CITYSTUDIO

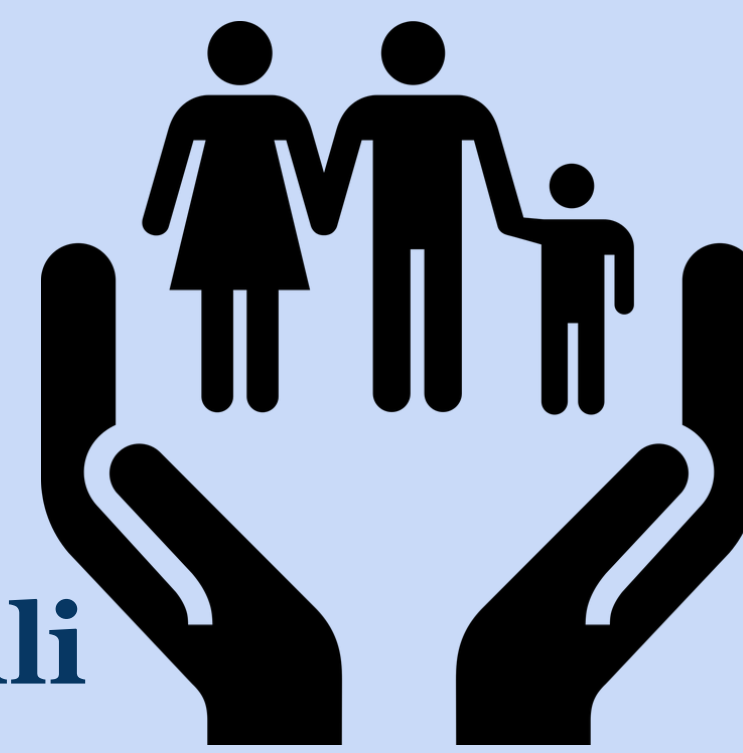**Ashan Naresh | Chun Chien Yang | Francesco Santelli**
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Generative AI Integration for Ethical and Innovative Public Sector Transformation in Durham Region

Project Summary

In order to improve workflow efficiency and encourage new ideas, the project seeks to use generative AI in a responsible manner within the Durham Region public sector. Putting human authors first, it will be a helpful tool that promotes originality and morality. The project's goal is to manage risks while providing generative AI rules, tools, and integration methods.

Project Scope/ Purpose

Aims to responsibly integrate Generative AI into Durham Region public sector operations to improve workflow efficiency and foster innovation.

The project involves creating tools and resources, including guidelines for good practice with generative AI prompts, and identifying public sector businesses using AI programs to improve efficiency.

Deliverables include developing cases and researching use cases to inform public sector generative AI adoption.

The project also seeks to integrate generative AI prompts into the innovation process, particularly within the innovation team's Juice Tools and Design Sprint Tools.

Research Method/ Results

- Scoured the web for scholarly articles and literature that presented:
  - Ideas and techniques to integrate generative AI into the public sector
  - Comprehensive guidelines that would ensure:
    - Accountability of human authorship
    - Responses that are validated by reliable sourcing of information
    - Elimination of copyright infringement and plagiarism
- Results
  - Assembled a set of guidelines that satisfied the clients requirements
  - Recommendations of alternate AI tools outside of ChatGPT that can be utilized within City Studios and the public sector

Analysis / Alternatives

Durham Region demonstrates a comprehensive integration of AI across various sectors, showcasing leadership in innovation and a commitment to enhancing public services through technology. The region's collaboration with educational institutions and innovative companies contributes to the development of AI talent and solutions. Ongoing research and strategic use of AI tools position Durham as a progressive hub for AI applications in the public sector.

Recommendations

- **Develop Guidelines:** Create simple rules for using generative AI ethically and responsibly.
- **Training:** Offer short, easy-to-understand training for public sector employees.
- **Integrate AI Tools**: Blend generative AI into existing tools.
- **Monitor Progress:** Regularly check how well the AI tools are working and make improvements as needed.
- **Explore Other AI Options:** Look into different AI tools besides ChatGPT for varied needs.

References

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