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Leveraging Al Agents in Municipal Government



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Overview



Advisory Solutions

MGT provides highly specialized solutions addressing mission-critical problems at the top of the SLED C-suite leadership agenda



SLED: State and Local Government and Education Agencies

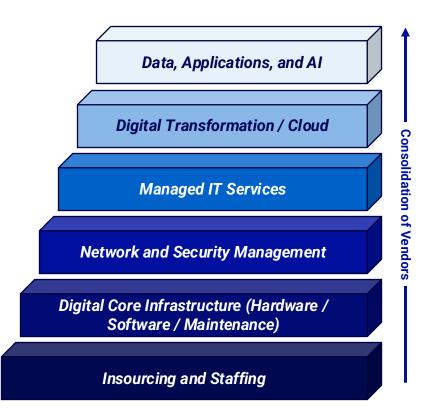


As operational requirements drive SLED agencies up the technology modernization S-curve, MGT's 50-years of expertise and solutions portfolio are ready to support

SLED Technology Modernization S-curve

Digital Adoption Risk, cost, and performance opportunity Media & Entertainment drive SLED agencies up the S-curve Healthcare Life Sciences Banking Prof. Services "Innovators" - Digital Adopters (examples) City of Coppell Georgiawith more advanced digital adopters ~5% moving quickly to implement high value **Gwinnett County** of SLED Virginia managed services. **Public Schools** Early digital adopters often begin their transformation journey with **Emerging "Early Majority" Digital Adopters (examples)** large infrastructure purchases... Forsyth Churchill 🐽 ~95% Grossmont County County Schools of SLED Mountain View Dekalb Omaha Public Delicab County County Schools School District

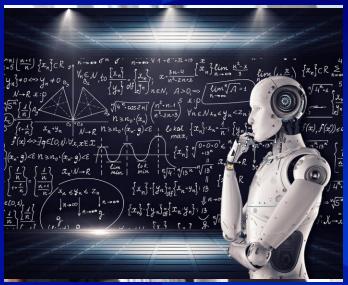
Hierarchy of IT Needs



Services Evolution Over Time



Brief history of Al



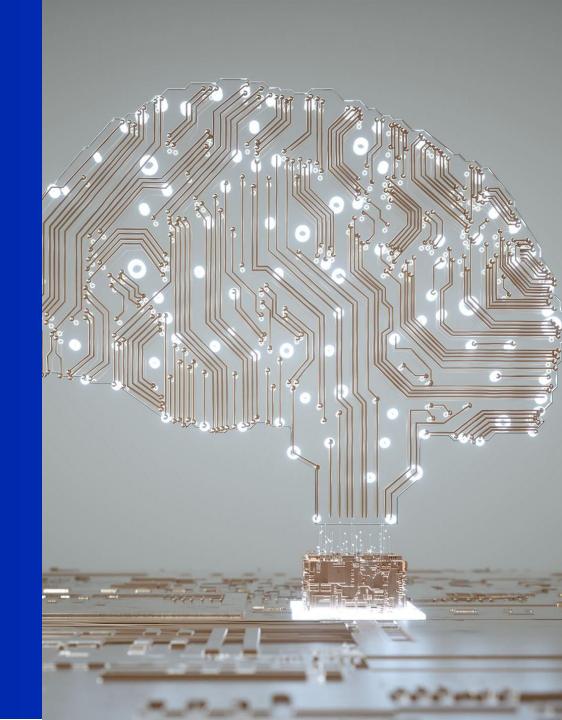
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Introduction to Artificial Intelligence

Artificial Intelligence (AI) simulates human intelligence in machines.

Al can perform tasks like learning, reasoning, and problemsolving.

Applications of Al include automation, data analysis, and natural language processing.





What is Generative Al?

- Generative Al creates content such as text, images, and music.
- It utilizes models like GANs and transformers for content generation.
- Generative AI can enhance creativity and automate design processes.

Understanding GPT



- Ability to create or produce new content, ideas or solutions.
- It does this by understanding patterns and using them to produce something new.



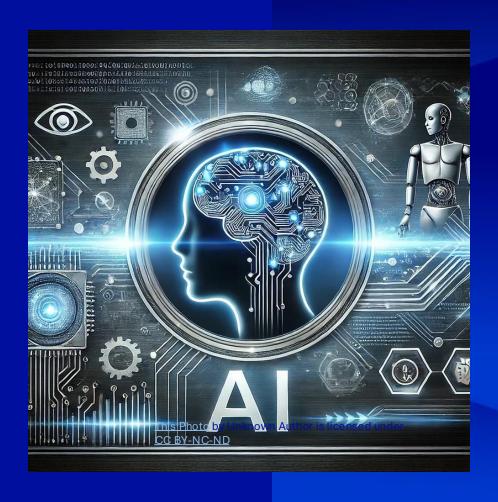
- A system or tool that has already gone through a learning process before you start using it.
- A "pre-trained" model, like ChatGPT, has been trained on a large amount of data like text from books, articles, and websites.



- The transformer is the underlying technology that allows GPT to read, understand, and generate text in a way that feels natural.
- It transforms what you type in into something meaningful and coherent.

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Al Agents



Al Agents

Definition of Al Agents

- Software programs using artificial intelligence
- Perform tasks autonomously

Capabilities of Al Agents

- Process large amounts of data
- Learn from interactions
- Make decisions or provide information

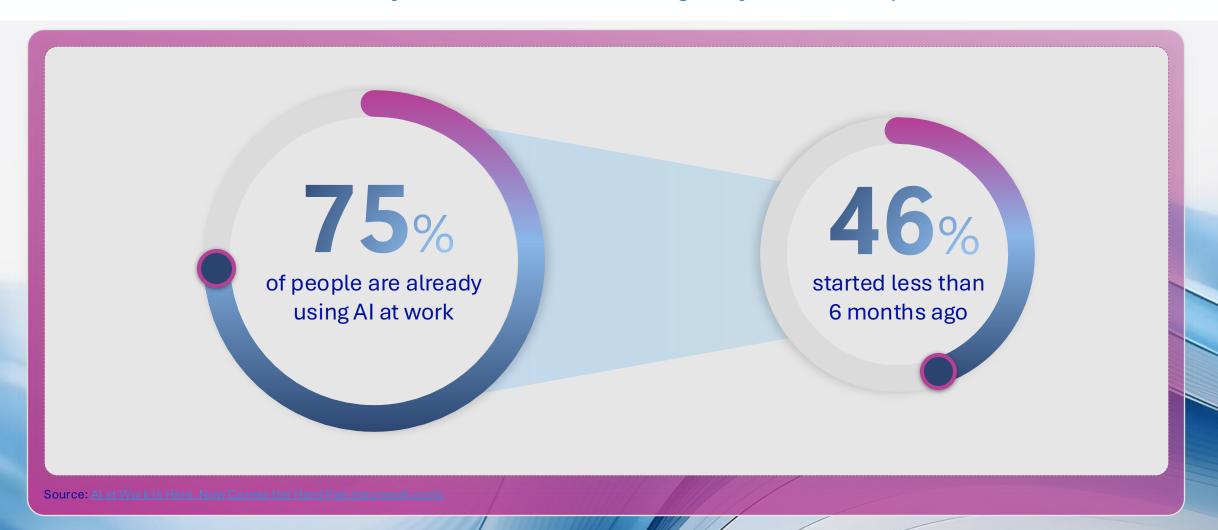
Watch Out / Challenges

- Technical and/or skill limitations
- Data Privacy and Security
- Bias / Discrimination



Employees want AI at work—

and they won't wait for their agency to catch up.



Importance of Al Agents

Efficiency

- Al Agents handle repetitive tasks quickly and accurately
- Frees up human resources for more complex tasks

24/7 Availability

- Provides services and information around the clock
- Ensures help is available anytime for citizens and visitors

Personalization

- Tailors responses based on individual needs and preferences
- Enhances user experience

Data Analysis

- Analyzes data to identify trends and insights
- Helps agencies make informed decisions



Sample Municipal Government Use Cases

Customer Service

Handle common inquiries and issues Reduce wait times and improve service quality

Emergency Response

Assist in disseminating critical information during emergencies

Useful in natural disasters and public health crises

Feedback Collection

Gather feedback from citizens and visitors
Help understand public sentiment and areas for improvement

Tourism Assistance

Offer recommendations for local attractions, dining, and accommodations

Automated Information Dissemination

Weather alerts Road closures

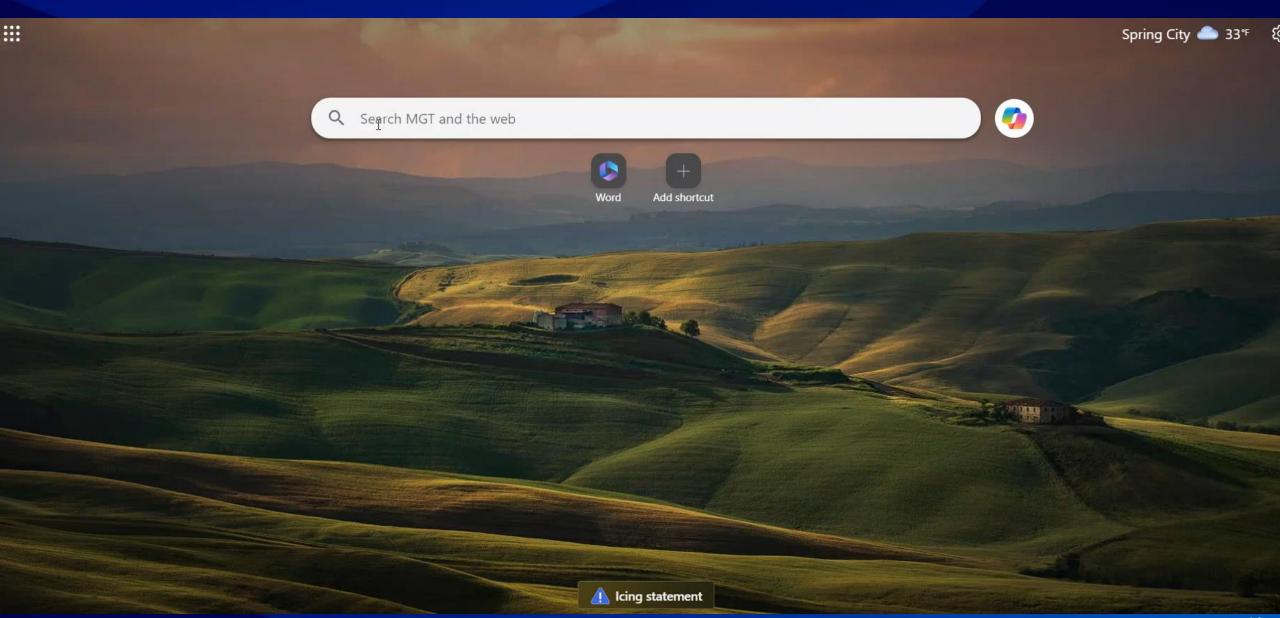




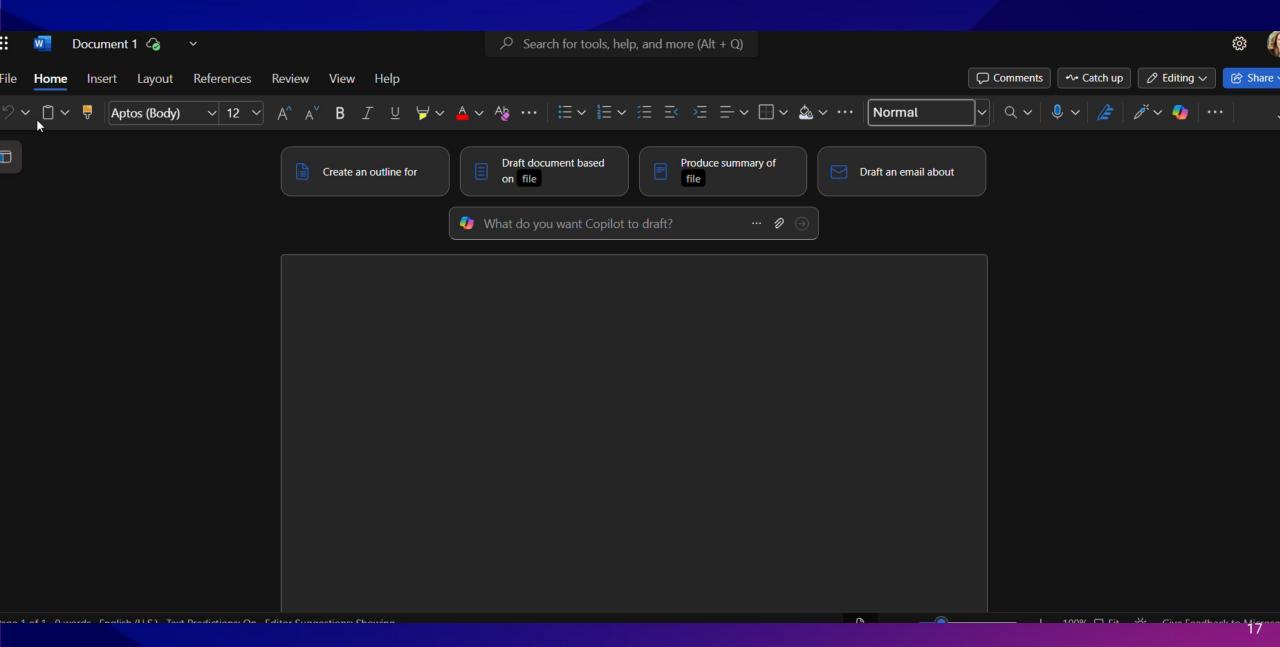
Demonstrations



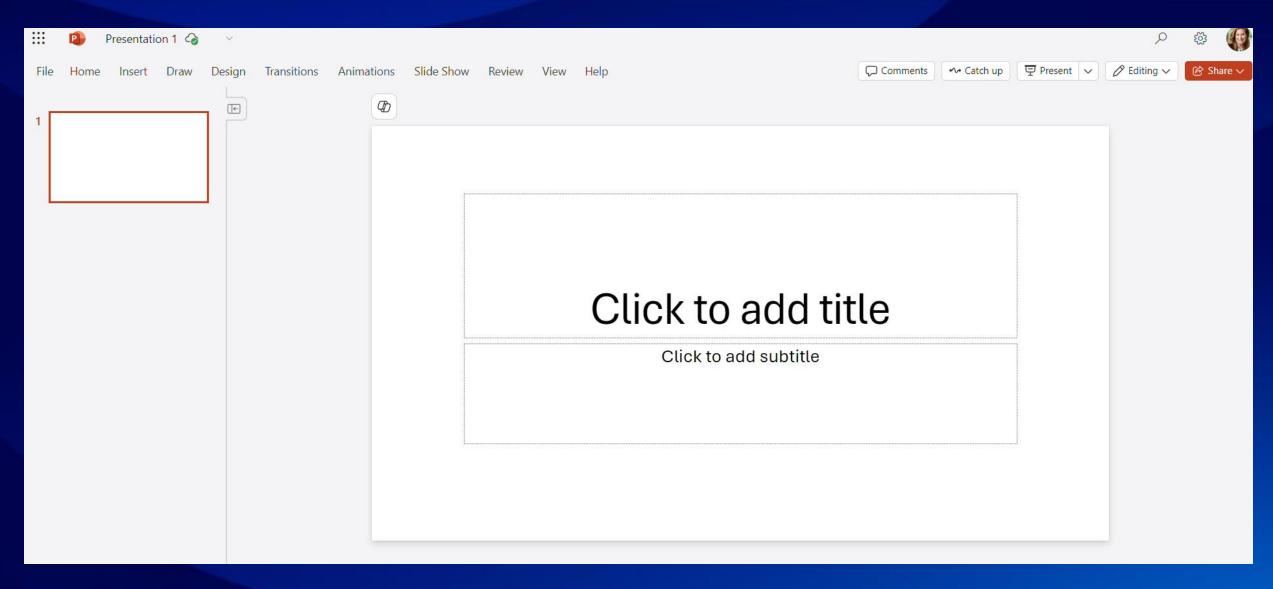
ChatGPT Copilot Demo



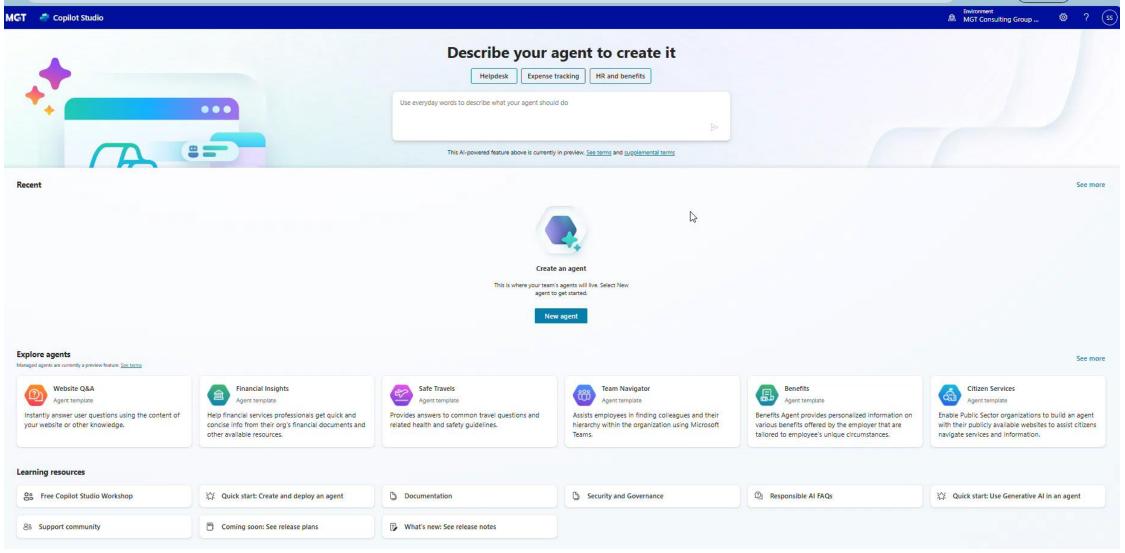
Copilot with Word Demo



Copilot with PowerPoint Demo



Copilot Studio Al Agent Demo



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Questions?





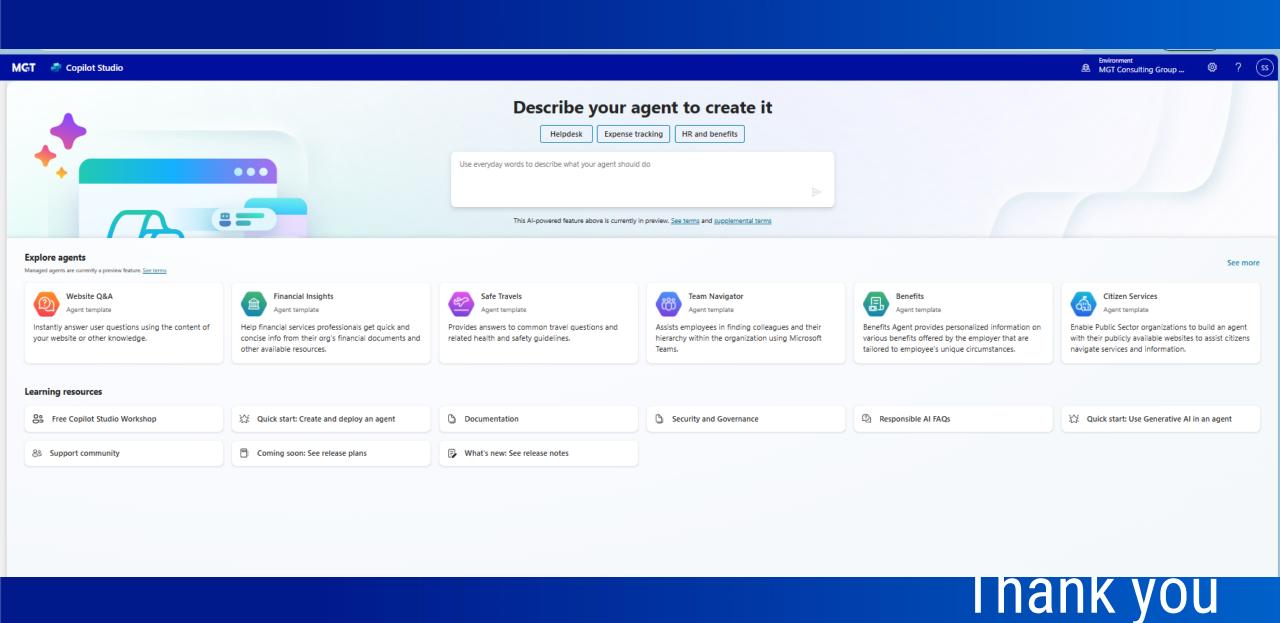
Serena Sacks-Mandel

International Award-Winning C-Level Technology Leader | Strategic Vision...





Thank you



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Thank you



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