9TH ICMA EUROPE SUMMIT

AI and Technological Innovations in Local Government

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Augmenting our Intelligence in Local Government

What are the tools and how do we use them?

How do we avoid ethical pitfalls and service failures?

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AI as a Tool in Public Service Delivery

- Generative AI

- Machine Learning

- Large Language Models

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3 Things Happening in Generative AI

1. Augmentation Effects

2. Replacement Effects

3. Transformation Effects

   "That's the stuff that fundamentally changes the business landscape, the nature of work, and the economy. It's all of the entirely new tasks, new roles, new business models, new operating models, new industries, and new ecosystems that GenAI is going to help create." *Todd Braus, Harvard Business Analytics Program*

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AI – Augmenting our Intelligence

Joanna Maciejewska
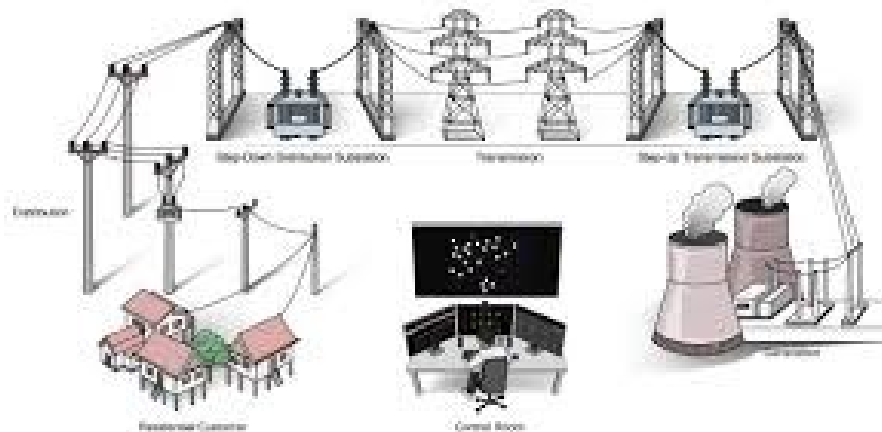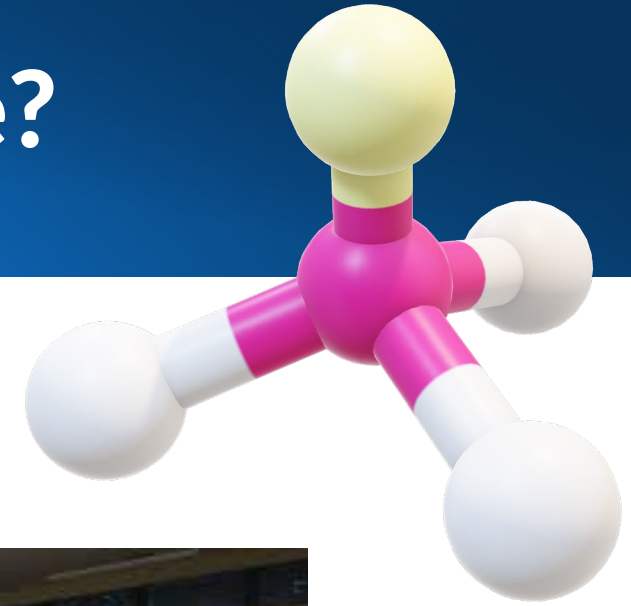@AuthorJMac@indiepocalyps…

You know what the biggest problem with pushing all-things-AI is? Wrong direction.
I want AI to do my laundry and dishes so that I can do art and writing, not for AI to do my art and writing so that I can do my laundry and dishes.

Technology should not drive business strategy; business strategy should drive technology.

So where in public space do we want to augment our intelligence to allow our teams to excel?

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Where can AI help to optimize?

Example: AZ511.com

① **Provide data to identify longer-term traffic tends**

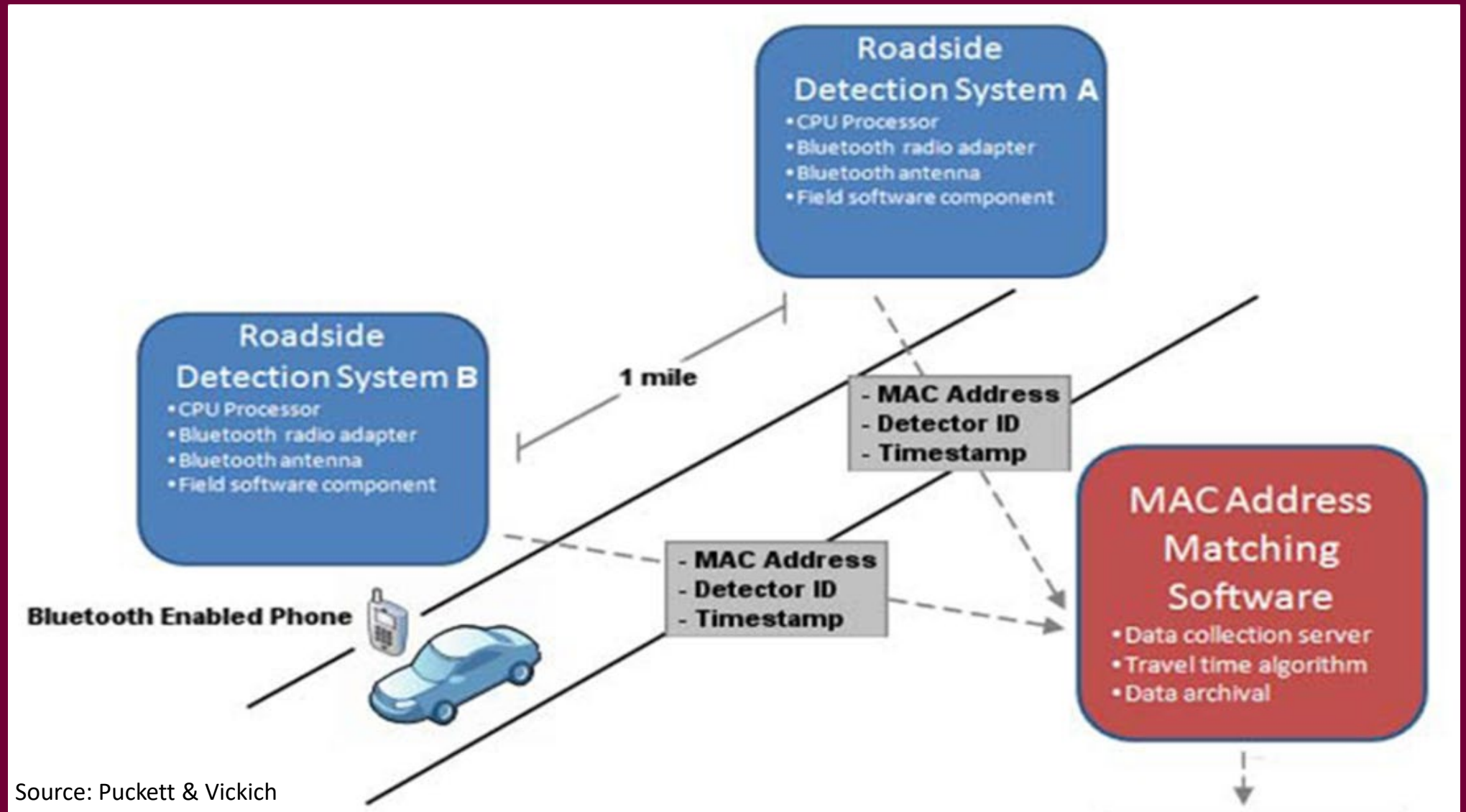**②** **Gauge traffic speeds and facilitate calculation of travel times**

③ **Assist in proactively identifying congestion (reoccurring or one-time)**

④ **Disseminate information to public**

ARID Data Collection Process

Source: Puckett & Vickich

Ethics and Governance of AI

Establish (and implement) governance and ethics policies

Involve the right stakeholder

Embrace training

Benchmark!!!

What does this mean for our teams?

Traditionally new technology has ultimately helped the worker, the workplace, and the economy to be more productive.

Now we must consider the difference in impact between automating existing work and creating new capabilities.

https://hbr.org/2024/05/ai-is-making-economists-rethink-the-story-of-automation

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Any Questions?

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