

AI development and your planned technology roadmap

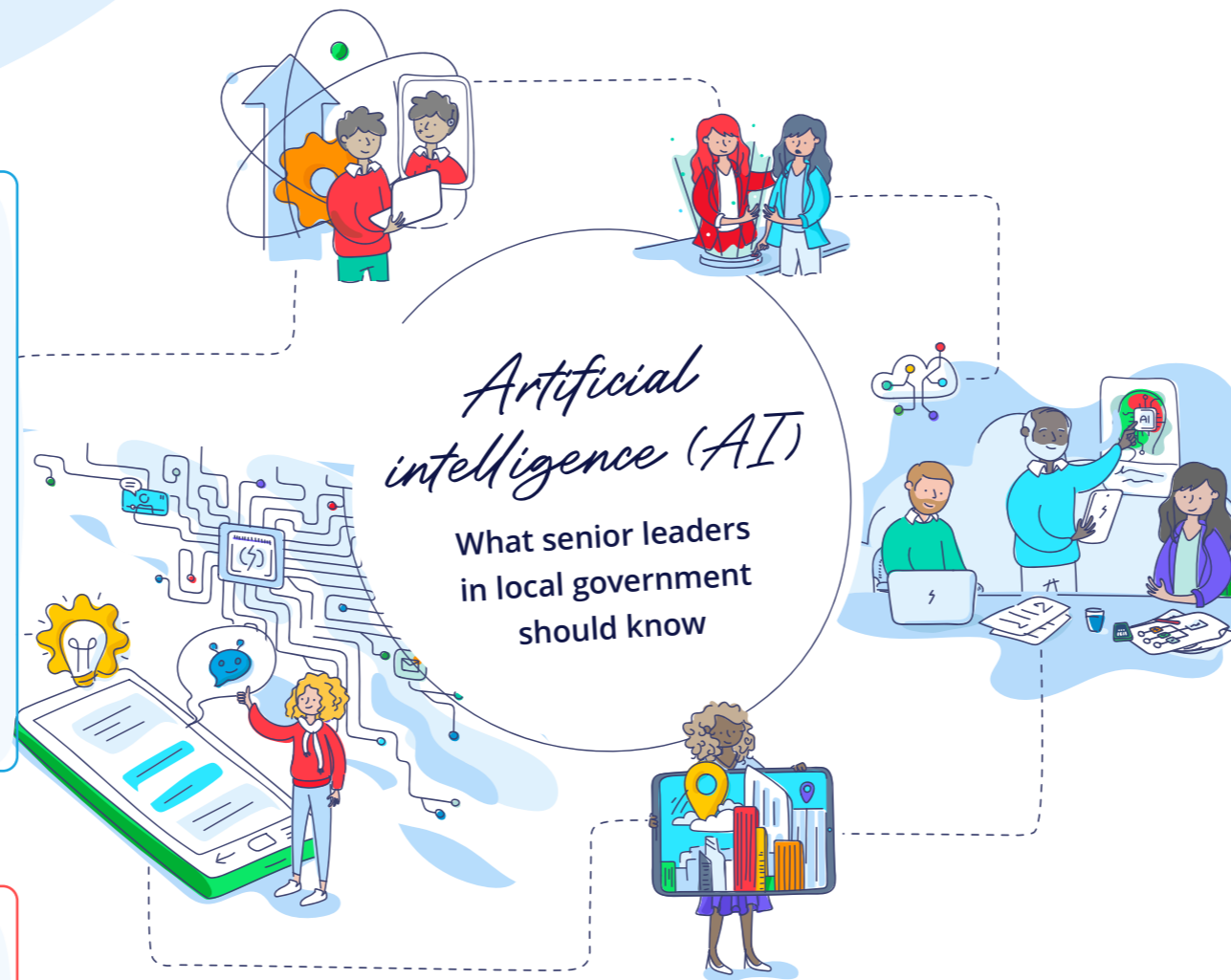
AI should be viewed as an addition to existing technology roadmaps, rather than a complete overhaul. Consider the diversity of AI applications, and using AI to:

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

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. Key considerations:

- Understand its potential, don't fear it
- Establish 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



Risks of AI

Prioritise privacy, ethics, governance, and understanding AI processes. Review:

- Privacy and data ownership
- Ethical considerations
- Governance
- Transparency
- Prompt engineering
- Future AI updates
- Software bill of materials (SBOM)

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. Key considerations:

- 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

The most impactful AI applications

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

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



You can read the full whitepaper which contains the detail behind these headlines at www.socitmadvicory.co.uk/news/local-gov-ai