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Leading Digital Transformation

in an Allera

Empowered Citizens Empowered Societies Empowered Governments

Marcus Loh Director – Industry Advisor Worldwide Public Sector

When was Microsoft Founded?

"a computer on every desk and in every home"

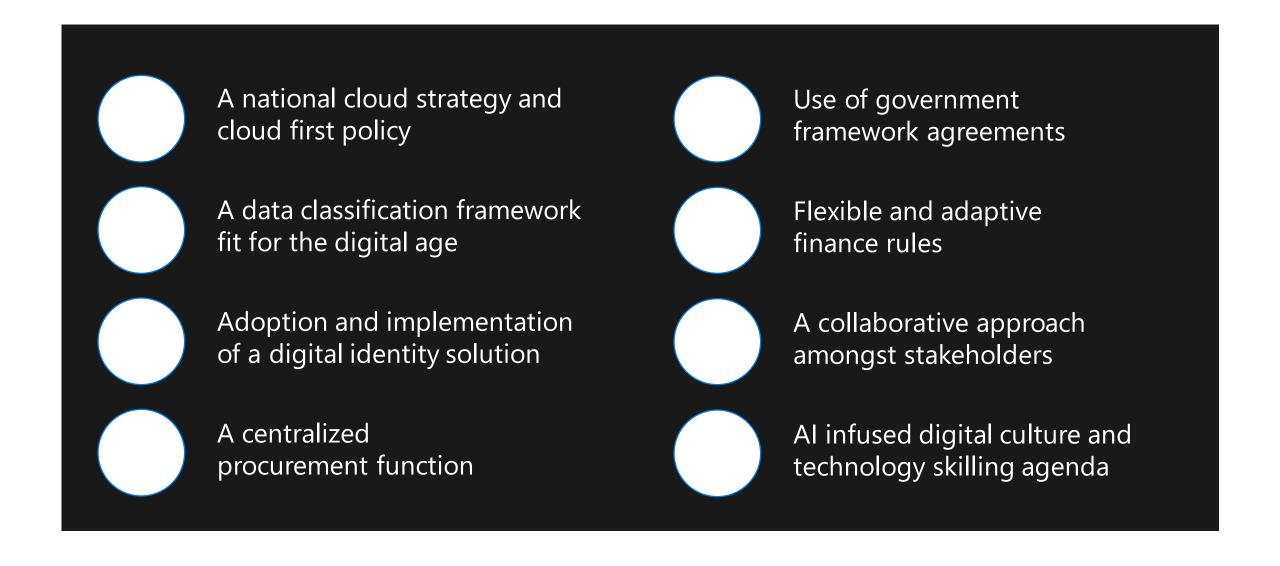






Empower every person and every organization on the planet to achieve more

The Policy Building Blocks



Government Maturity Model

Analog

Government

Complex forms-based processes

Lack of data and automation

Limited ability to adapt to new

expectation

"e-Gov"

Connected Governmen



Intelligent Government

Multiple sources of data used to model impacts and formulate positions, policy and interventions

> Personalized, accessible, proactive services and operations

Proactive responses to crisis situations

Citizens control their data and trust uses of Al

Public servants freed from low-value tasks to add greater value



Transactional Government

Multiple service portals and websites

Personal data submitted multiple times

Limited data sharing between teams

Policies predicated on limited data sets

Digital skills developing

Online services considered

option

Responsible Al approach

Data standards and governance

Technology and data

Governance

and rules

Data held for single scenarios Tech solutions fixed to siloed requirements

Service run by mandated agency

Budgets allocated to agency (not service outcome)

operating systems

Digital identity Implementation of cloud strategy

People and culture

Teams formed from single agencies with single specializations

> Waterfall implementation Hierarchical structure

> > Connection of transactional services to existing back end

Services always "digital first"

Digital and data embedded in leadership strategy

across agencies 'Tell us once' approach to data use enabled

Citizen-facing employees have access to all data they need

Service-centered

Government

Full services offered operating

Services supported by intelligence to augment efficiency, target assistance/benefits

Multi-disciplinary teams User research and co-design

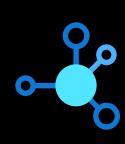
Cross-agency accountability Agile delivery approaches

> API based design and verification Comprehensive, scalable data capture



What is Artificial Intelligence (AI)? Why Now?





Cloud AI Supercomputers

Azure OpenAl

Supercomputer

(285,000 CPU cores / 10,000 GPUs, 400 gigabits per sec for each GPU server)

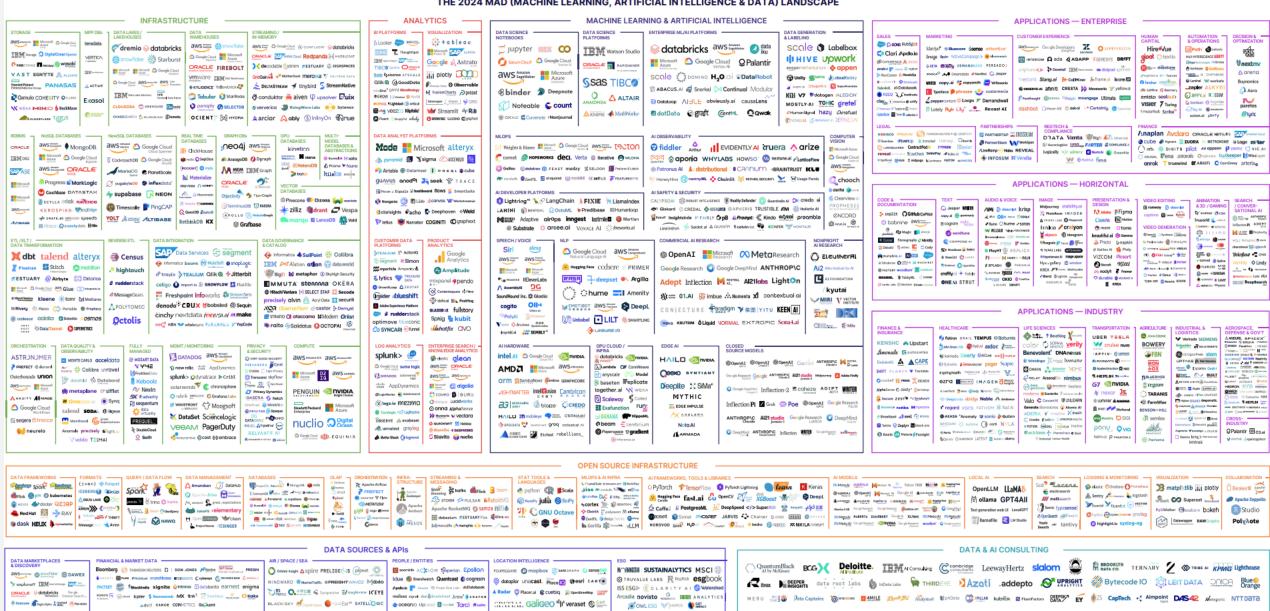


Foundation models



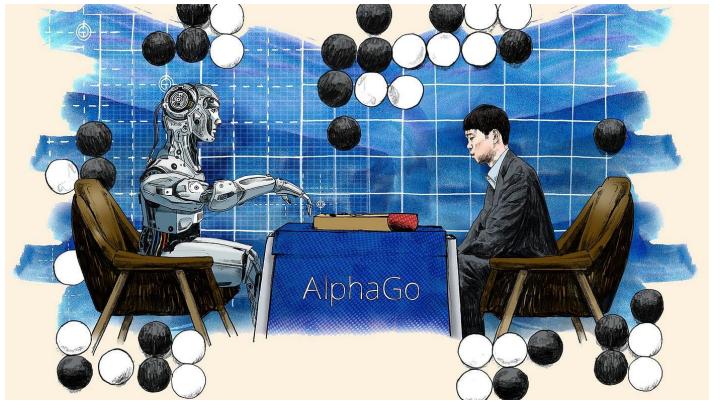
2024 Machine Learning, Al and Data Landscape

THE 2024 MAD (MACHINE LEARNING, ARTIFICIAL INTELLIGENCE & DATA) LANDSCAPE

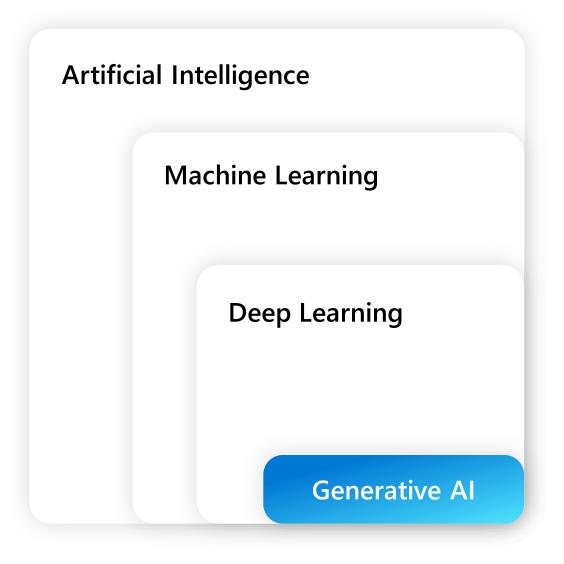


Version 1.0 - March 2024





A brief history of Al



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.

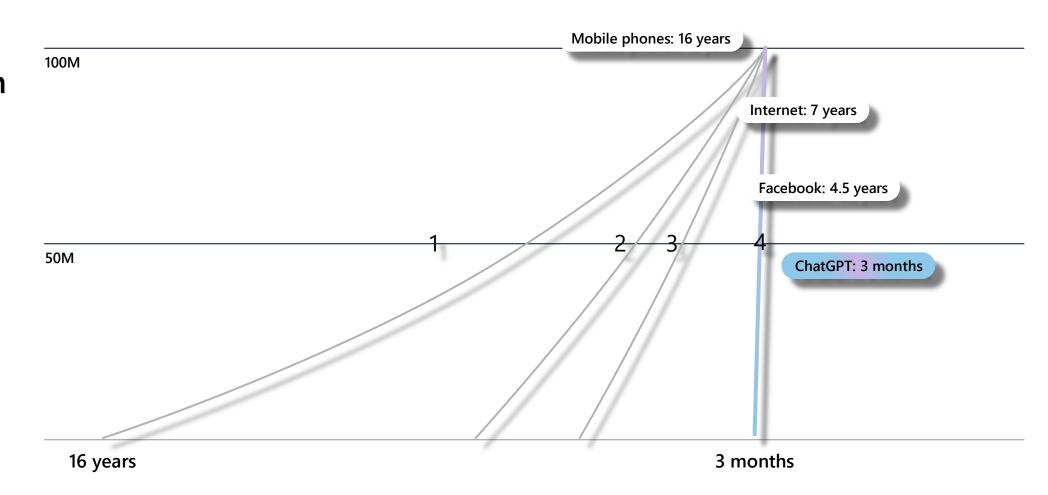
2021

Generative Al

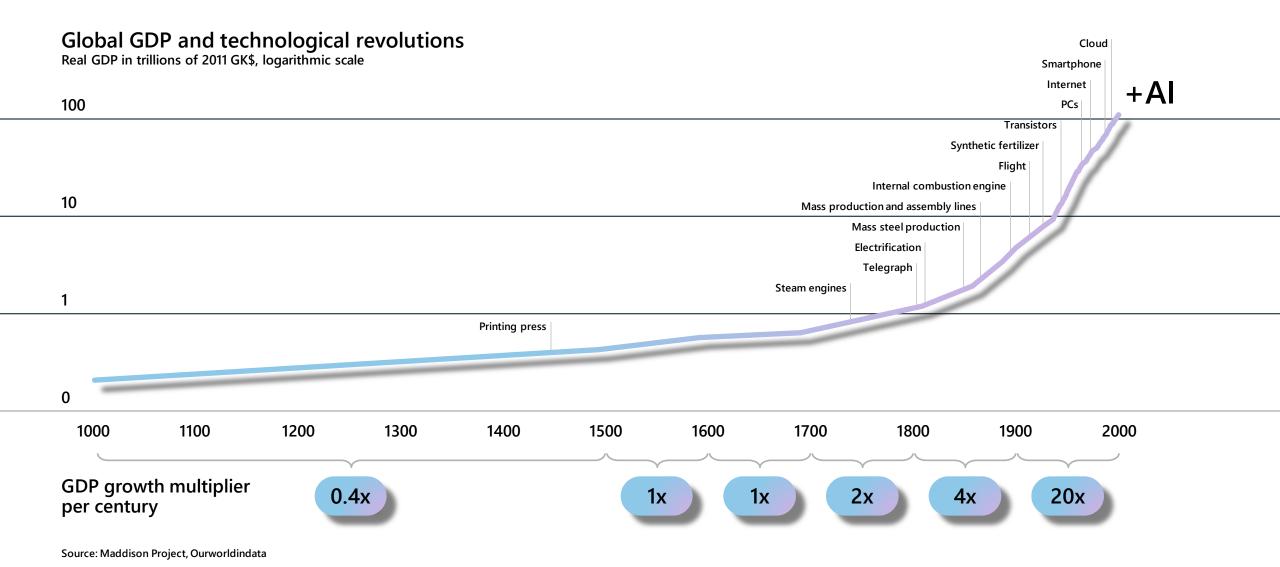
create new written, visual, and auditory content given prompts or existing data.

Fastest platform shift ever

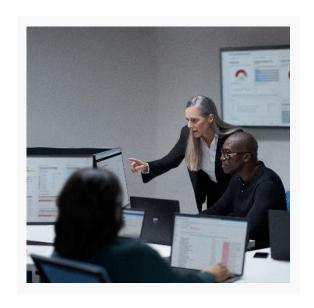
Time to reach 100M users



And technology drives GDP growth, and that pace is accelerating



Trends influencing government



Exponential growth of government data



Data collaboration & insights



Personalized digital experiences and use of Al



Protect public data



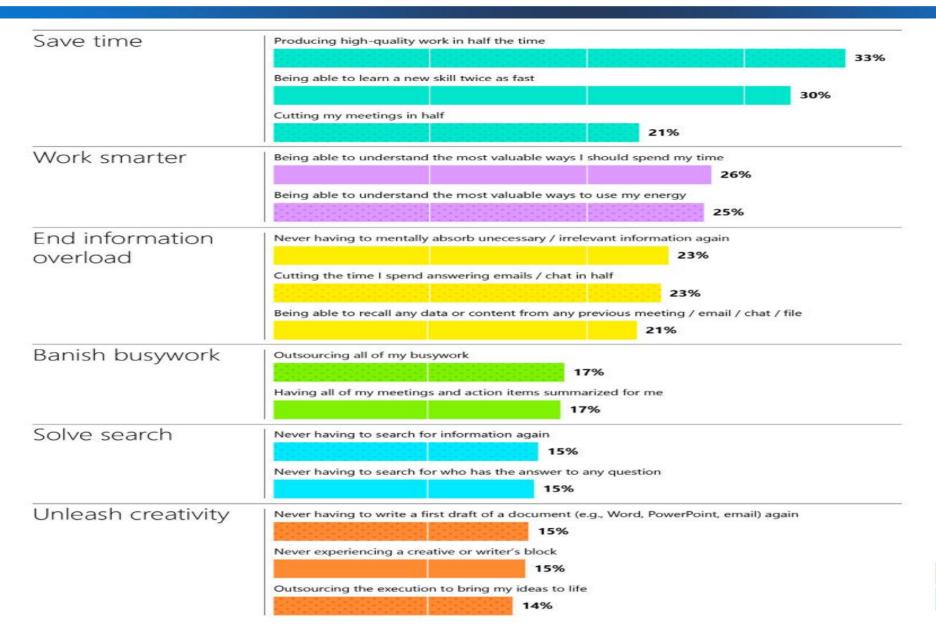
Don't be left behind....



The potential for meaningful business impact is real



What employees want from Al





Key use cases 4 Generative Al

Emergency Chatbots and Knowledge **Document Predictive** scenario virtual assistants creation maintenance management planning Language Case **Anomaly Predictive** Infrastructure translation & detection & design & analytics & Management language forecasting prevention optimization processing



68%

of people say they struggle with the pace and volume of work, and 46% feel burned out.

85%

of emails are read in under 15 seconds, and the typical person has to read about four emails for every one they send.

People still spend

60%

of their time on emails, chats, and meetings, and only 40% creating.

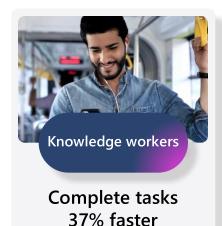
Unlock productivity with Copilot

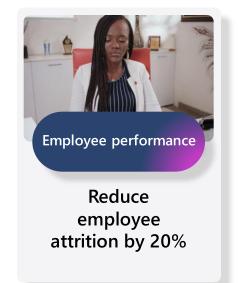


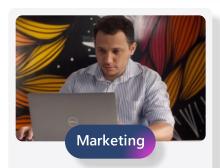
55% faster



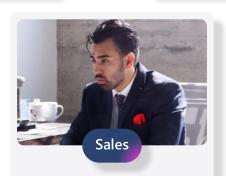
Create workflows in half the time



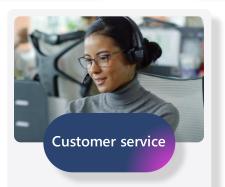




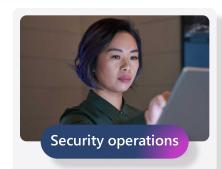
67% say it saves them time, and 50% say it improves the quality of their work



Streamline the process of checking and answering emails



Resolve 14% more customer issues per hour



Respond to threats in minutes, not hours



Reduce physician burnout by 70%

MS Copilot At-a-Glance

Copilot (Formerly Bing Chat Enterprise)

Copilot for Web



Better Q&A and task completion



Better interaction with web content

Microsoft 365 Copilot

Copilot for Productivity



Better reading and writing assistance



Better e-mail management



Better data analysis



Better presentations



Better Meetings

Better knowledge management

Microsoft Designer

Copilot for Creativity



Better digital creations

Windows Copilot

Copilot for Everyday



Better interaction with OS, apps, and files

Sales Copilot

Copilot for Business



Better sales and customer support

Security Copilot

Copilot for Security



Better threat detection, identification, and mitigation

GitHub Copilot

Copilot for Development



Better code development

Power Platform Copilot

Copilot for Low/ No Code Development





Better creation of apps, workflows, and agents

Power Bi Copilot

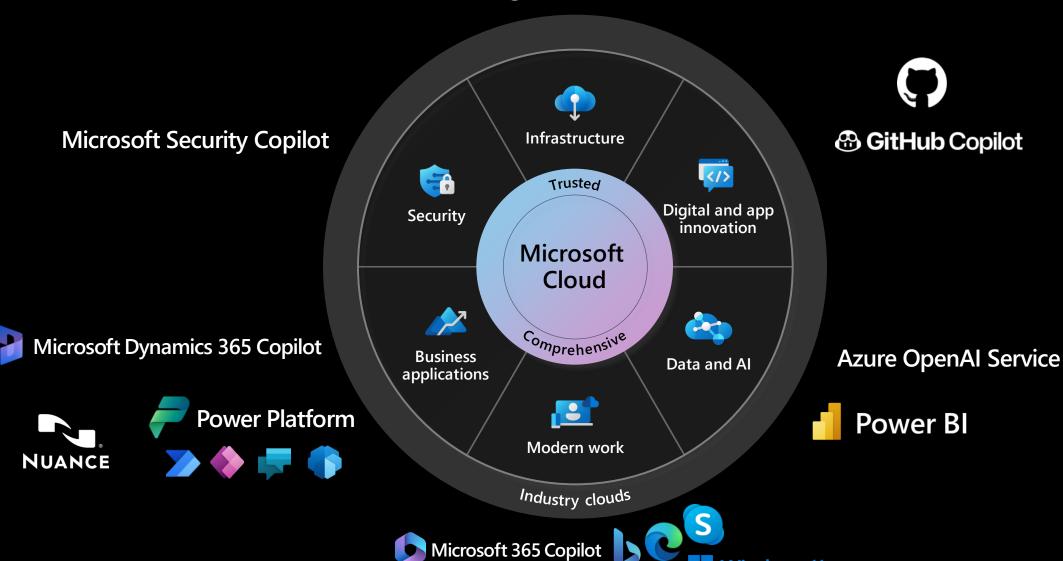
Copilot for Analytics



Better data analytics and business intelligence

Microsoft Supports Government Customers

SOpenAI



Windows 11

Key considerations for Al transformation

Where will you focus your **Al innovation?**

Which **employees** will you enable and why?

Where will you apply AI to serve **people** better?

Where will you apply AI to streamline government operations?

Is your data in order to fuel this innovation?

Where will you **build?** Where will you **partner?**

Is your platform designed to **simplify** Al development?

How will you organize for success?