

A futuristic blue robot arm, composed of various mechanical segments and joints, is shown reaching down towards a glowing digital data surface. The background is dark, with the robot's arm and the data surface providing the primary light sources. The overall aesthetic is high-tech and digital.

# AI Powered Progress

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King Township's Digital  
Transformation in Action!



# 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](http://king.ca/digitaltransformation)

## Digital Transformation FRAMEWORK

Pioneering Progress & Advancing Together





An abstract digital cityscape composed of glowing blue cubes and rectangular blocks. The surfaces of these structures are covered in a dense pattern of binary code (0s and 1s). Several bright blue, green, and red light beams or rays emanate from the structures, creating a sense of dynamic energy and connectivity. The overall color palette is dominated by deep blues and teals, with the lights providing contrast.

# Priority Areas

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



# Principles

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- Community Centric
- Digital First
- Curiosity
- Transparency
- Accountability
- Simplicity
- Scalability
- Continuous Improvement



# Early Progress

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# Kingsley – AI Powered Virtual Assistant

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## 24/7 Availability

Enhances users' web-browsing 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-of-contact assistance

Instant responses to queries

Simplified information searches

Interactive features like real-time weather updates

Reduced wait times



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

**KING**

**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 AI and Automation handle the boring stuff.





# Managing Risks

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- Transparency
  - Ensuring AI systems are open and understandable
- Misinformation
  - Preventing the spread of false information
- Privacy of Data
  - Protecting personal and sensitive information
- Malicious Code
  - Preventing harmful software from being created or spread
- Biased Content
  - Ensuring AI outputs are fair and unbiased
- Loss of Intellectual Property
  - Protecting original works from being copied or misused



# Responsible AI Roadmap

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- (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 AI 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 continuous improvement



## Have an AI 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

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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/>