

# Innovation Lab and the emerging AI landscape

Dr Shruti Kohli

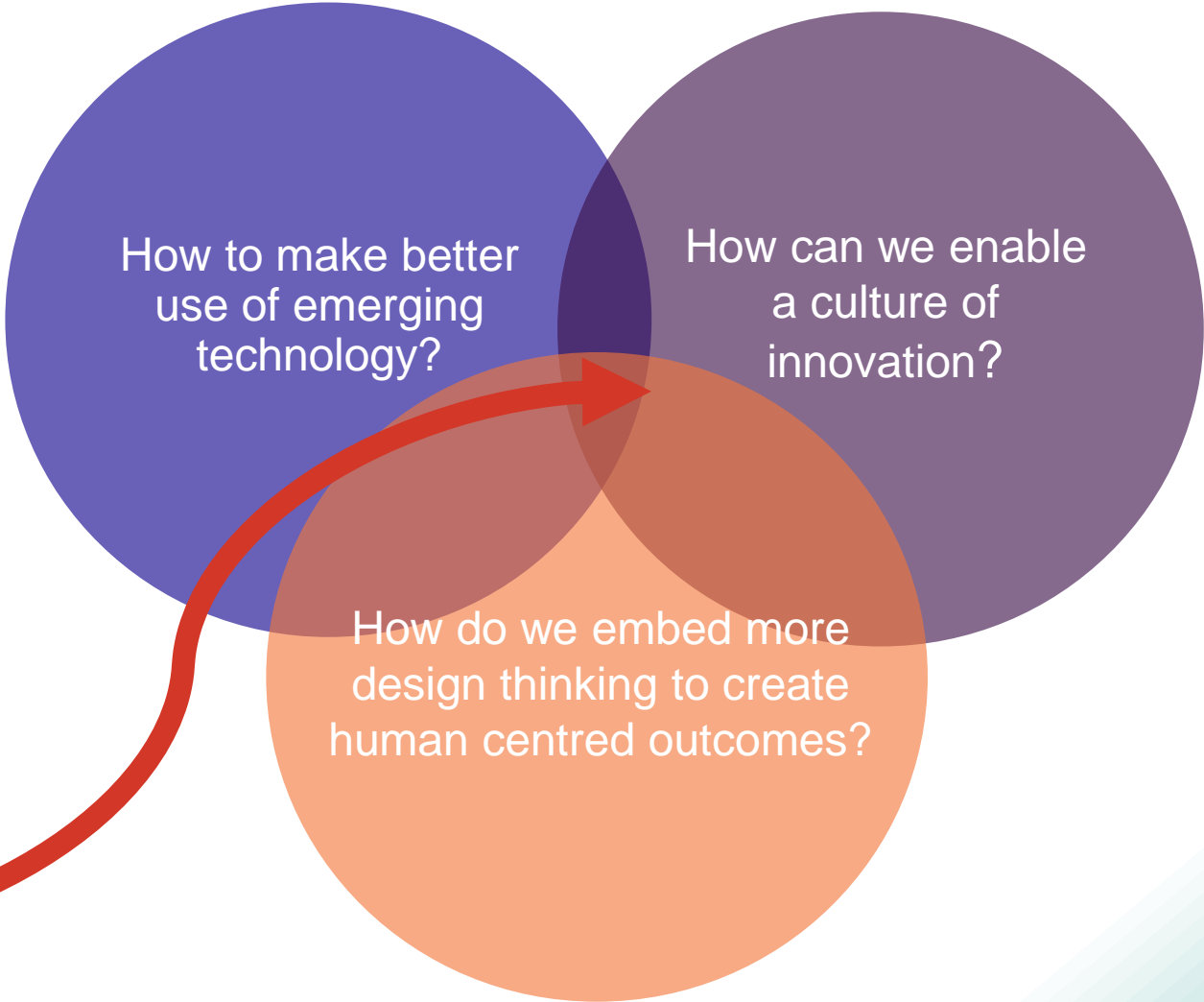
# Innovation Lab

A space for safe and transparent innovation

The Innovation Lab was created to solve complex business problems and provide better outcomes for citizens in a safe and transparent way.

DWP  
Digital

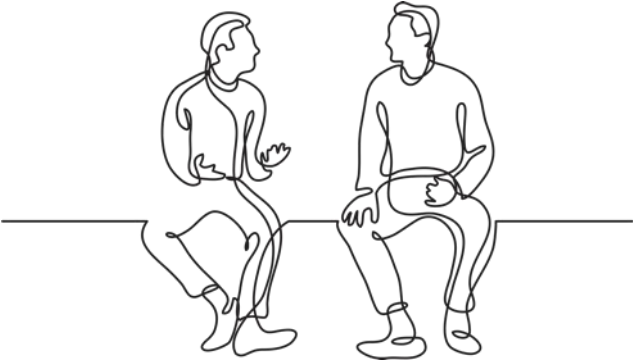
Digital  
With  
Purpose



**Innovation  
Lab**

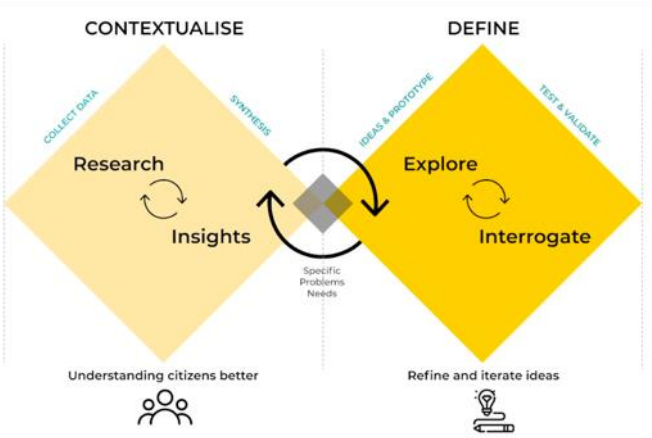
# Ways of working

## Orchestrating tech around users



We combine our tech expertise with a deep understanding of user needs

## Innovation methodology



We use proven tools and methodologies while adapting them to the scope of each project

## 6-8 weeks

	Define project and SoW				Understand and focus				Experiment & test				Package & Handover	
	00	01	02	03	04	05	06	07	08	09	10	11	12	13
★ North Star														
🌟 Vision														
🎯 Mission														
📌 Objectives														
📋 Tasks														
📅 Milestones														
📊 Metrics														
📝 Notes														

We follow a 6-8 week working model which allows us to be transparent with our stakeholders and track progress

# The journey



## Gala & Executive Summary



Extensive document detailing research, journey maps, tech experiments, prototypes, insights and learnings for pilots and operationalization.

## Prototypes



Visual representations to bring our solutions to life

## Live Prototype



Interactive model to test with our user group

## Demo



Recorded demonstration of various capabilities that this technology could unlock, access to the virtual room for stakeholders to explore

## Journey Mappings



Demonstrate how these solutions could be implemented together or separately

## Quick wins



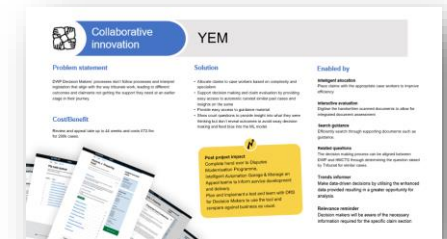
Solutions proposed from work coaches

## Roadmap



Recommendations to operationalise

## Case study



Ultimate summary for quick storytelling



# Lighthouse Programme

Programme initiation in June 2023

Tested utility and feasibility of generative AI for DWP

## Approach

- Evidence-based, 'test and learn' approach
- Safe, transparent, ethical, and value-led adoption of AI
  - Proof of Concepts (PoCs)
- Aimed to identify value addition and productivity improvement

## Microsoft CoPilot

- AI powered assistant working across Office products within a safe environment.
- Exploring what CoPilot can do for DWP colleagues and how it integrates with our current systems

# What do we aim to learn through PoCs about securing data?

1. Ensuring the processing of input data is conducted securely within the UK.
2. Developing methods to avoid storing input data and prompts after usage.
3. Confirming that input data is not utilized to train or develop models.
4. Selecting appropriate AI models and services.
5. Understanding the use and handling of data.



# Our centre for excellence is recognised as Government-leading

- We listen to our colleagues to solve real business problems
- We have a strong track record of using AI and automation to achieve great outcomes
- We use an iterative test-and-learn approach, which maximises safety and value
- We are focused on common AI components which are built once and reused elsewhere, maximising value for money





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# Thank you

Dr Shruti Kohli