

AI in Local Government Workshop



Anthony Dow
Head of Local Government, ANZ
Amazon Web Services (AWS)

Australia Public Sector Risk Report



1. Financial Sustainability
2. Cyber Security
3. Assets & Infrastructure
4. Business Continuity
5. Disasters & Catastrophe
6. Climate Change
7. Statutory & Regulatory Requirements
8. HR Management
9. Waste Management
10. Ineffective Governance



“The needs of our community go beyond the basics. They seek safety, security, and support, and dare I say, they want to feel the ‘love’ of the city.”

Colin Jensen, CEO, Brisbane City Council

“...70% of CEOs feel that AI is already directly affecting their Councilthe concern as always comes back to cost, strain on ICT teams, and training.”

Scott Waters, CEO, City of Moreton Bay

“Of the 62% of CEOs whose councils are currently sharing services, waste, planning, and compliance are among the most prominent”

Tony Harrison, CEO, City of Marion

“At Edward River Council, financial sustainability is THE key priority”

Phil Stone, CEO, Edward River Council

“CEOs are concerned about finding the right talent and skills – whether it’s for senior managers or business critical operational roles like engineers, planners, and surveyors”

Rebecca McKenzie, CEO, Glen Eira City Council

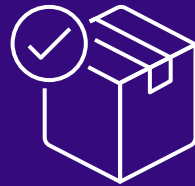
The Four Focus Areas for Local Government



Citizen Experience
Excellence



Cybersecurity and
Data Protection



Disaster Resilience and
Response



**Optimisation and Data-driven
Decision Making**

eBook: Driving innovation in local government



SCAN THE QR CODE



“ Optimise: something to make something as good as it can be; to use something in the best possible way. to optimise the use of resources.”

Swindon Borough Council

OPTIMISATION IN LOCAL COUNCILS



Sarah Peña

Head of Emerging Technology and Business Improvement
Swindon Borough Council, United Kingdom

With £100k seed funding:

- Delivered agile, lean proof of concepts (PoC); 'fail or win fast' solutions with AWS
- Evidence measuring how innovation and new tech can help solve business and community problems
- **£1.5M savings and >15,000** business hours for reinvestment.



About Swindon Borough Council

Swindon Borough Council looks after a population of around 200,000 people with a yearly budget of over £400 million. It is transforming the Wiltshire town by following four priorities: improving infrastructure and housing, ensuring clean and safe streets and better public spaces, providing education that provides the right skills for the right jobs, and protecting the most vulnerable children and adults.

What optimisation can enable

Swindon Improves Response to Illegal Waste Disposal with Artificial Intelligence

- Designed illegal waste clean-up service from **concept to launch in less than 3 months**
- **Saves £3,000 a year** on fuel costs with a reduction in associated emissions for clean-up crews
- **Saves 2,137 staff hours**
- Reduces illegal waste **clean-up time from 10 days to 4**
- 98% of survey respondents were pleased with the new system

Swindon Borough Council Slashes Translation Costs Using Amazon Translate

- **99.96% cost saving** from £159.81 to £0.07 per document.
- Praised for supporting inclusion and accessibility
- **99.94% time** reduction from 15.9 days to 14 minutes.
- Open source solution ready for use by other organizations

Swindon Borough Council makes vital public information more accessible using Amazon Bedrock

- estimated that **15 percent** of the population have some form of learning disability
- **Content available in 75 languages** and reaching people for whom English is a second language.
- We can now create an accessible multi-page document for 7-10 pence per page down from typically cost £120

AWS GenAI Demos for local government

Functional area	Persona	Features/Usecase	AWS products
Citizen Services Community Engagement	<ul style="list-style-type: none"> Customer Service Teams[Internal] Citizens [External] 	<ul style="list-style-type: none"> Enhance citizen engagement using GenAI assistant based on RAG of public council documents 	Amazon Q Amazon OpenSearch Amazon S3
Governance Decision Support	<ul style="list-style-type: none"> Executives Councilors and Mayors Media and PR 	<ul style="list-style-type: none"> Council meeting summarisation and analysis Council meeting information extraction and citation 	Amazon Bedrock Amazon Transcribe Amazon S3 AWS Lambda
Asset management Predictive Analytics	<ul style="list-style-type: none"> Engineering Operations Executives 	<ul style="list-style-type: none"> Infrastructure maintenance and asset management Analyze existing data and maintenance records to predict when infrastructure assets are likely to require repairs/maintenance. 	Amazon Q Apps
Geospatial Analytics Urban Planning Public Safety	<ul style="list-style-type: none"> Executives GIS Teams City Operations and planning 	<ul style="list-style-type: none"> Interaction and predictive analytics with GIS data Housing demand initiatives planning Public safety and emergency response 	Amazon Bedrock Amazon Bedrock Knowledge base
Procurement Contract Management Public Relations	<ul style="list-style-type: none"> Procurement Teams 	<ul style="list-style-type: none"> Streamlining Document analysis, procurement letter generation, award letter generation, public announcement 	Amazon Q
Policy Development, Change Management, Communication	<ul style="list-style-type: none"> Policy and Governance Executives 	<ul style="list-style-type: none"> GenAI policy creation pack including media release, summary, internal training and communication plan creation 	Amazon Bedrock Studio Amazon Kendra
Customer Service Knowledge Management	<ul style="list-style-type: none"> Contact Centre 	<ul style="list-style-type: none"> Contact centre post contact summarization 	Amazon Connect Amazon Q

Davidson



PEREGIAN
DIGITAL
HUB

LG INNOVATE

AI SUMMIT FOR LOCAL GOVERNMENT C-SUITE

Explore practical AI applications for operational efficiency and cost reduction in your council.

Visit www.davidsonwp.com/LG-Innovate

10-12 September
AI Lab, Noosa Shire Council
Early bird deadline 31 July

- Australian Local Government CEO Index – Official launch 2024 survey results
- Council CEO Panels exploring how councils are responding to the generative AI wave
- Keynotes on the latest AI trends and their impact on local government
- Customer success stories showcasing AI-driven customer experience and operational efficiency
- Live demos of generative AI in action, from information interrogation to report generation
- An interactive workshop to develop your AI Adoption Roadmap



Generative AI for Local Government



Nidhi Mehta, Senior Solutions Architect, ANZ, Amazon Web Services (AWS)

2023

The Year of POCs



What is generative AI?

Is this secure?

Do I need to become a prompt engineer?

How do I choose a model?

Where do I get started?



What does this mean for my business?

What is a Foundation Model?



Which models should we try out?

What is FM?

What is a Large Language Model?

2024

The Year of Production

(FOR SOME)



How do I prioritize my projects?

How can I lower my costs?

How do I make this real?

What customization method should I use?



How I can I scale this?

Which models should I use?

Should I train my own model?

How do I manage risks?



How can we move faster?

Data is your differentiator





Generative AI Application



Generative AI
Application

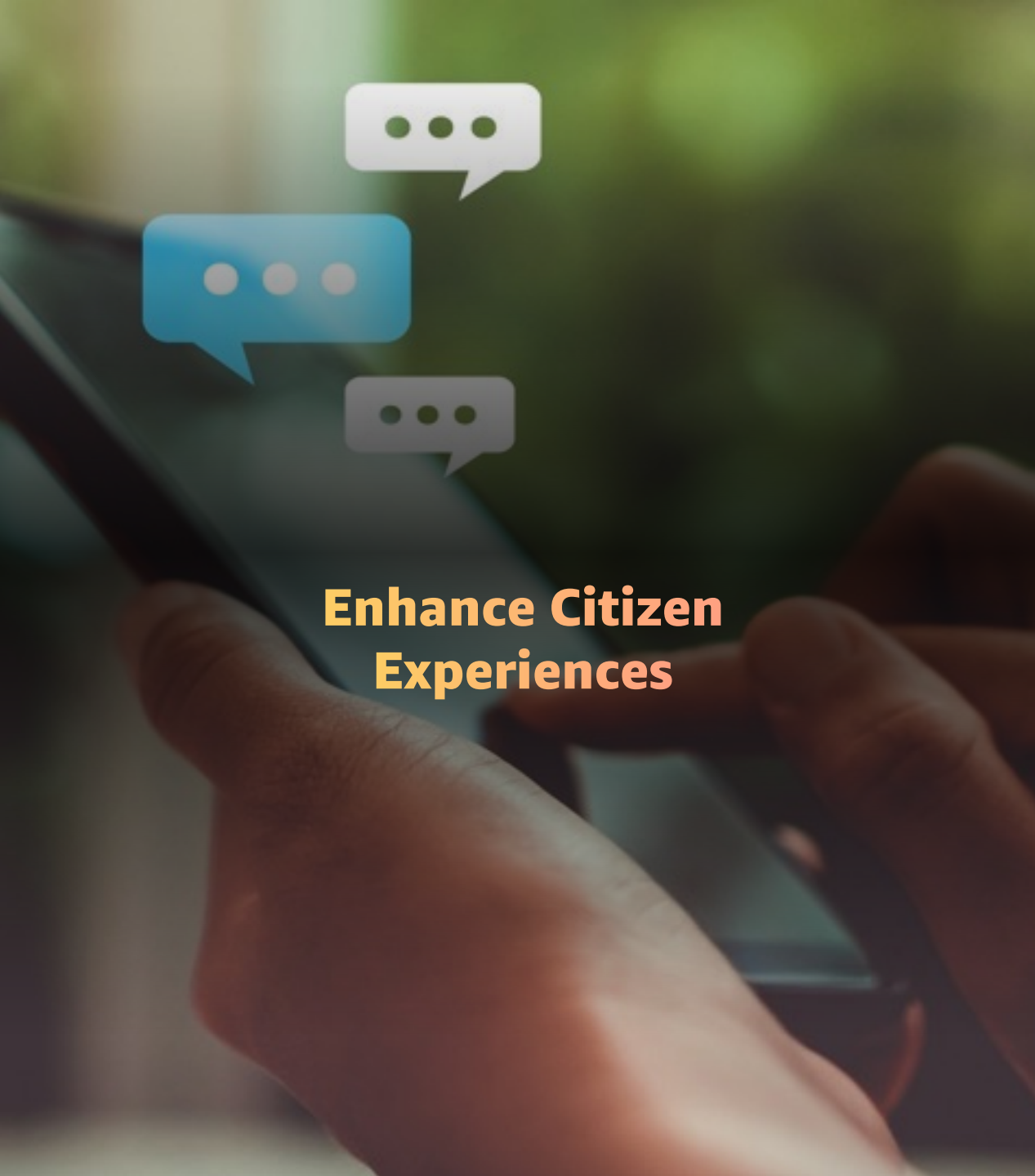
Data
Foundation

STORAGE

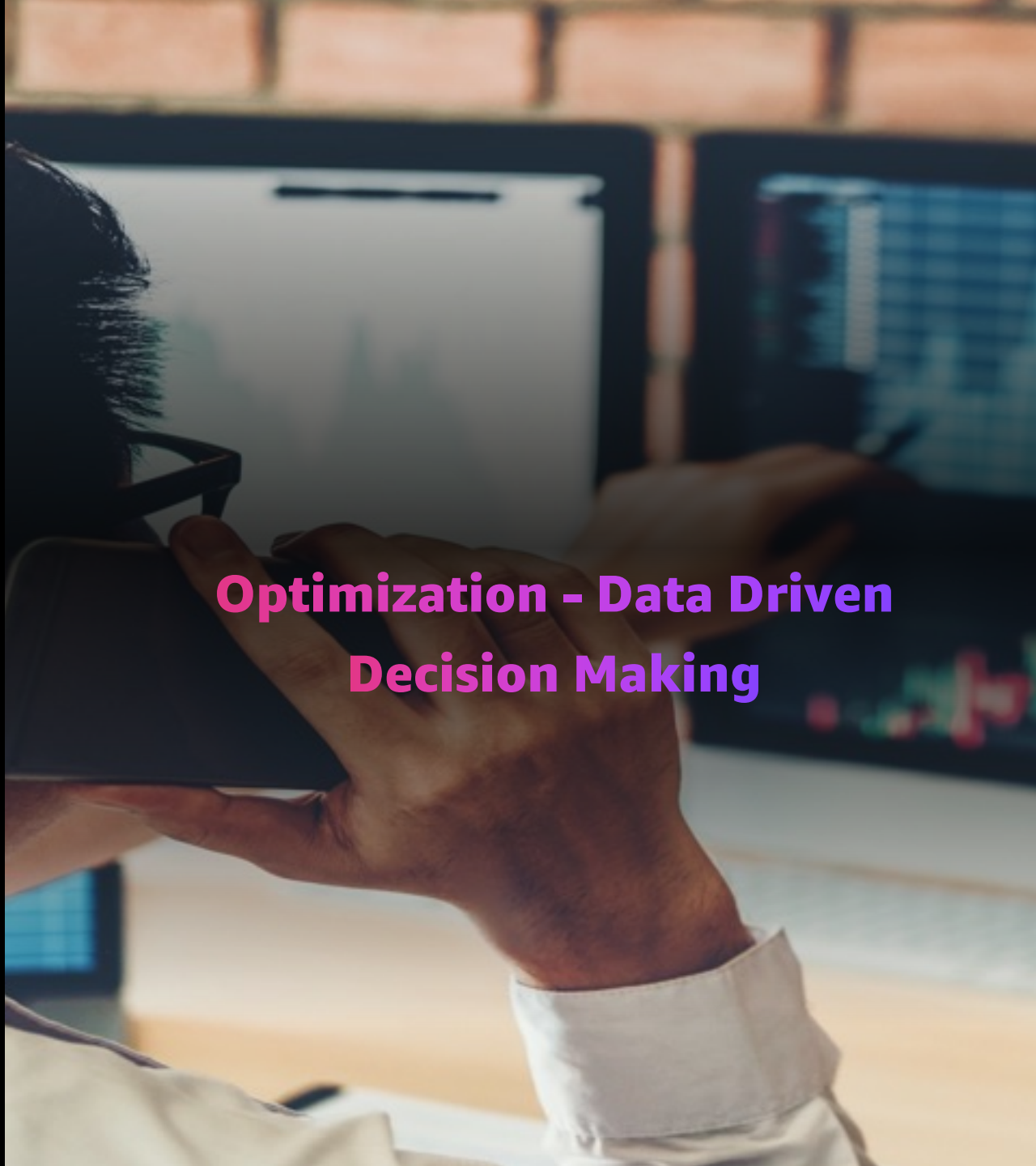
GOVERNANCE
& COMPLIANCE

DATABASES,
ANALYTICS,
& DATA LAKES

DATA
INTEGRATION



**Enhance Citizen
Experiences**



**Optimization - Data Driven
Decision Making**

AWS use cases in State & Local Government



Customer service (e.g. Q&A chatbots, virtual assistants, call centre enhancements)

Enhance Citizen Experiences



Personalized Government Services including language translation and interpretation



Object recognition (drone footage, images, videos)



Compliance automation (regulatory review, audit trail reports generation, risk assessment)

Optimization - Data Driven Decision Making



Predictive maintenance (e.g. optimize council's wastewater environment)



Predictive analytics, fraud detection & public policy simulation (optimize resource allocation, policy impact & trends forecasting)

Generative AI Stack

APPLICATIONS THAT LEVERAGE LLMs AND OTHER FMs



Amazon Q
Business



Amazon Q
Developer



Amazon Q in
QuickSight



Amazon Q in
Connect

TOOLS TO BUILD WITH LLMs AND OTHER FMs



Amazon Bedrock

Guardrails | Agents | Customization Capabilities

INFRASTRUCTURE FOR FM TRAINING AND INFERENCE



GPUs



Trainium



Inferentia



SageMaker



UltraClusters



EFA



EC2 Capacity Blocks



Nitro



Neuron

Demo



Get moving with generative AI

01

Select the
right use case

Get moving with generative AI

01

Select the
right use case

02

Empower your teams to
innovate with tools and
trainings

Get moving with generative AI

01

Select the
right use case

02

Empower your teams to
innovate with tools and
trainings

03

Get started on
your top use cases