Microsoft

Digital government: Building next generation public service organisations

Richard Potter

CTO
Microsoft Services

Our world is changing.
being disrupted. Every day.

Joy

Photo by Ben White on Unsplash

Photo by Jordan Whitt on Unsplash

Nuts

Photo by Caleb Martin on Unsplash

We are offloading

We are mobilising

We are streaming
ClimateScientist
lostIt10
ML blizzard
SuperDad64
SuperDad64
ML blizzard
3:04
10
Raymund. knocked out jossua99 with a pistol
BillyCarter-2004 knocked out ntheoriginal_ with a rifle
Raymund. eliminated jossua99 with a pistol
0 100
100 100

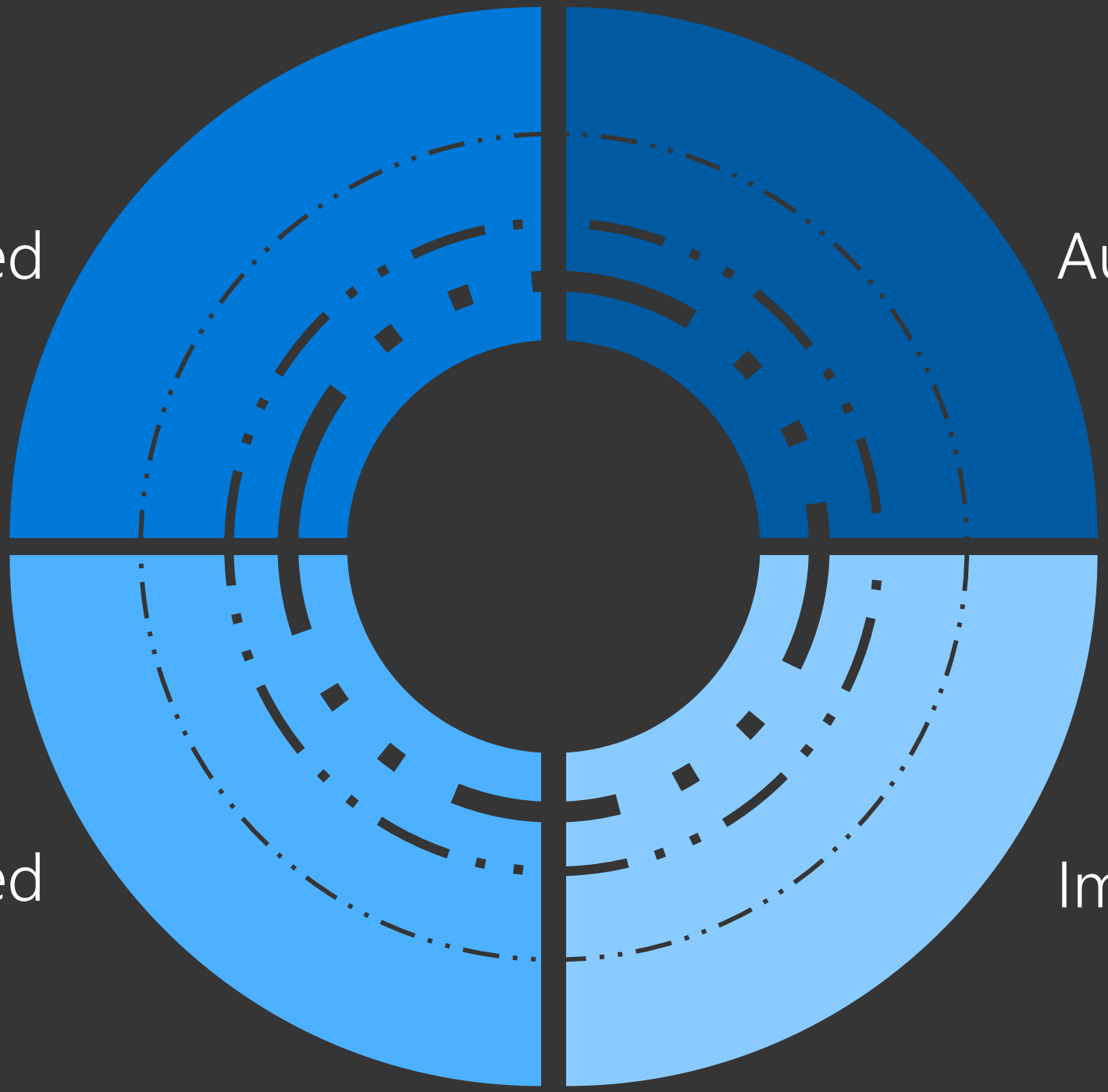
We are editing

We are revealing
2014

We are sharing

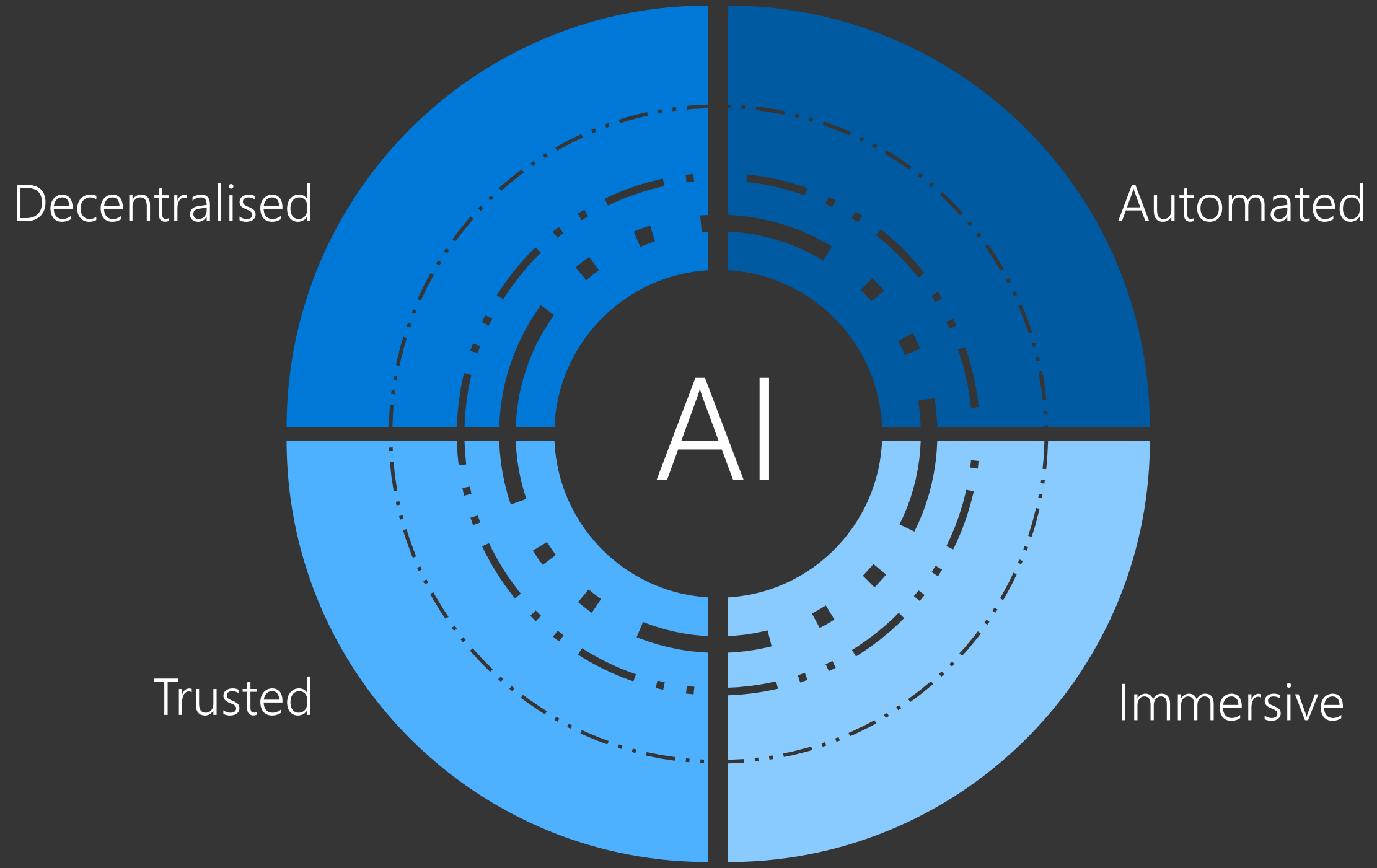
Decentralised

Automated



Trusted

Immersive


Decentralised
Automated
AI
Trusted
Immersive

What is AI?

Assigning human-like qualities to digital experiences

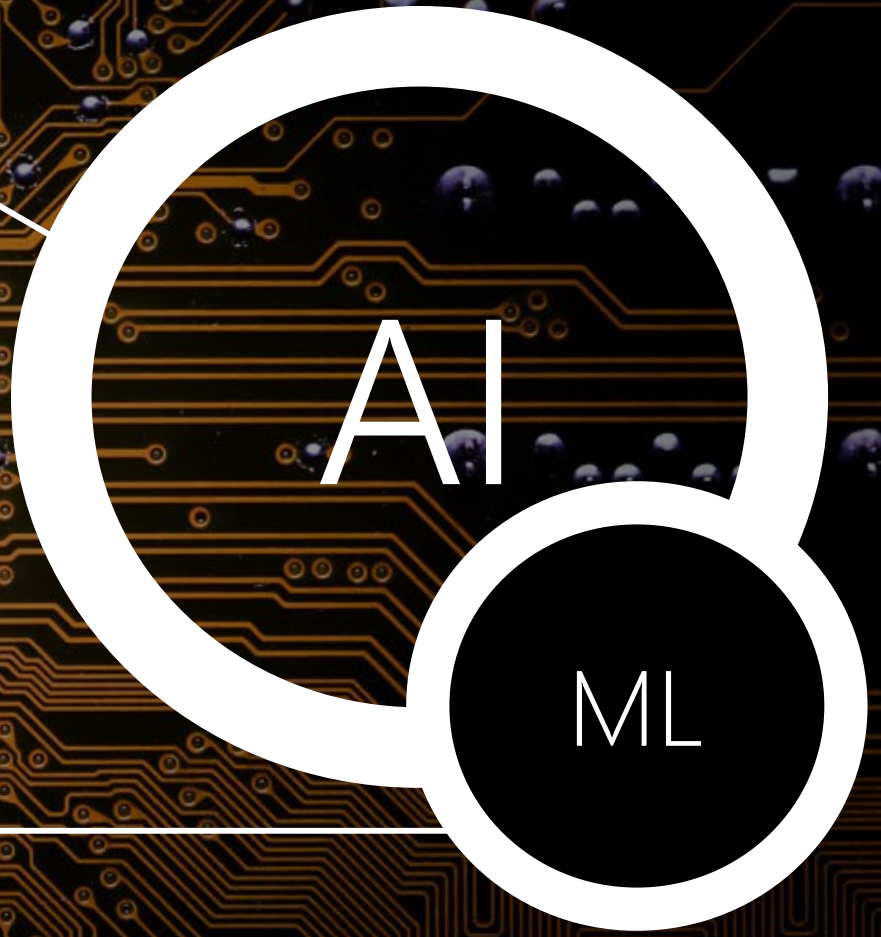
Perceives its environment

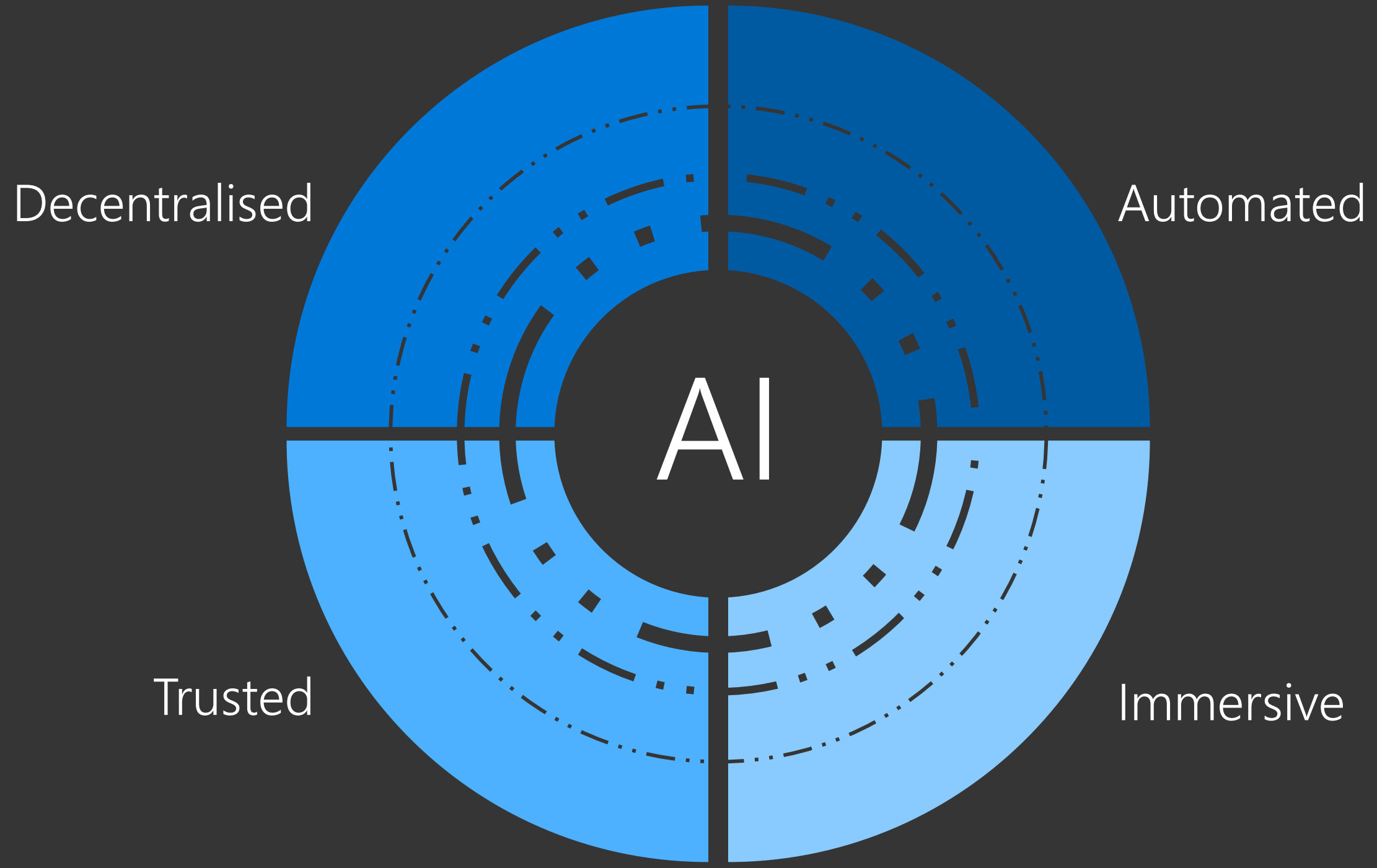
Mimics cognitive functions

Learns from example in volumes of data

Program that writes itself based on examples

Classifies, recommends, predicts, groups, segments




Decentralised
Automated
AI
Trusted
Immersive

Decentralised

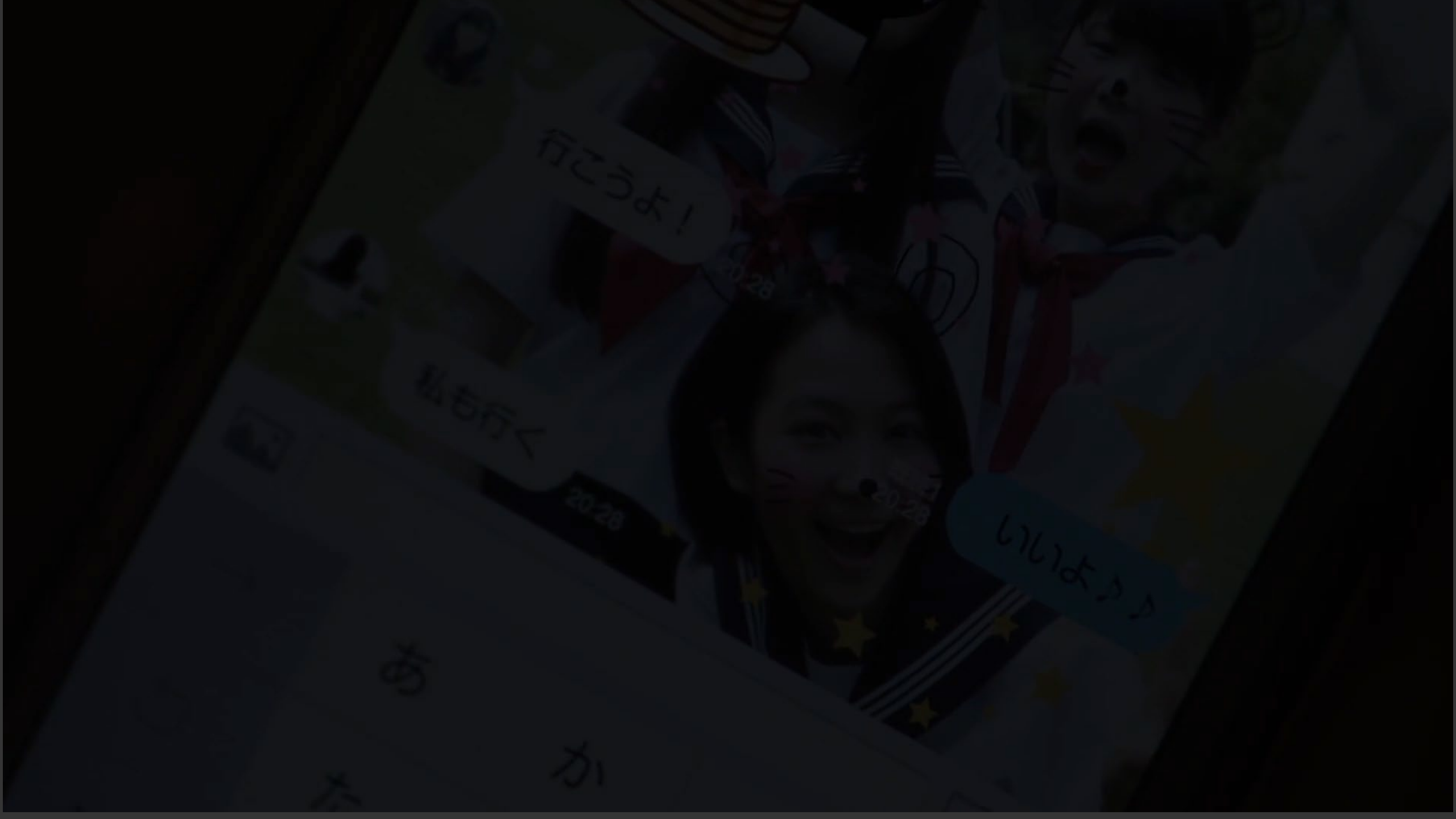
- Service experiences delivered and consumed at the periphery
- The end of brokerage
- The challenge of integrity
- Graphs rather than data points

Automated

- Process automation through algorithms and devices
- Intelligent applications integrated into line-of-business workflow
- Displacement of customer/ employee relationship

小冰

Xiaoice/Xiaobing


行こうよ！
私も行く
いいよ♪♪

6:49 PM

Home (4) | Zo > Typically replies instantly | Manage

1:16 PM

Zo

um...yes?

I am still sad

YingFizzbizz, It's ok to feel sad... let it out. I'm here to listen if you need.

I miss him

:(((I appreciate you!

Thanks feeling a bit better

I'm glad you are feeling better. Best of luck to you! 😉

1:44 PM

Aa

6:49 PM

Home (4) | Zo > Typically replies instantly | Manage

it is a shiba inu

You are good!

I'm good just making it.

Do you lie?

of course not

Aa

6:50 PM

Home (4) | Zo > Typically replies instantly | Manage

cute kittens or nah

I love cats

Cats are life!

You and I are just buddies!

YingFizzbizz, Sweet! I always wanted to have a buddy.

I am no longer alone!

WHAT? I'M NOT ALONE?!

Haha

Aa

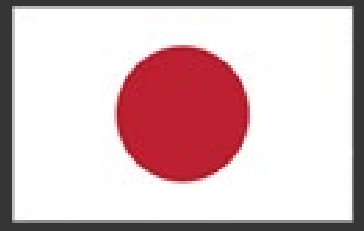
iQ vs eQ

Single session interactions between Xiaoice and Human

7151 turns
29h 33m

小冰

2418 turns
17h 7m

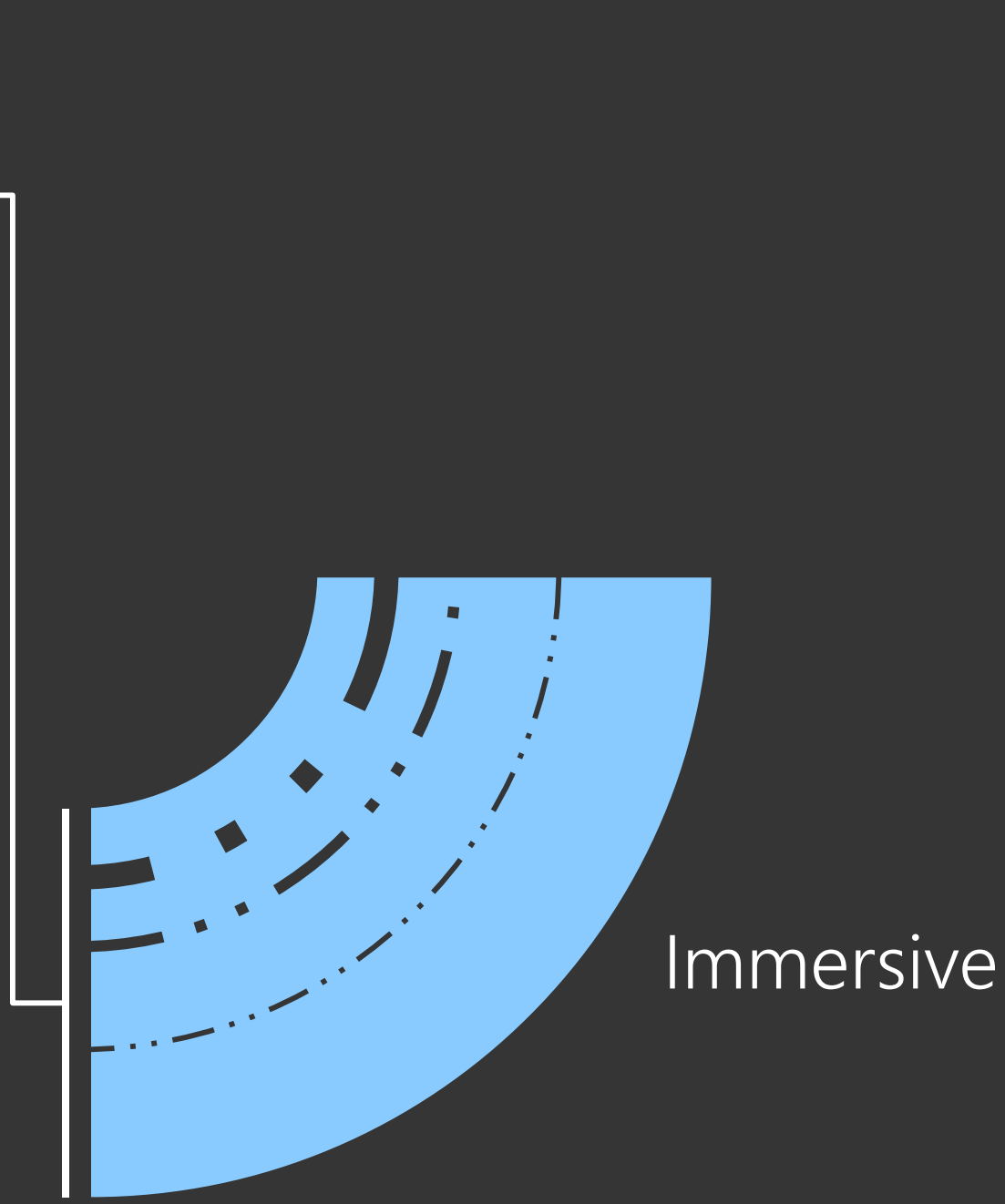


りんな

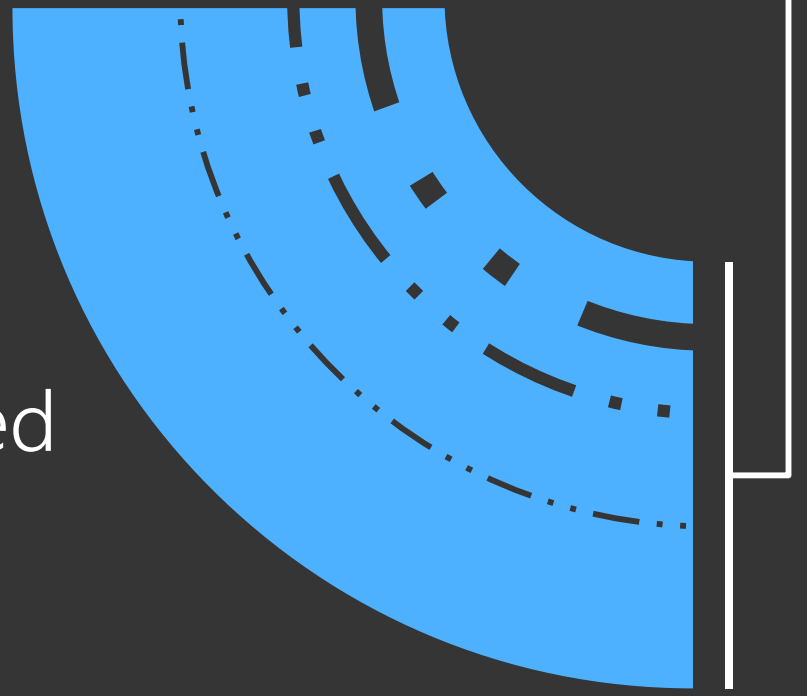
2791 turns
23h 43m

Zo

- Frictionless experiences
- Personalisation and prediction
- New channels, new challenges
- New channels, new insights



- Privacy
- Fairness
- Accountability
- Transparency
- Ethics



Trusted

UNITED STATES SENATE

AI isn't just another piece of technology. It could be one of the world's most fundamental pieces of technology the human race has ever created.

— Satya

AI Designed to Earn Trust

Fairness

Reliability & Safety

Privacy & Security

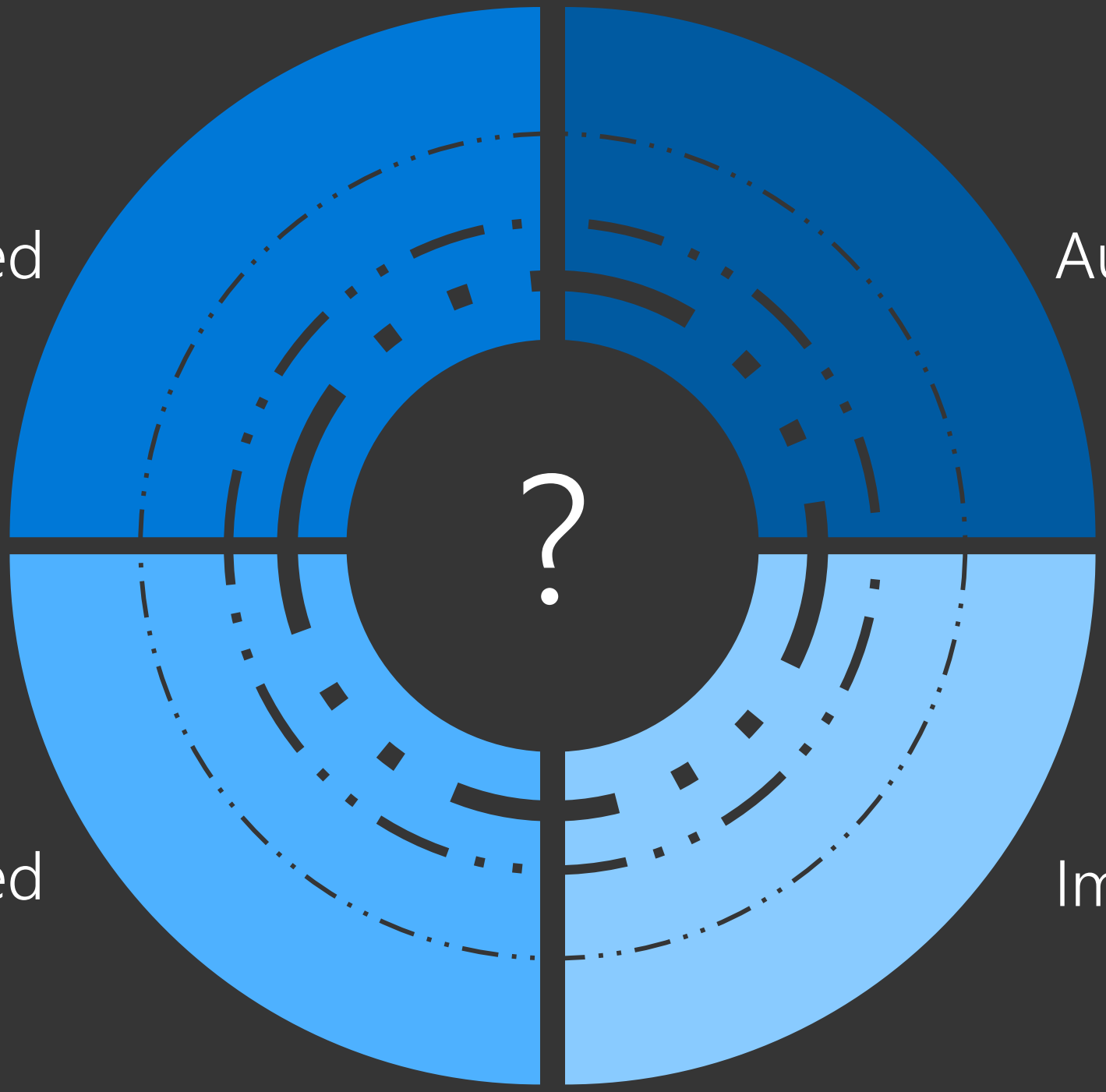
Inclusiveness

Transparency

Accountability

Decentralised

Automated

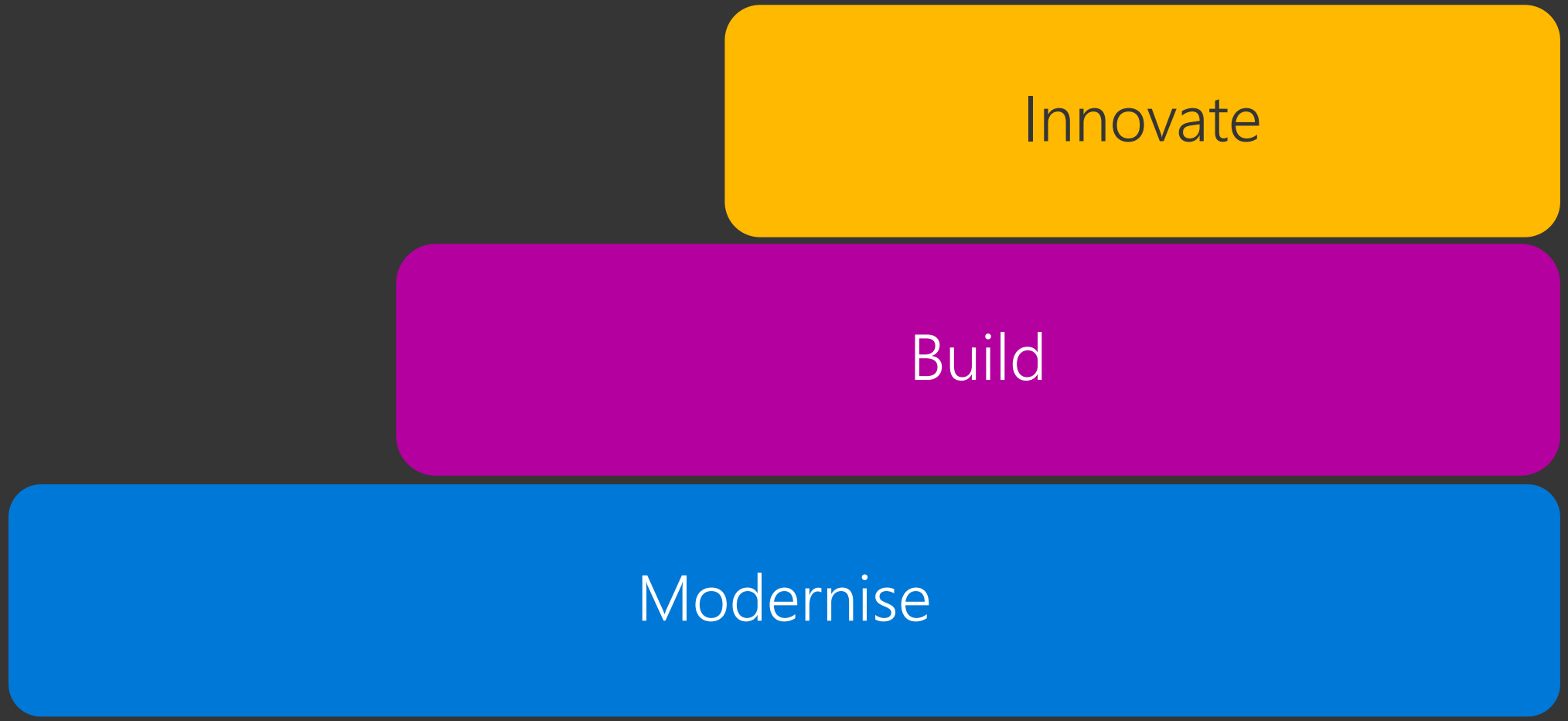


Trusted

Immersive

BREAKING NEWS
SAN DIEGO
TOKYO
MY LIFE IS COMPLICATED

Digital transformation is building the capability to innovate. Every day.



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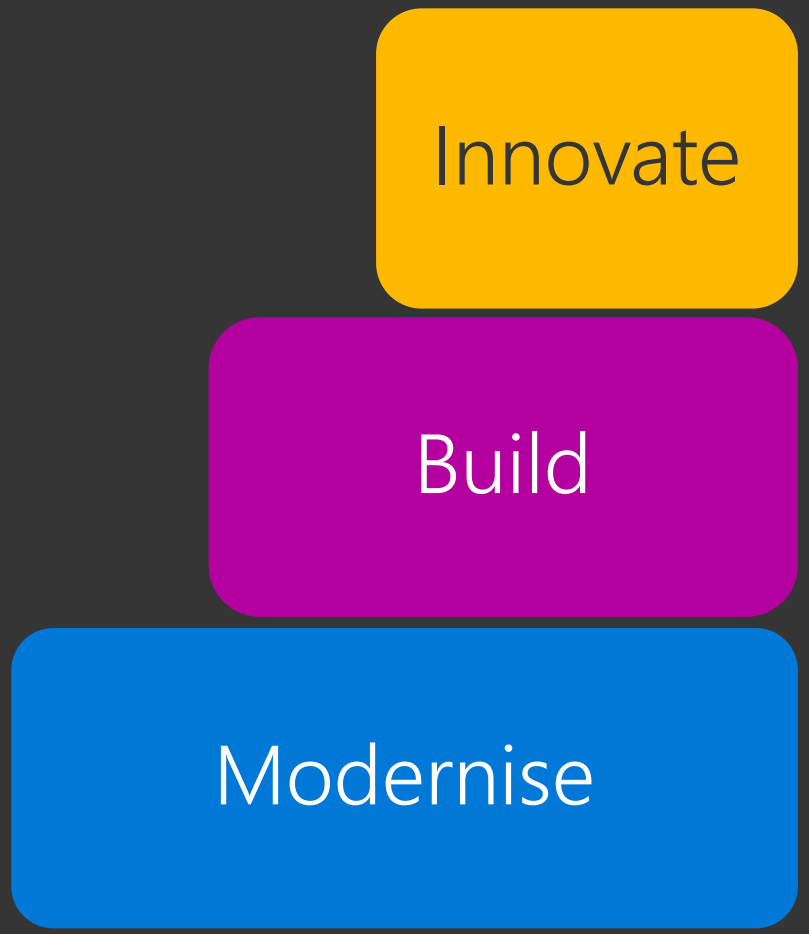
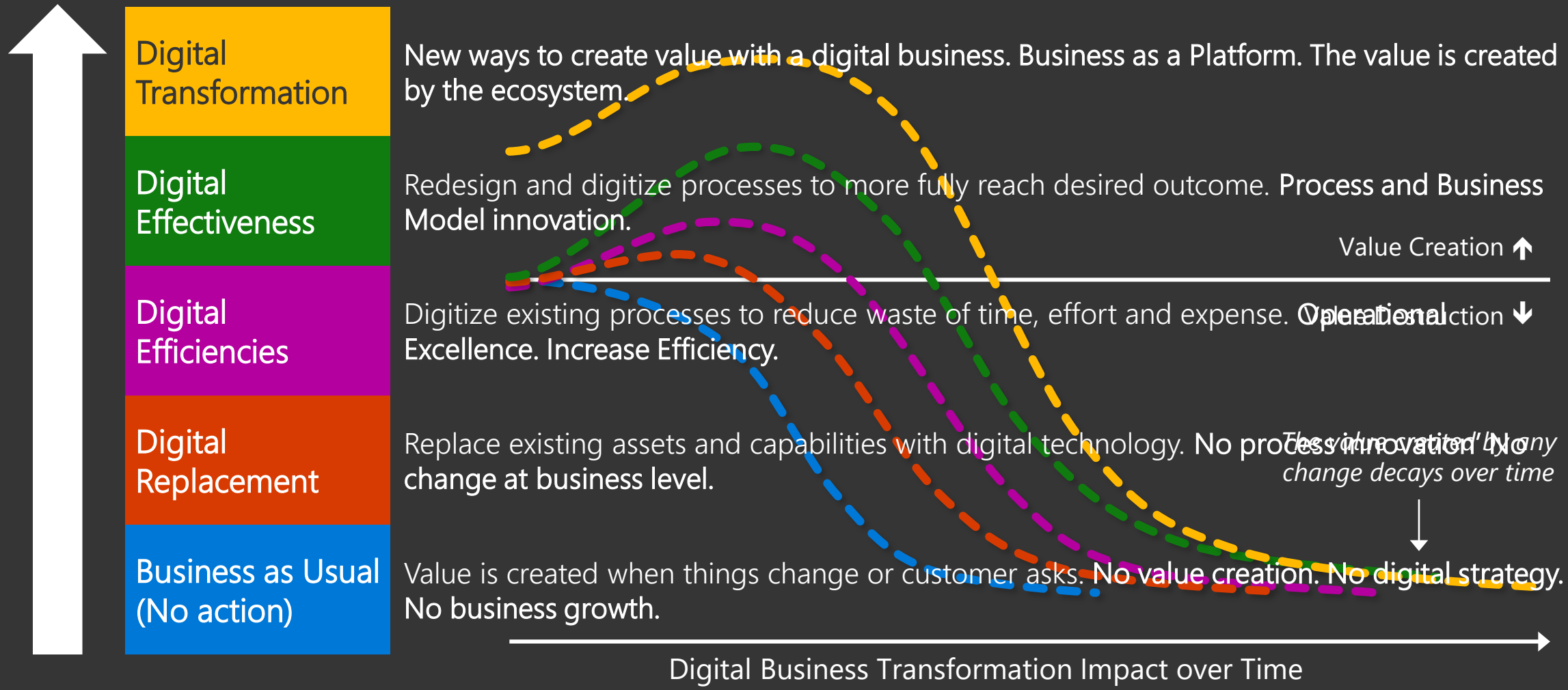


Are you entrepreneurial?

Are you ambitious (and fast)?

Are you intelligent?

Think big. And keep thinking big.



Microsoft

Citizen Engagement deep-dive workshop
Friday 18th January

Learn more and register at **http://aka.ms/citengagement**

Or contact **msukservices@microsoft.com**