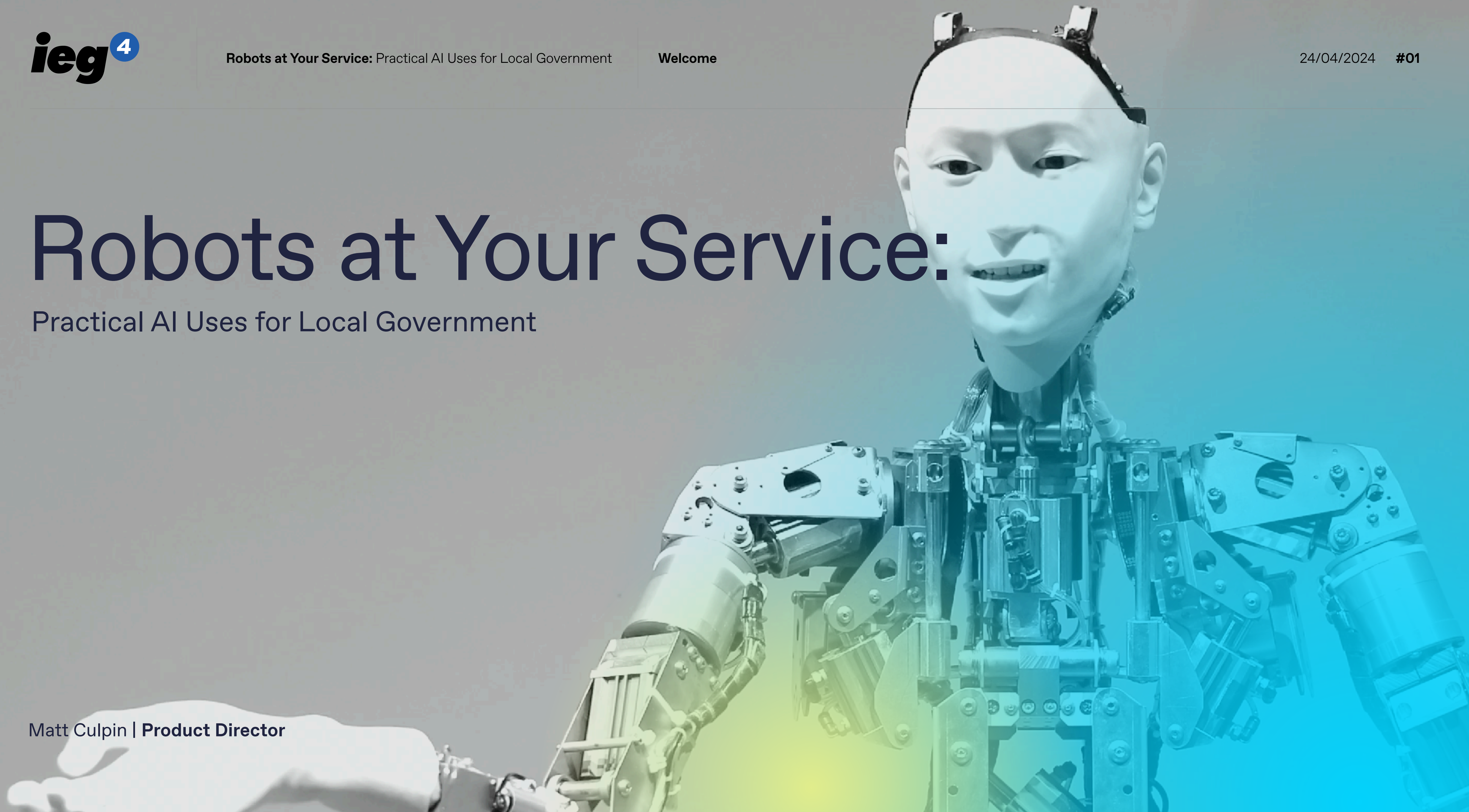


Robots at Your Service:

Practical AI Uses for Local Government

Matt Culpin | Product Director



Agenda

Overview, types of AI (AGI, NLP, ML & Robotics)

Real-world examples

Designing digital services with large language models

Live demo

Types of AI

General AI (AGI)

- **Versatile Capabilities:**
intellectual tasks that a human being can perform
- **Continuous Learning:**
learn from experiences
- **Autonomous Reasoning:**
advanced reasoning and problem-solving

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Robotics (RPA)

- **Task Automation:** Automates routine & repetitive tasks
- **Process Efficiency:** Increases operational efficiency
- **Integration Across Systems:** Can interact with multiple systems

Concept to delivery in 3 months

Established emerging technology team

Rapid discovery

Proof of concept (Potholes)

Conclusions of the PoC



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Conclusions of the PoC

The waste team told us Fly-Tipping was more prevalent

Needed to know location (GPS) - easy

Needed to know what had been tipped (AWS again)

How do we know volume? (which truck to send)

83% uplift in efficiency

98% satisfaction rate of people rating the service excellent



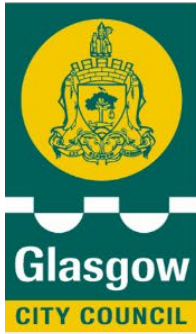
Rapid implementation / migration

Automated Code Generation

Query Resolution and Debugging Support

Template and Example Provision

User Feedback Simulation and Testing:



Neighbourhoods, Regeneration
and Sustainability
Glasgow City Council
Exchange House
231 George Street
Glasgow, G1 1RX
www.glasgow.gov.uk

Executive Director
George Gillespie
BEng (Hons) CEng MICE

Application for the Erection and Use of a Raised Structure
The Civic Government (Scotland) Act 1982: Section 89

1.	Name, Address, Postcode & Contact of Applicant		
		Email	Tel
2.	Name, Address, Postcode & Contact of Agent (if applicable)		
		Email	Tel
3.	Address and location of raised structure		
4.	Title & Brief Description of Event		
5.	What will the structure be used for (stage, seating, exhibition display area, office area, etc.?)		
6.	How will access be controlled to the raised structure (performers, free public access or stewarded, or guests by invitation only)?		
7.	Maximum occupant capacity of raised structure (where applicable)		
8.	Period of time for which the raised structure will be erected for, not being more than 28 consecutive days (excluding erection & dismantling time).	From:	_____
		To:	_____
		No of Days:	_____

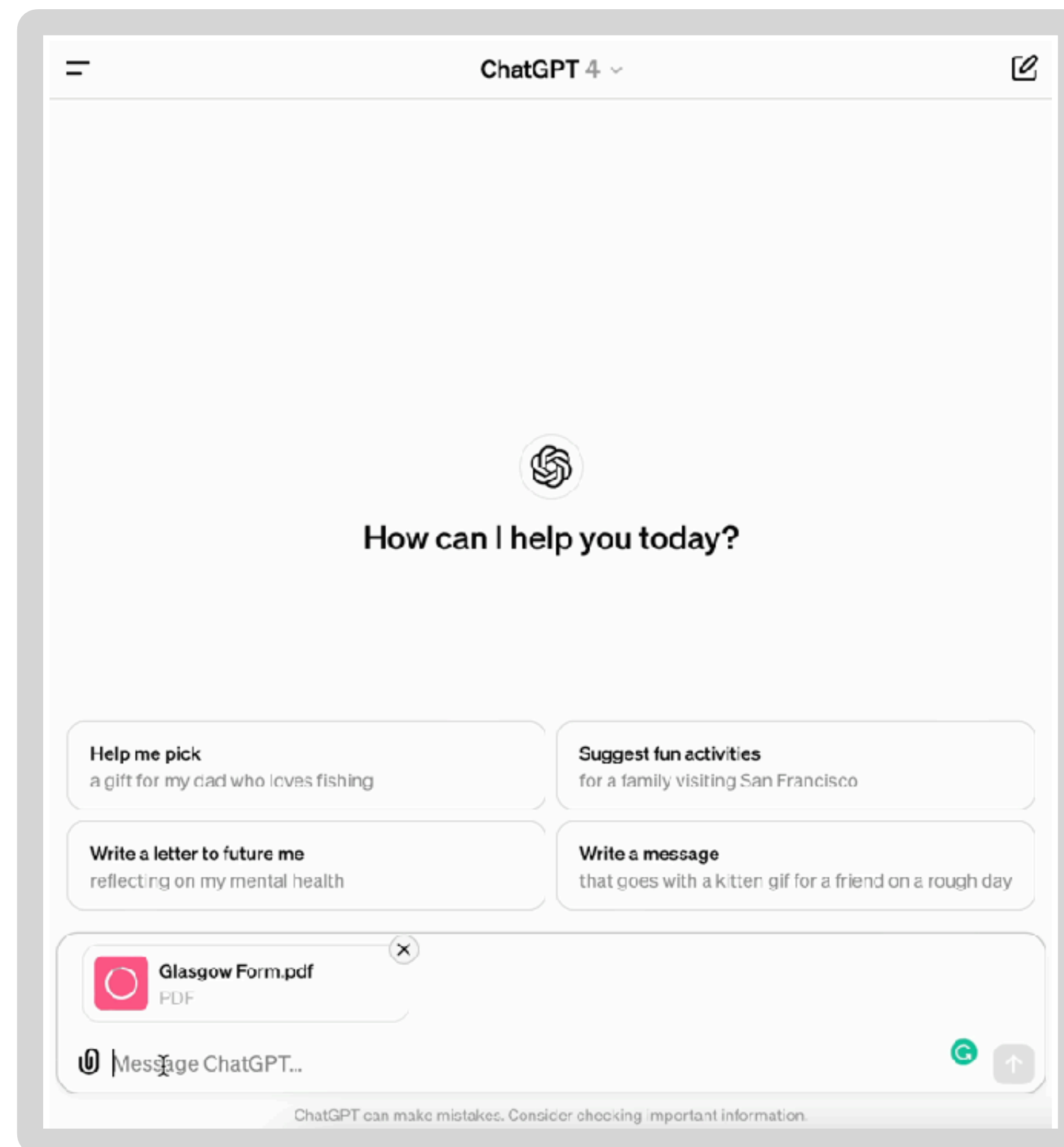
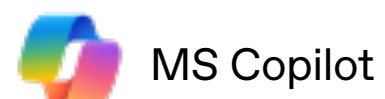
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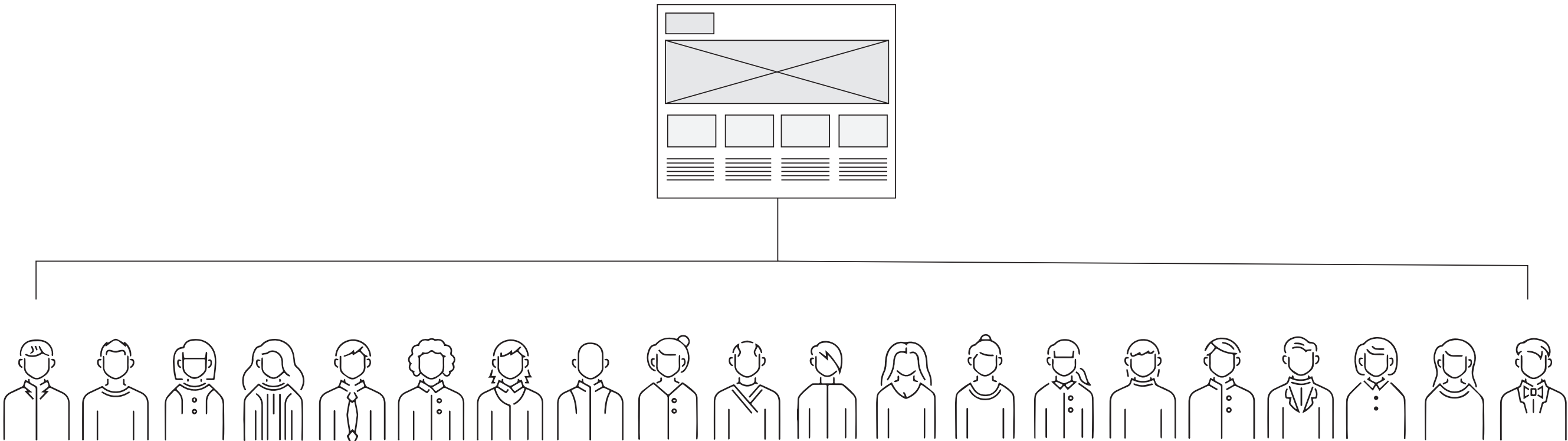
Personalise content for disparate audiences

Increased Relevance

Enhanced Engagement

Higher Conversion Rates

Data Insights



Machine Learning

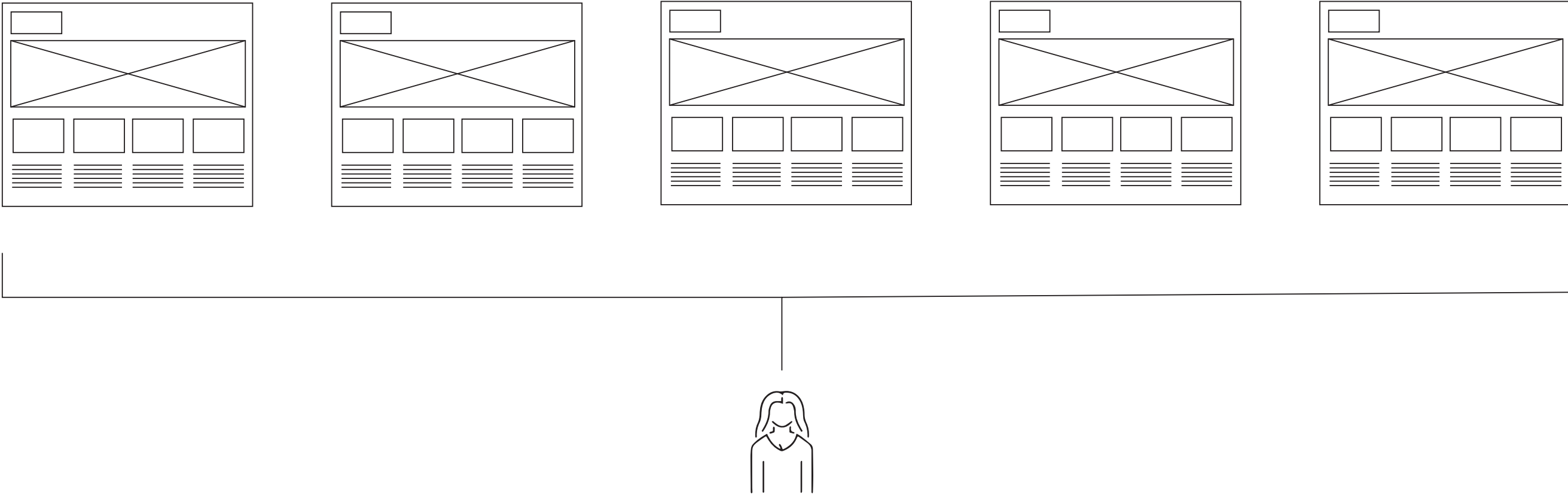
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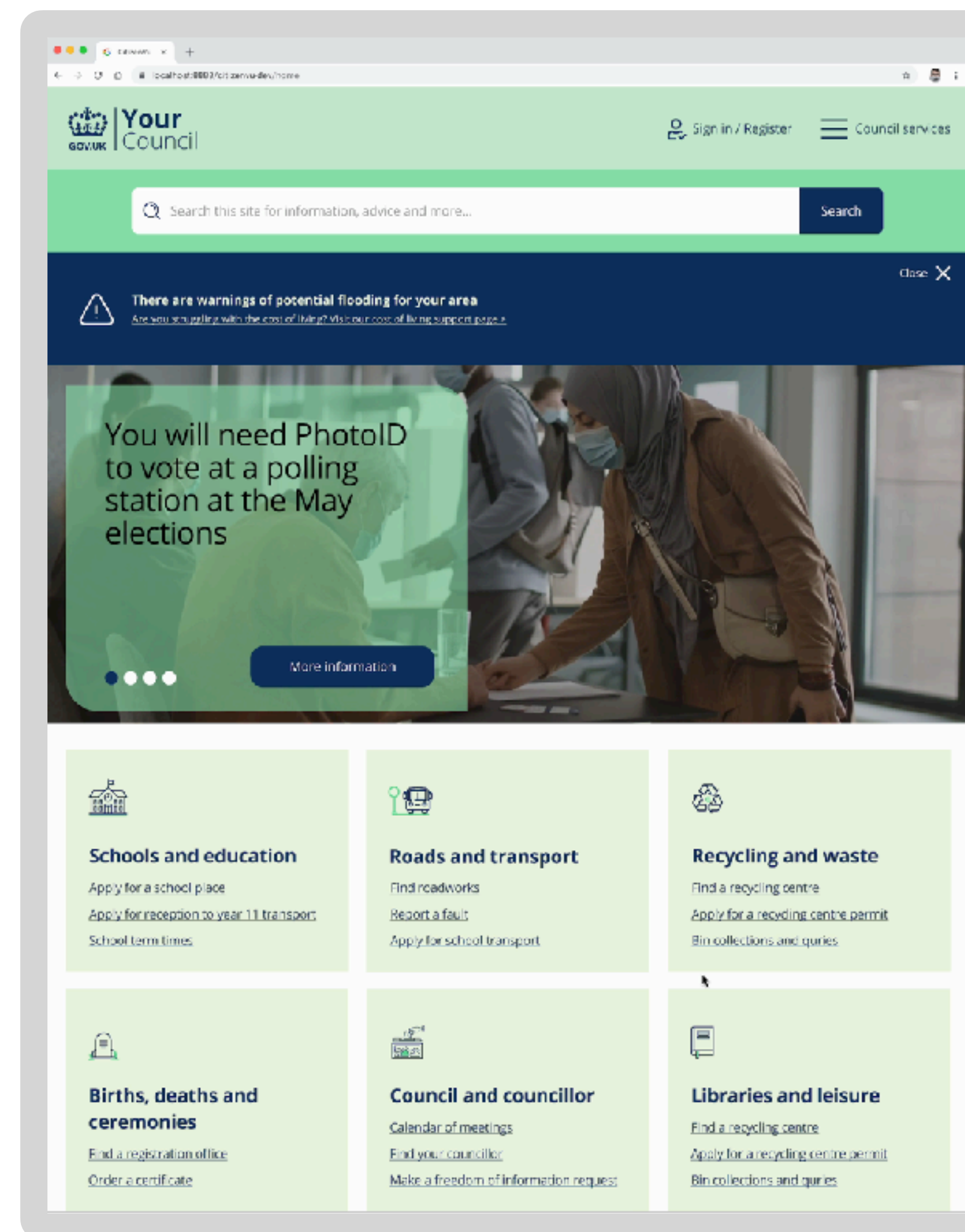
Enhanced Engagement

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Data Insights



MS Azure AI
Personaliser



Generative AI

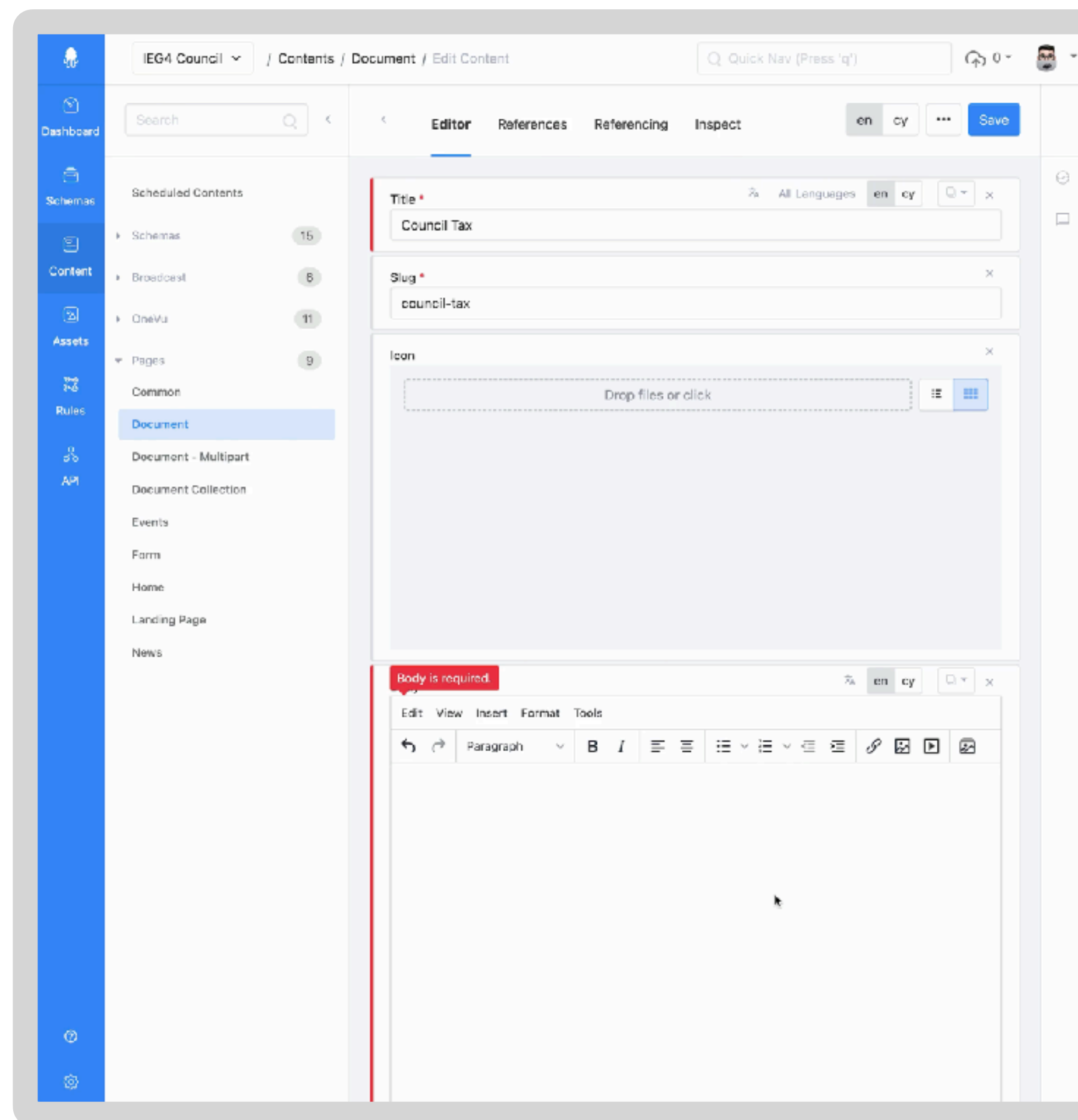
Efficiency in Content Generation

Cost Reduction

Consistency and Accuracy

Personalisation

Multilingual Content Creation



Generative Querying for Analytics

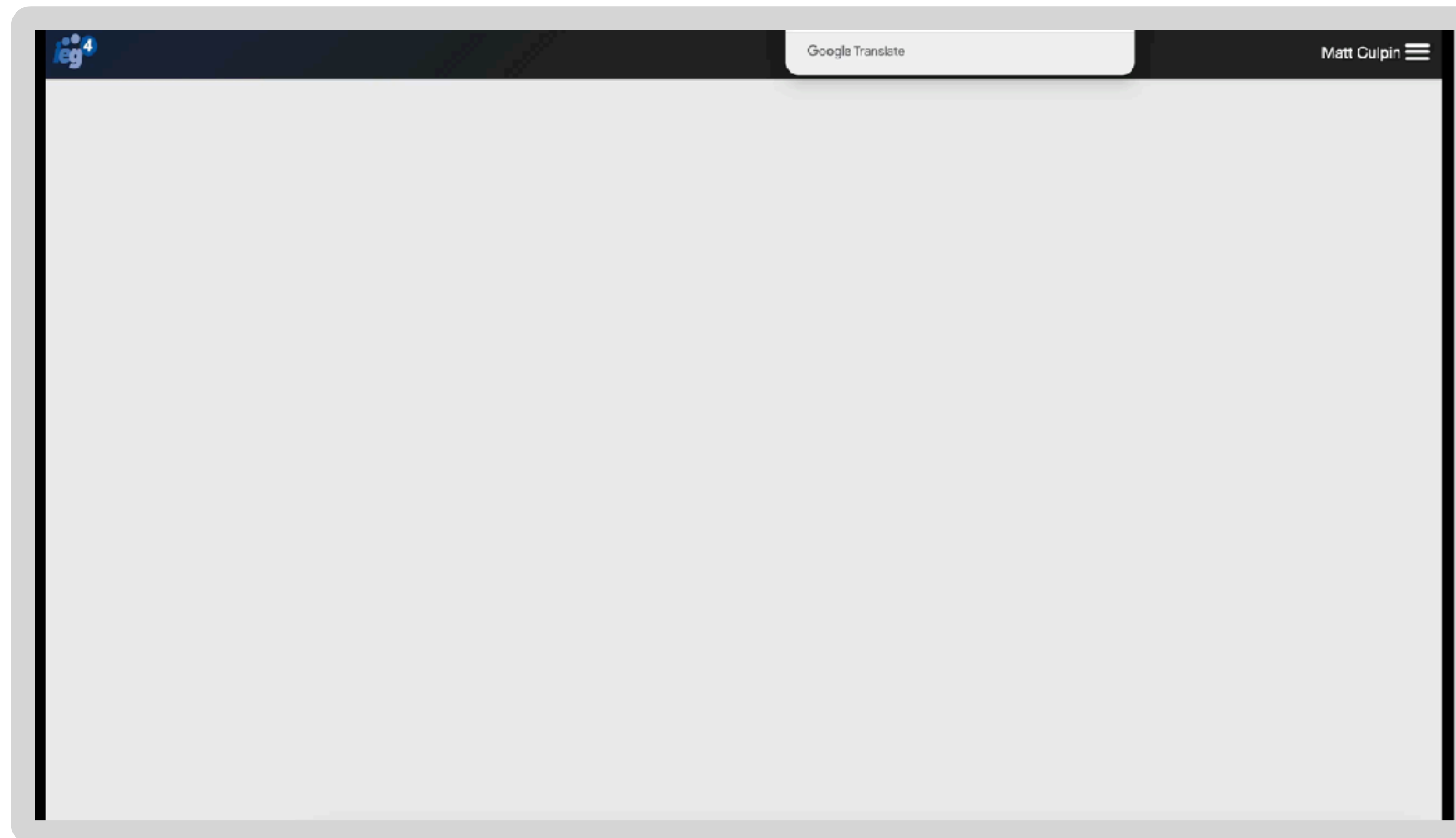
Natural Language Processing (NLP):

Time Efficiency

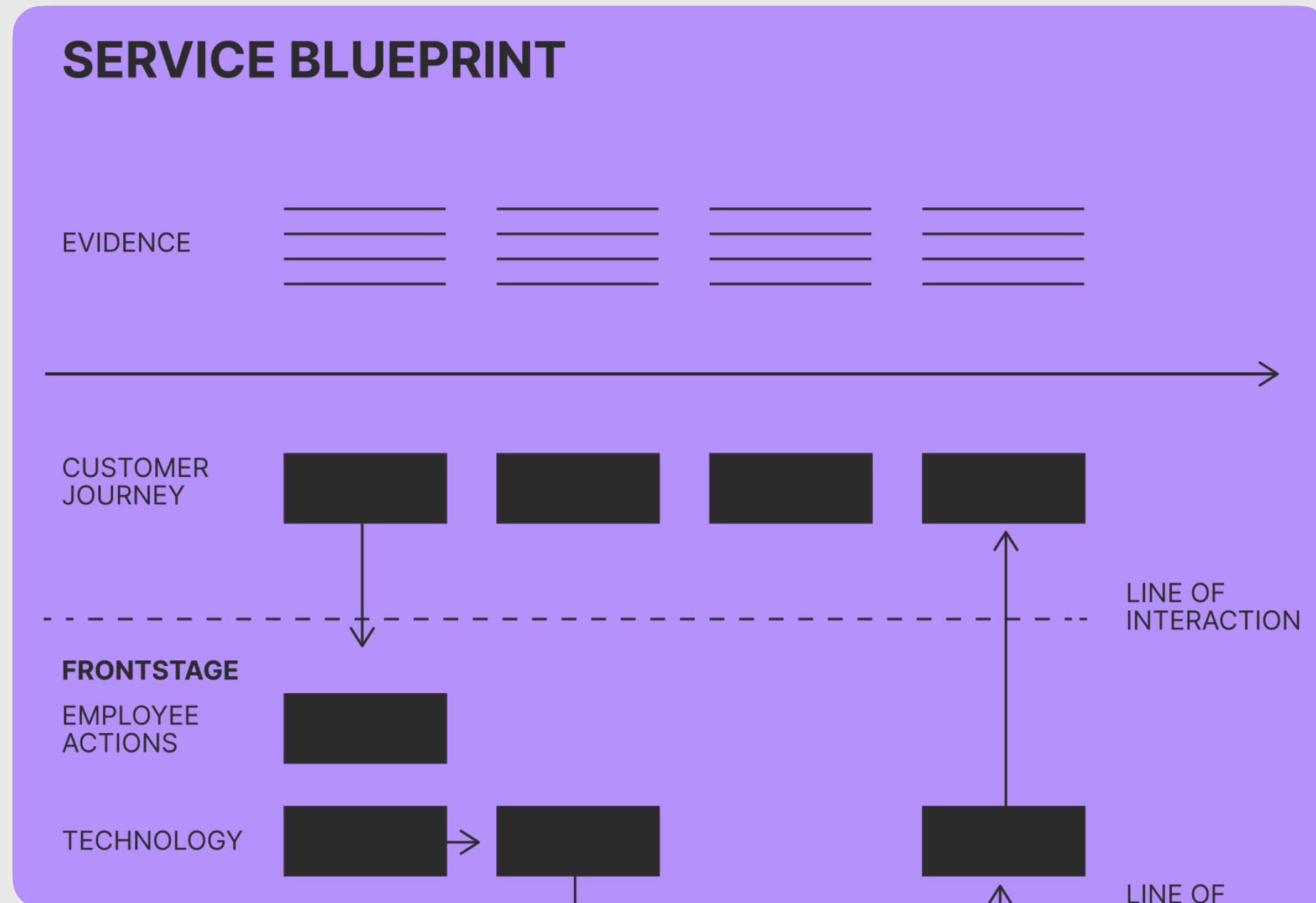
Enhanced Data Exploration

Improved Accuracy and Relevance

Scalability and Adaptability



Rapid user research & testing



Rapid user research & testing

Generating user personas



Rapid user research & testing

Usability Testing



Rapid user research & testing

Analysing user feedback



Thank you

Now time for a **quick** live demo