NIISQ AI Lab

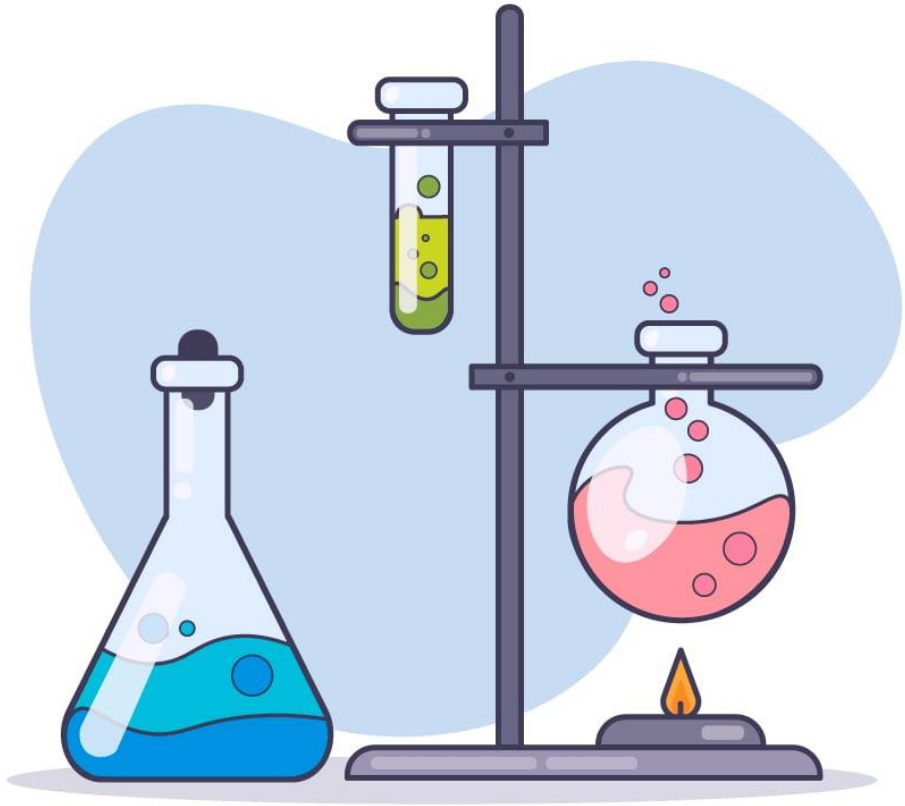
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What is the AI Lab?

- How can we get value from AI in an ethical and responsible way?

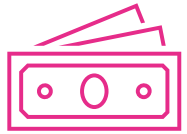
- AI Lab

- Tiger team, bringing together
  - Business stakeholders
  - Policy experts
  - Developers



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What have we built?



Invoice processing optimisation, leading to less than half the processing time per invoice

Document classification & summarisation, getting it right without human intervention 80% of the time saving admin time and providing us better data





SMART goal recommendations, set to improve our participant outcomes by flagging goals outside our framework and suggesting improvements

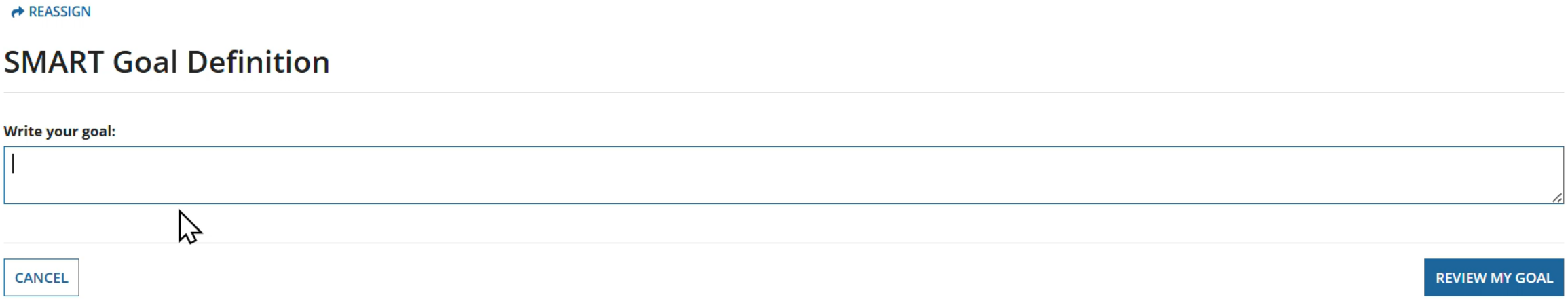
A second-line-of-defence monitoring tool to flag potential vulnerabilities that would otherwise be missed



And much more!

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Deep dive – SMART goal review



What challenges did we face?



1. Data privacy and security
2. Ethical considerations and bias
3. Technical infrastructure
4. Skill gaps
5. Policy and governance

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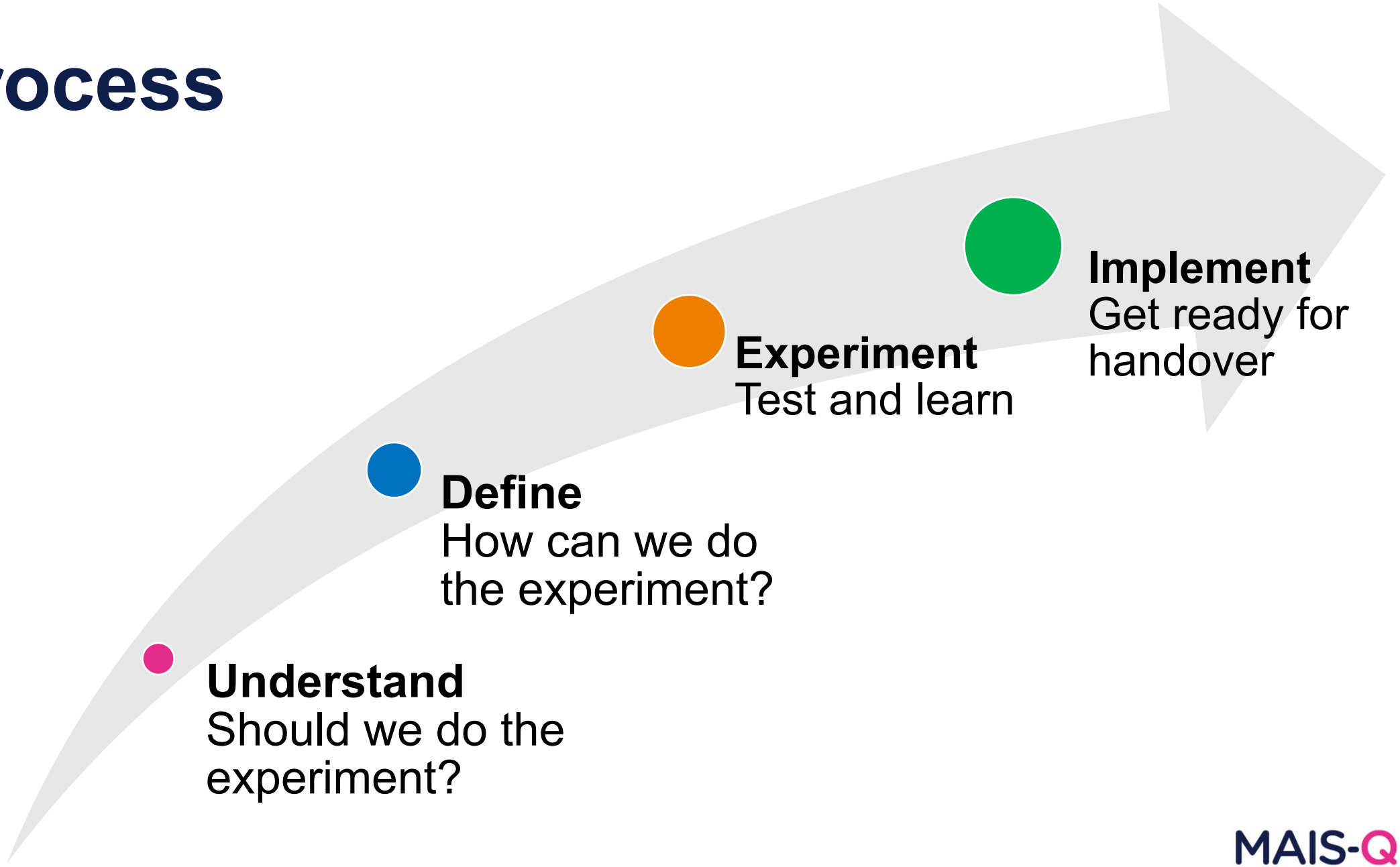
What were the conditions for success?

1. Vision and strategy
2. Resource allocation
3. Change management
4. Building a data culture



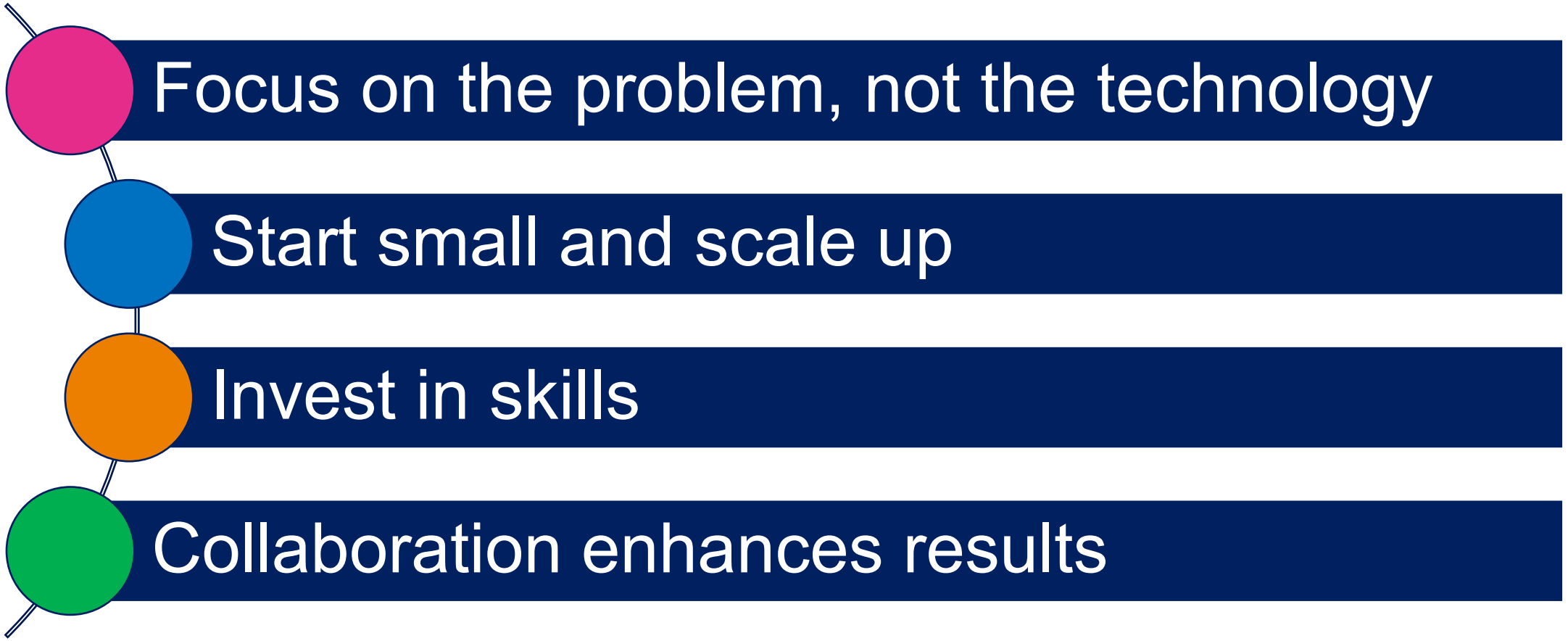
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Process



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Learnings



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