

INTRODUCING..... INNOVATION SQUADS

- 1. What are Innovation Squads?
- 2. Using Al & Chatbots



1. What are Innovation Squads?





Innovation Squads:

- Solve problems and deliver on opportunities at pace.
- Six ambitious people, six weeks.
- Good communicators and collaborators.
- Squads are a mix of grades, work in a nonhierarchical, autonomous way.
- Senior Civil Servants support Squads by unblocking them, not by approving their decisions.
- Learning and development opportunities and senior leadership visibility for squad members.
- Squads aim to deliver tangible results encouraging more modern, less bureaucratic ways of working.



The mission:

Prove to the department that we can reduce bureaucracy, increase efficiency and **be positively disruptive** by delivering a **high impact process improvement in 6 weeks**

Overall the pilot exceeded expectations in terms of the end results:

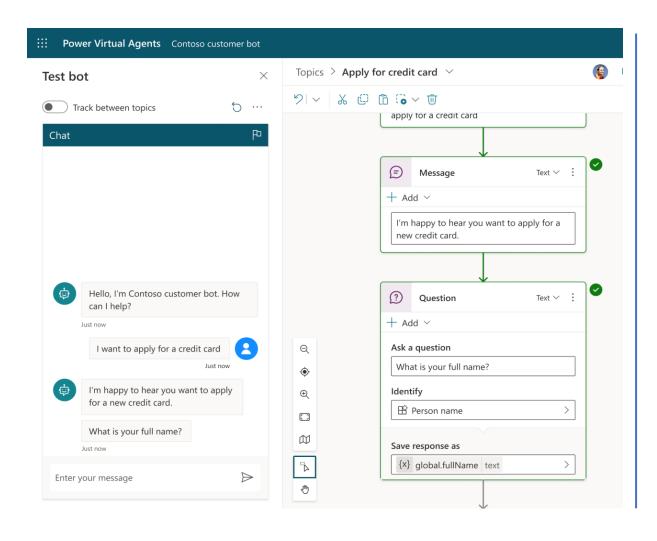
- ✓ We built products which could deliver tangible efficiency gains if rolled out.
- ✓ We experimented with innovative technology.
- ✓ We upskilled and inspired non-digital high performers to roll out process improvements in their own directorates.
- ✓ We produced actual career development opportunities.



2. Using Al & chatbots



Manually Scripted Chatbots:

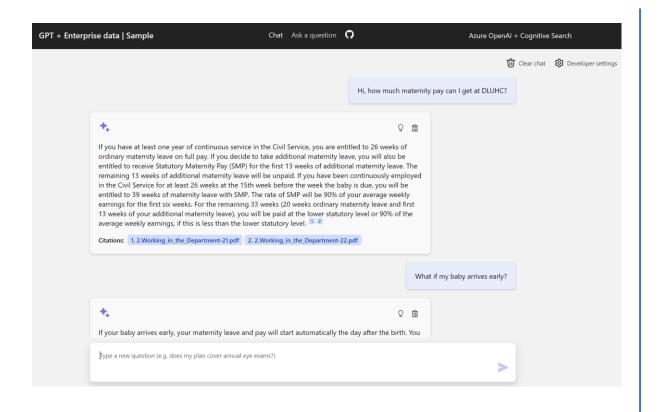


Manually scripted chatbot "HR Harry"

- Answers common HR Questions.
- Manually scripted requires responses to be written out.
- Built using MS Power Virtual Agents (PVA), accessible via Teams.
- Total control over the content.
- No code solution (easier to set up and maintain).
- Some AI capability we haven't explored yet.



Generative AI Chatbot:



AI Chatbot "MS Azure Cognitive Search"

- Learns from the data its fed, able to generate human like responses automatically.
- Built as a proof of concept, not production ready.
- Ingested data from HR handbook PDF.
- Built using Azure cognitive search + ChatGPT.
- Al is a high risk space re: data privacy, bias etc.
- Requires technical capability to build and maintain.
- Cannot control responses, but can optimize them.



How far can we push the possibilities?

- Enable users to easily access HR information and action HR tasks
- Integrate this with existing systems
- Review internal methods and systems to improve information retrieval.
- Have an accessible channel to a single source of truth.
- Reduce the number of enquiries HR staff deal with.
- Make it more efficient and effective for DLUHC staff to self serve their own queries.
- Can we have a digital tool that can actions tasks on our behalf (e.g. book annual leave and review pay/benefits.



Find out more:

- DLUHC Digital external blog
- Innovationsquads@levellingup.gov.uk
- Please get in touch if you have any questions.



