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Ask your questions
here

ADB's Journey Towards The Future of Work

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Information Technology Department
Innovate. Transform. Deliver.

ADB

Contents

Background and Context

- Business Need
- Technology Capabilities

AI-powered Tools at ADB

Navigator – ADB’s AI-powered assistant

Content and Governance

The Future

Business Need

ADB is growing its lending capacity

The **New Operating Model** (NOM) is designed to make ADB ready for region's changing landscape and development challenges. It focuses on **four shifts**: solutions, private sector development (PSD), climate change, and ways of working.

The NOM includes **structural changes**, such as creating new ADB-wide sector and thematic groups, and aims to **increase collaboration, reduce bureaucracy, and focus on solutions**.

We need a (digital) workplace that supports NOM

Technology - With AI-powered technologies like ChatGPT, we can now...

Analyze content and data at a speed and scale never before possible using AI techniques

Work with content and data through a conversation with an AI-powered agent

Get instant answers to questions based on enormous amounts of content and data

Get help with routine tasks, where an AI agent guides us through the steps, or even performs some steps for us

In this presentation, we'll explore a **case study** of how ADB is introducing **AI-powered tools** for its **workforce**

Current Landscape of AI-Powered Tools in ADB

Personal

Microsoft Copilot
Personal Assistant
Productivity

Use Cases:

- Read your e-mails
- Summarize action items in meeting
- Help make presentations
- Give scheduled reminders
- Draft memos
- Use on OneDrive

Individual's content on Microsoft apps

SharePoint Content

All Staff

Navigator
ADB Assistant
(Envisioned to replace the intranet)

Use Cases:

- Find and access ADB resources and documents
- Find and use ADB services such as filing leaves, requesting loans, or completing performance review
- People discovery and collaboration
- General ADB queries
- Complete tasks (TORs)
- Curated content

Curated content from bank-wide internal sources

ADB publications and disclosed documents from ADB.org

Specialized Business Functions

Genie Platform
Research Assistant
Audit Assistant

Use Cases:

- Summarize development research
- Find answers to expert-level development questions
- Compare research results across different AI models
- Multiple AI agents, expertly crafted for different aspects of development research, enable highly targeted research and expert-level inquiries

Partners content & website search

Packaged Apps

Moody's ServiceNow
Oracle
Embedded functionality in packaged apps

Use Cases:

- Carry out specific, unique tasks – such as evaluating the effectiveness of a project



Ask your
questions here

Navigator

Towards the Digital Workplace of the Future

ADB'S BUSINESS NEEDS



Ensure **quality** of operation with **increased complexity** of projects

while **increasing speed for processing**

while **ramping up the pipeline 30-50%**

with **substantial amounts of work done by new staff/ staff less familiar with climate/ private sector shift**

Information Technology Department
Innovate. Transform. Deliver.

STAFF NEEDS



Connie Tan
Project officer

- Personalized and curated knowledge
- Easy to access content also for upstream analytical work
- Collaboration space with other disciplines



BAU Bob
Experienced staff

- Easy to access content: case studies on climate resilient urban projects, examples for TORs, DMFs, analytical upstream material
- Simple checklists for bidding documents to ensure climate resilient construction standards



Nancy Newbie
New joiner

- Easy to access expert networks (ext/int) / CoPs
- Clear and useful instructions
- Easy access to past project examples
- Examples for good practices, TORs



Noel Ledge
Principal lead

- Insights into what his community needs
- Well packaged latest knowledge in his sector/theme
- Links to other disciplines



Easy Access to Trusted and Relevant Knowledge

ADB

Navigator will improve how ADB staff find and use knowledge

I'm new to ADB and I need to prepare a TOR in a good ADB format. How do I start?

Which project have used sustainable agricultural practices and what technologies were used?

Who are the project members of this project that I can consult with?



Challenges in finding content across different locations, not searchable



AI powered tool that goes beyond just finding ADB's knowledge by **providing answers.**

3 Main Capabilities



Knowledge Discovery

Discover knowledge in new ways



"Agent-Assisted" Task Execution

Execute knowledge-driven tasks in seconds. Terms of reference available now, more tasks to follow

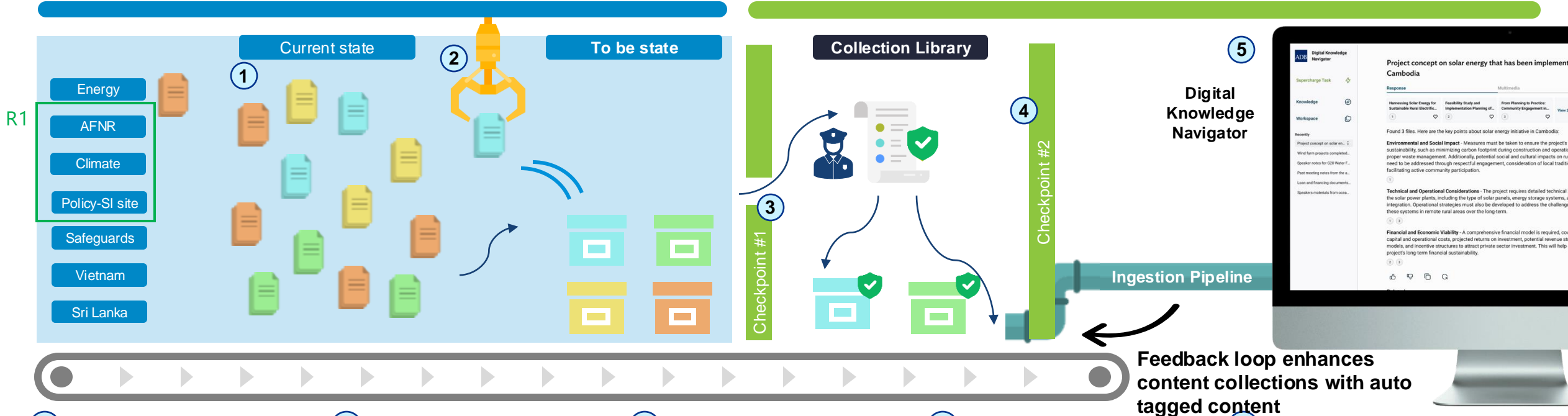


People Discovery

Find the people associated with knowledge

Navigator's goal is to provide **correct and trusted answers**

AI-enabled knowledge discovery and task assistance depends on curated collections of well-governed content – and can enrich those collections in a virtuous circle.

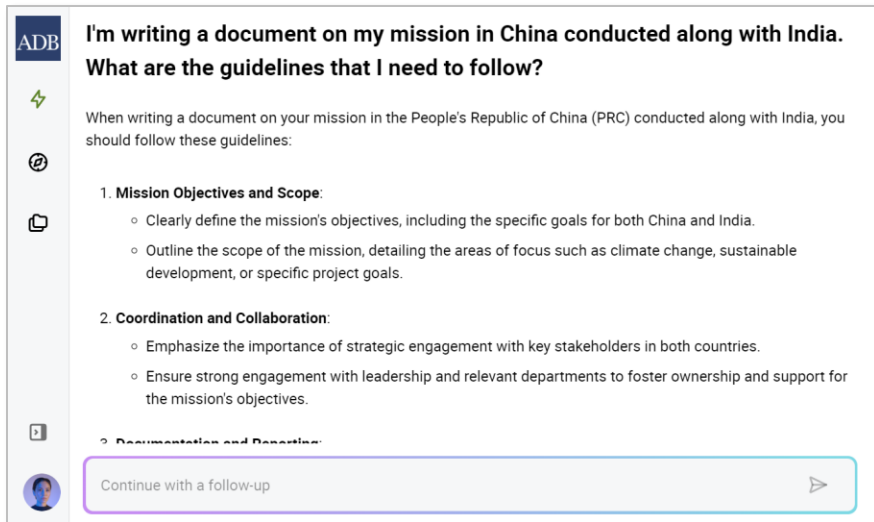


- 1 **CONTENT ASSESSMENT**
Which datasets are prioritized based on content readiness?
- 2 **CONTENT GOVERNANCE**
How should content be governed to ensure responsible outputs?
- 3 **CONTENT PREPARATION**
What are the business and technical rules for content readiness?
- 4 **DATA INGESTION**
What is the ingestion strategy for the Knowledge Navigator?
- 5 **KNOWLEDGE NAVIGATOR**
How will the Knowledge Navigator deliver impact to ADB Staff?
- 6 **ADOPTION AND CHANGE**
How will we drive adoption and inspire new search behaviors?

Content & Collection Management

Navigator

ADB's knowledge has become more accessible, allowing employees to ask anything related to ADB

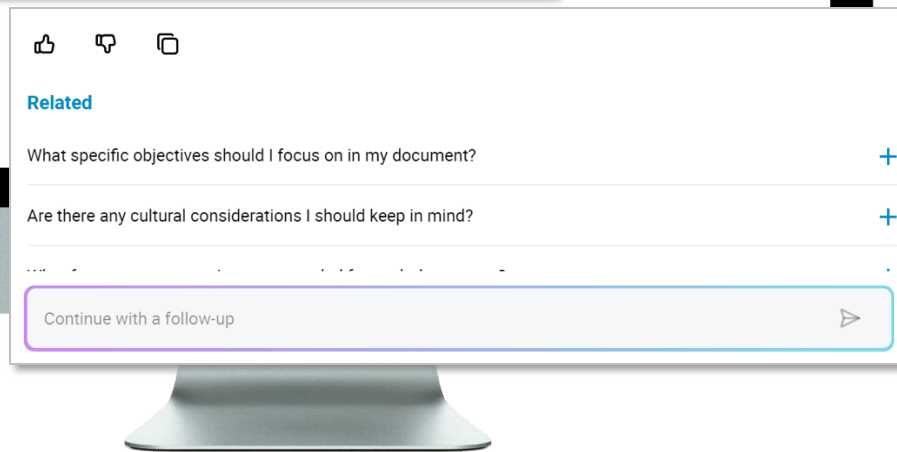


ADB I'm writing a document on my mission in China conducted along with India. What are the guidelines that I need to follow?

When writing a document on your mission in the People's Republic of China (PRC) conducted along with India, you should follow these guidelines:

- 1. Mission Objectives and Scope:**
 - Clearly define the mission's objectives, including the specific goals for both China and India.
 - Outline the scope of the mission, detailing the areas of focus such as climate change, sustainable development, or specific project goals.
- 2. Coordination and Collaboration:**
 - Emphasize the importance of strategic engagement with key stakeholders in both countries.
 - Ensure strong engagement with leadership and relevant departments to foster ownership and support for the mission's objectives.
- 3. Documentation and Reporting:**

Continue with a follow-up



Related

What specific objectives should I focus on in my document? +

Are there any cultural considerations I should keep in mind? +

Continue with a follow-up



Discover Knowledge, Contacts in New Ways

Navigator is **grounded in ADB's internal documents** that allows for ADB staff to access internal documents through search queries and **expand their knowledge through AI-generated related prompts**.

It also allows **summarizing** and **comparing** documents.



Create Drafts of TORs in Seconds

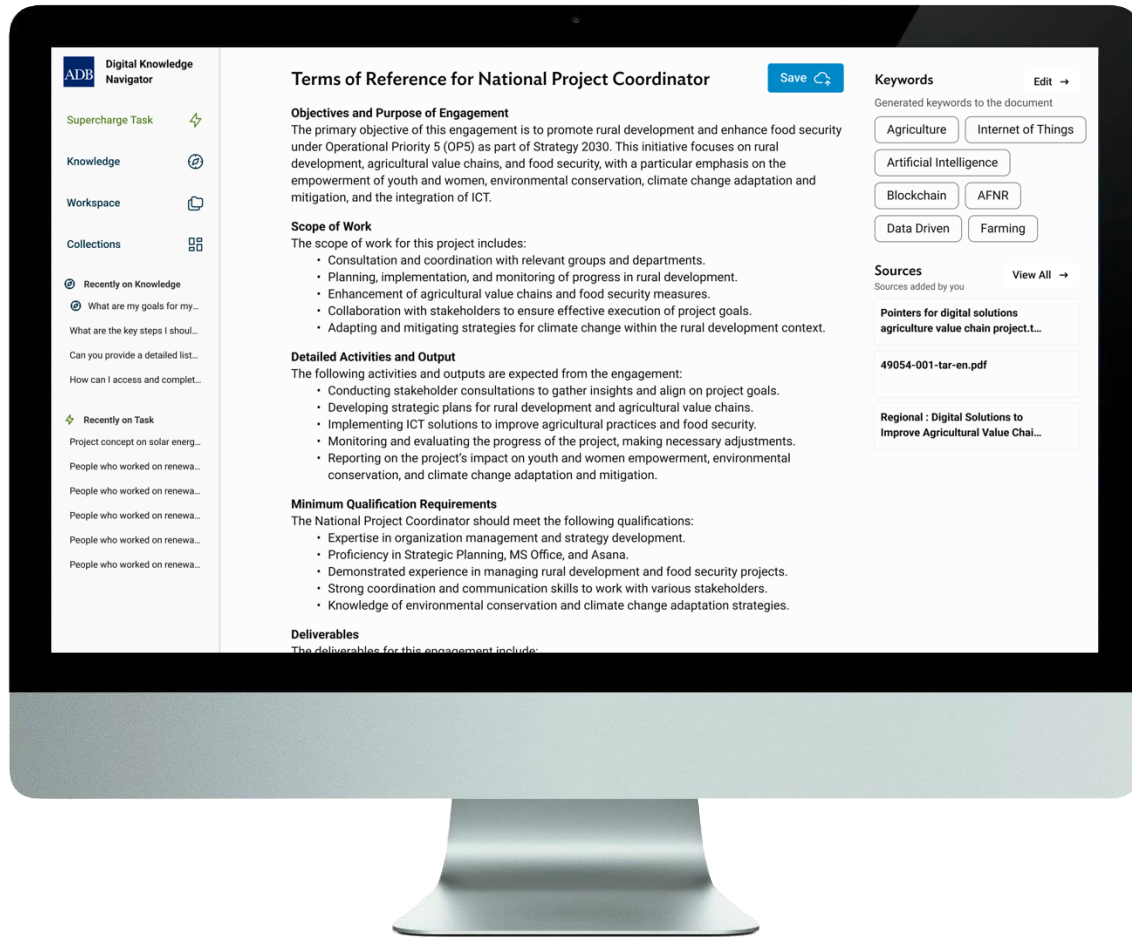
The Task Assistant has the **knowledge of past TORs** that will help users **contextualize and craft their first draft** with minimal intervention.



Navigator Gets Better with Feedback

Navigator **will improve over time** with constant **human-in-the-loop feedback** from users.

Navigator can create the first draft of your tasks on your behalf so users can spend more time on strategic thinking



Discover Knowledge, Contacts in New Ways

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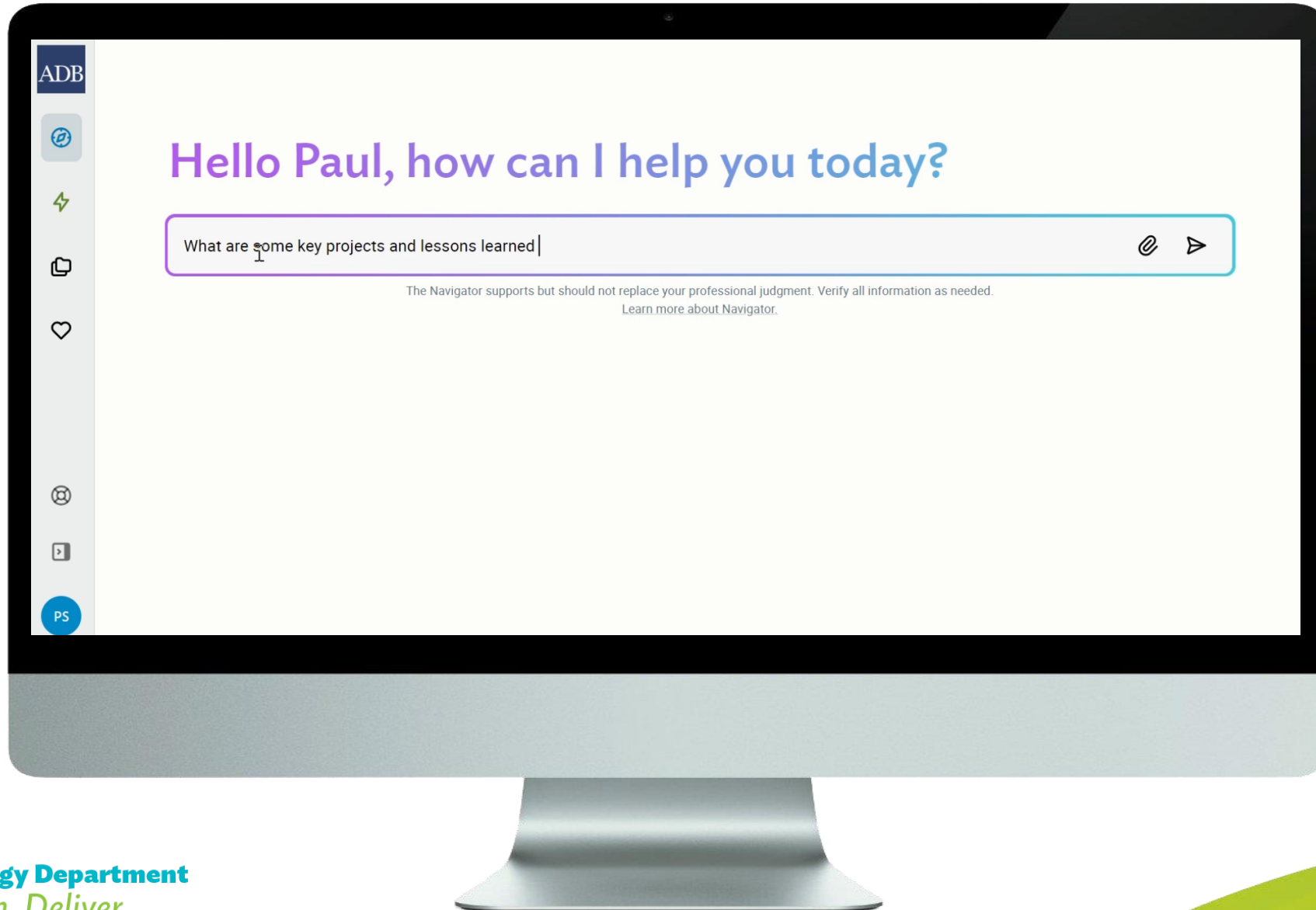
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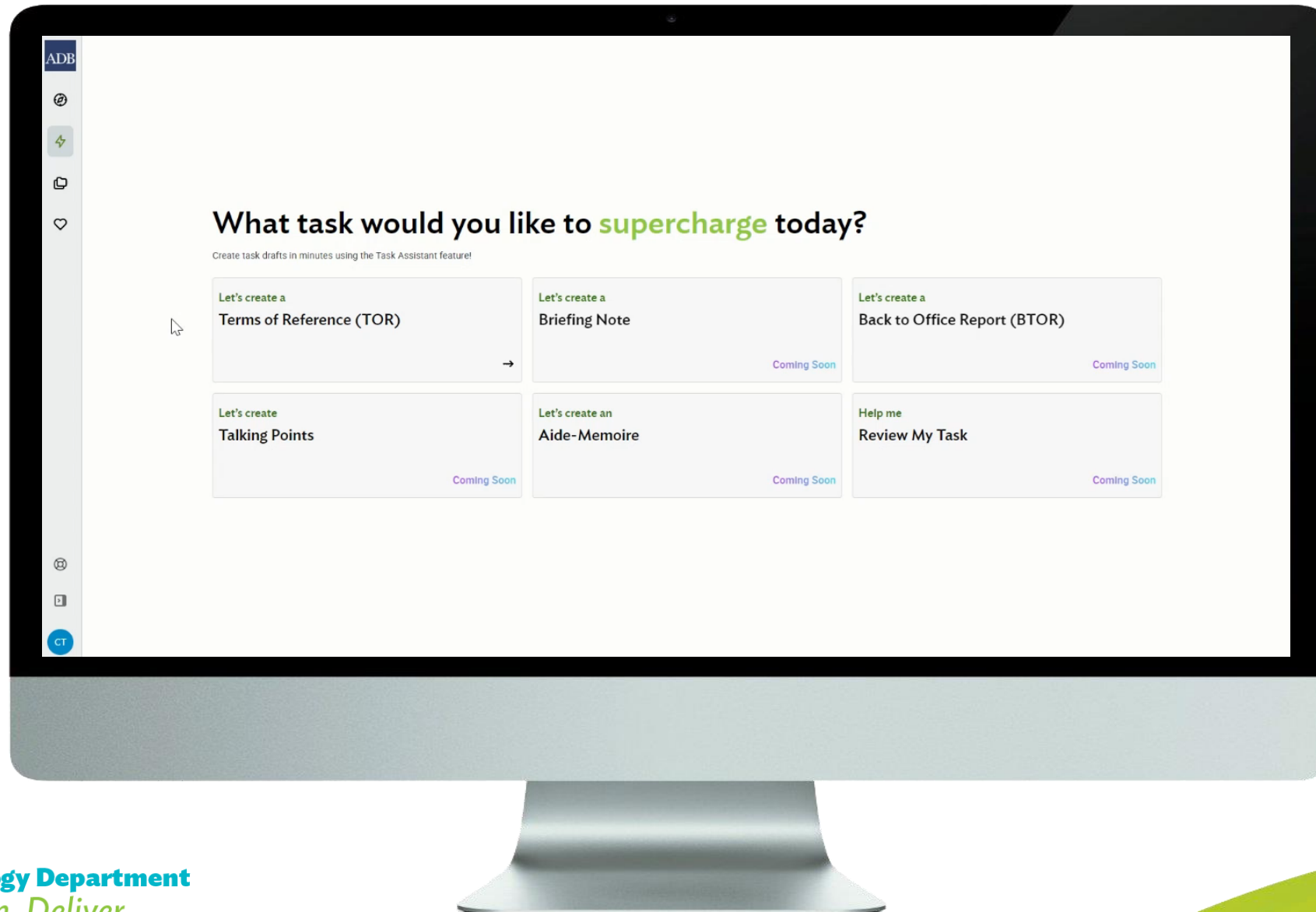
Navigator Gets Better with Feedback

Navigator **will improve over time** with constant **human-in-the-loop feedback** from users.

Demo: Knowledge Discovery with Navigator



Demo: Task Assistant with Navigator



How can ADB staff use this? A few samples

- Get answers to **questions** about ADB's **internal policies, instruction manuals**
- Get **background information** and context on **ADB work**. This can be helpful when
 - preparing for new loans, technical assistance
 - meeting government officials, executing agencies
- Quickly **summarize a document** in seconds **saving hours of time**
- **Compare documents** and understand differences in viewpoints, conclusions, etc.
- Get a **draft Terms of Reference** based on 1000s of examples, rather than creating manually, inspired by few examples from SharePoint, or from colleagues

Results So-Far

Based on feedback from first users

Result	Action
Good answers based on the information Navigator knows. More content needed to answer common questions	Identify and add more content collections Provide contextual (meta)data to content
Generation of draft terms of reference is well appreciated, saving time	Add more task assistants
Summarizing and comparing documents works well and saves much time	Support more types of documents
"Edge cases" are detected and responses	Monitor and tweak where needed
In some cases, when Navigator does not understand the prompt well, it repeats answers	Improve understanding of the prompt , detect repeats and act on them.



Ask your
questions here

Designing Content Collections

Required for correct and authoritative answers

Should we just ingest our SharePoint content?

All content in SharePoint would be great ...however... in most organizations, SharePoint is inconsistently managed.

This looks familiar?

Which is the authoritative version of the document?

Hint: impossible to tell!

Name
Status Report Draft Final.docx
Status Report Final clean.docx
Status Report Final Draft clean.docx
Status Report Final Draft.docx
Status Report Final Draft_1.2_Comments_JPB.docx
Status Report Final Draft_1.2_Comments_JPB_Final.docx
Status Report Final Draft_v2.0_PV4.docx
Status Report v1 Draft.docx
Status Report v1.docx
Status Report.docx

Only ingest **authoritative (final) documents** into AI

How can we **clearly mark** final documents, so that they can be ingested

SharePoint: Content Needs to be AI Ready

Ingesting all SharePoint content is risky if inconsistently managed. Experience with Copilot demonstrates this.

Risk	Action
Inconsistent management of content and data leads to a lack of content context. Context can help providing more precise answers*	Ensure information governance , as a critical success factor of AI which includes:
Ambiguous content and data can lead to AI hallucination	<ul style="list-style-type: none">• shared metadata, vocabularies• tagging of authoritative content• classification and permissions
Oversharing of content can reveal confidential information, which leads to organisational risk*	<ul style="list-style-type: none">• link to other data sources to enrich context
Undersharing of content can keep vital information hidden , leading to suboptimal results	<ul style="list-style-type: none">• consistent management of SharePoint and other document management systems

Information and Data governance is a **critical success factor** for **successful AI** implementation

AI-Read Curated Content for Navigator

Navigator needs to provide **trusted answers**. These need to come from **curated collections** of **authoritative content**.

Now	<p>Content collections are:</p> <ul style="list-style-type: none">• Automatically ingested if they all their content comes from an authoritative repository (e.g. policies, guidelines, published documents)• Manually curated by identifying authoritative content in larger collections
Near Future	<p>Use the digital records management platform (which is being implemented), which will:</p> <ul style="list-style-type: none">• Tag authoritative content (i.e. records)• Ensure classification, complete metadata and permissions <p>Get information from other data sources to enrich metadata, e.g. project information</p> <p>This will allow Navigator to automatically pick up new documents from SharePoint, with context where possible.</p>



Ask your
questions here

The Future

Navigator Next Steps

Navigator Go-Live

- Navigator available in production



Beta Testing

- Progressively roll out to ca. 400 ADB personnel
- Monitor feedback and use
- Based on feedback:
 - Tweak Navigator
 - Additional content & data collections

Bank Wide Launch

- Access for all ADB personnel

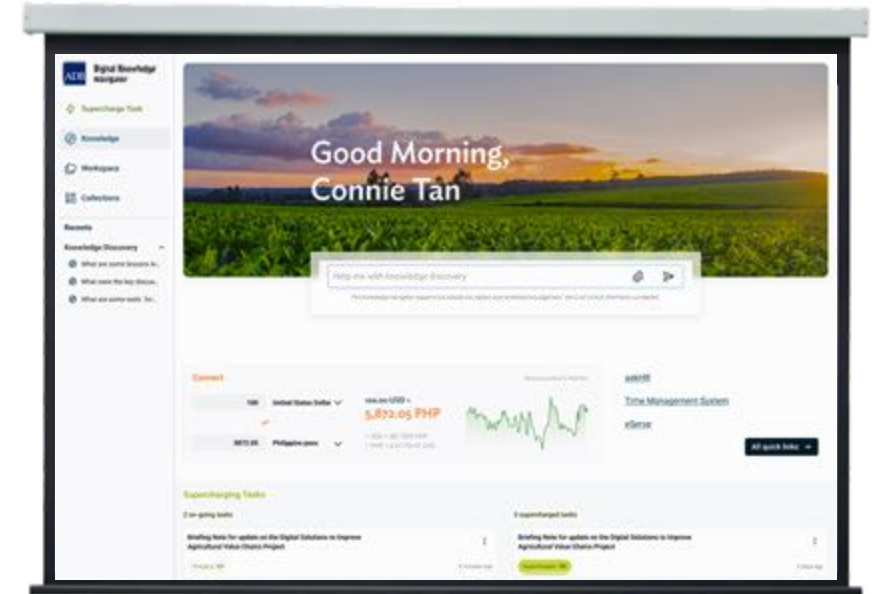
We are now here

The AI-powered experience of the Navigator will eventually grow to become the core of ADB's Intranet

SOON:
Navigator Release 1



FUTURE INTRANET



Future: People Related To Answers, AI-Powered Assistants

What are the climate change adaptation and mitigation projects funded in Thailand for the year 2023?

Here are the key climate change adaptation and mitigation projects funded by the Asian Development Bank (ADB) in Thailand for the year 2023, including details on their objectives, funding, scope, status, and specific geographic locations:

- Climate Change Adaptation in Agriculture:**
 - Objective:** To reduce vulnerability and help communities cope with climate change impacts through climate-smart agricultural practices.
 - Funding:** USD 2 million from the Climate Change Fund.
 - Scope:** This includes assessing agricultural production, enhancing agricultural productivity, and increasing rural income.
 - Status:** Active
 - Geographic Location:** Highland areas in Nan Province, including the Bua Yai sub-district in Na Noi district.
- Promoting Climate-Resilient Rural Development and Food Security in Southeast Asia:**
 - Objective:** To support climate-resilient agricultural practices and ensure food security in several Southeast Asian countries, including Thailand.
 - Scope:** The project focuses on integrating climate resilience into agricultural practices and improving rural development.
 - Geographic Location:** Various rural areas across Southeast Asia, including specific regions in Thailand.
- Creating Investable Cities Initiative:**
 - Objective:** To develop climate-resilient infrastructure in urban areas, supporting mainstreaming of climate resilience into policies and projects, and improving access to private sector finance.
 - Scope:** Includes smart planning, transitioning to a circular economy, and enhancing urban service delivery.
 - Geographic Location:** Various cities in Southeast Asia, including potential involvement of urban areas in Thailand.
- Southeast Asia Green Finance Hub:**
 - Objective:** To accelerate green investments and innovative financing solutions in response to climate, energy, and financing needs.
 - Scope:** Facilitates knowledge sharing and collaboration, promoting sustainable and inclusive growth.
 - Geographic Location:** Countries across Southeast Asia, including Thailand.
- Sustainable Coastal and Marine Fisheries Project**

Key contacts
ADB staff and consultants that may be relevant to you

- Esmyra Javier**
Fund Focal, Climate Finance
Climate Change Fund
[Ask me](#)
- Ancha Srinivasan**
Project Officer
Sectors Group
- Arghya Sinha Roy**
Principal Climate Change Specialist
Climate Change

Relevant knowledge
Publications and articles that are relevant to the topic

- Asia and the Pacific's Climate Bank
- Climate Change Financing at ADB
- ADB's Work on Climate Change and Disaster Risk Management

Task Assistant
I want to create a new task for a new TOR I am creating with the attached files as references.

People associated with the answer

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Task Assistant
I want to create a new task for a new TOR I am creating with the attached files as references.

Hey Connie, I am Esmyra's AI assistant. How can I help you?

Hi! I was wondering if investable cities initiative is still ongoing?

Based on my latest update, this initiative is still ongoing and it is led by Isabel Green. Is there anything else I can assist you with?

That was helpful. Thank you!

You're welcome! Let me know if there is anything else I can assist you or you can end this chat.

End this chat

Could we create AI-powered assistants that can answer questions on behalf of people?





Ask your
questions here

Bottom Line

AI Will Change How We Work

- Many of us may remember:
 - In the past, we'd have to **buy a map**. Sometimes multiple maps, **find the destination** on that map and **plot our route**.
 - Now, you go to **Google Maps, Apple Maps, Wayze**, etc. You **enter your destination** and it **proposes a route**. You can use your **personal judgement** if you want to follow it. If you want to, **it will guide** you on the road.
- With AI, and esp. GenAI, we can now do something similar:
 - From: **finding** information, **interpreting** it and **formulating** answers using our professional judgment.
 - To: **asking** the **right questions** in a dialogue, **getting answers** and use our **professional judgement** to ensure **correctness** and **completeness**. It can also help guide us, e.g. through a process, picking up parts of the work itself.

When we get the skills to use AI to our advantage,
exciting times lie ahead



Ask your
questions here

Q&A

Appendix

How do questions (prompts) result in answers?

