is still needed.

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00:57:46.290 --> 00:58:03.549

Ula Rutkowska: Alright, thank you so much both. I have some terrible news for everyone, and I wish it wasn't so, but we are basically almost at time, and we've had some wonderful wisdom from each of our speakers, and I'd just like you all to join me in giving our speakers a virtual round of applause.

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00:58:03.550 --> 00:58:13.150

Ula Rutkowska: Thank you, Clare, Robyn, Miguel, and Ray, and most importantly, thank you so much to all of you, an audience invested in learning and being so engaged on this topic.

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00:58:13.150 --> 00:58:22.790

Ula Rutkowska: If you have any further questions for Miguel and Ray, or for any other public servants leading AI projects in their organizations, please head to the Government AI Navigator

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00:58:22.790 --> 00:58:47.719

Ula Rutkowska: click on their project and submit questions directly to them. My colleague will post the link in the chat. And now, just as a small side note, I'm sure you're all using AI in some way to enhance your work, and many other public servants would benefit from knowing about how you're doing so. The Navigator is explicitly designed to make sharing your knowledge and what you're doing as easy as possible. There's an automated AI submission tool, so please

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00:58:47.720 --> 00:58:52.670

Ula Rutkowska: Please do go ahead and share how you're using AI, the things that you're building, and help us kind of build

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00:58:52.670 --> 00:58:53.979

Ula Rutkowska: this knowledge base.

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00:58:54.080 --> 00:59:08.660

Ula Rutkowska: So, the team is going to pull up a quick poll to find out how you felt about today, which will help us continue improving our content, and we really appreciate your responses. So, if you wouldn't mind filling out this question on a scale of 1 to 10,

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00:59:09.410 --> 00:59:29.979

Ula Rutkowska: Please rank your agreement with the following statement, and while you're responding to that poll, I want to share a few more events that you can register for to join us again soon. If you're not available to be there live, remember that you can always register for the event just to get the recording sent to you and to watch it back whenever it works for you.

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00:59:29.980 --> 00:59:37.989

Ula Rutkowska: So, coming up at the end of August, you can join us for AI for Data Visualizations, which is a part of our AI Skills Lab series.

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00:59:37.990 --> 00:59:45.240

Ula Rutkowska: And then join us again in September for another AI Skills Lab session, AI for Better Briefings. Alright.

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00:59:45.380 --> 00:59:57.289

Ula Rutkowska: That is all that we have time for today. We hope you found it helpful, and we want to say a huge thank you again to our speakers, and to everyone who's made today happen, and to you for taking time out of your busy days.

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00:59:57.330 --> 01:00:08.389

Ula Rutkowska: Please keep an eye out for the 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, and goodbye.