

Our Current, Rapidly Changing World

Technological Advancements

- Exponential growth in technology
- Paradigm Shifts in Action
 - Changes in work and life patterns
- Real Risks and Buried Opportunities
 - Finding the balance between safety and progress



King's Digital Transformation Framework

Strategic Blueprint

king.ca/digitaltransformation





Priority Areas

- Digital Services
- Data & Transparency
- Connecting The Community
- Internal Digital Transformation
- Continuous Innovation



Principles

- Community Centric
- Digital First
- Curiosity
- Transparency

- Accountability
- Simplicity
- Scalability
- Continuous Improvement



Kingsley - Al Powered Virtual Assistant



24/7 Availability

Enhances users' webbrowsing experience Accessible via launcher icon



Natural Language Understanding

Responds to queries as if chatting with a friend

Ensures smooth and intuitive interactions



Key Benefits

Seamless first point-ofcontact assistance

Instant responses to queries Simplified information

searches

Interactive features like realtime weather updates

Reduced wait times



Meet **Kingsley**, our **24/7 Al Virtual Assistant.**



king.ca

Copilot Tester Program

- Copilot Tester Program Initiation
 - Licensed a subset of staff with strong use-cases
 - Provided training to encourage experimentation
- Encouraging Early Results
 - Staff discovered unexpected use cases
 - Generated an enthusiastic waitlist



Exploring Automation

- Sample Automations Created
 - Purpose: Inspire staff to think about how they can automate repetitive tasks
- Value Proposition
 - Achieve more while working smarter.
 Focus on high-value tasks and let Al and Automation handle the boring stuff.

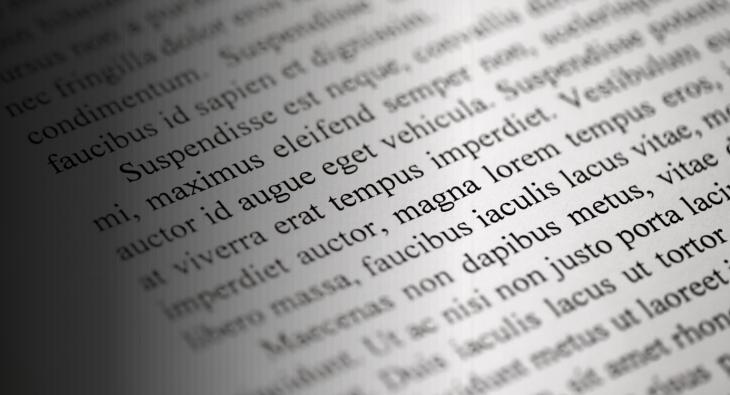




- Ensuring AI systems are open and understandable
- Preventing the spread of false information
- Protecting personal and sensitive information
- Preventing harmful software from being created or spread
- Ensuring AI outputs are fair and unbiased
- - Protecting original works from being copied or misused

Responsible Al Roadmap

- (In development)
 - Working with a leading IT research firm.
 - Clarifies our approach, values and how we'll extract value from AI in a safe manner.



Responsible Al Guidelines

- (In Development)
 - Paired with training sessions to help staff along their AI usage journey.
 - Ensures staff adherence to best practices.
 - Reduces barrier to entry and AI apprehension.

Looking To The Future



Start Small and Scale-Up Begin with manageable projects Gradually increase scope and complexity



Embrace Change

Adapt to new technologies and methodologies

Encourage a culture of continuou

Encourage a culture of continuous improvement



Have an Al and Digital Transformation Vision

Define clear goals and objectives
Align vision with business strategy



Leverage Cross-Functional Teams

Foster collaboration across departments



Learn from and work with your network

IPC Transparency Showcase



EN | FR





TOWNSHIP OF KING

King Township Publishes Performance Data to Enhance Transparency, Accountability and Community Trust

View the exhibition >



Effective information visualization means representing data in a meaningful, visual way that users can interpret and easily comprehend. This initiative, and accompanying artwork, showcases the township's services using a clean and modern vector style.

https://transparencyshowcase.ipc.on.ca/en/township-of-king/