



The Journey Before Implementing Artificial Intelligence



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Introduction

Welcome and Purpose



Purpose of the Session

Prepare municipal Administration for AI discussions and adoption in their municipalities.

Foundational AI Knowledge

Discuss AI concepts to build foundational understanding for informed decision-making.

Preparing for AI Discussions & Adoption

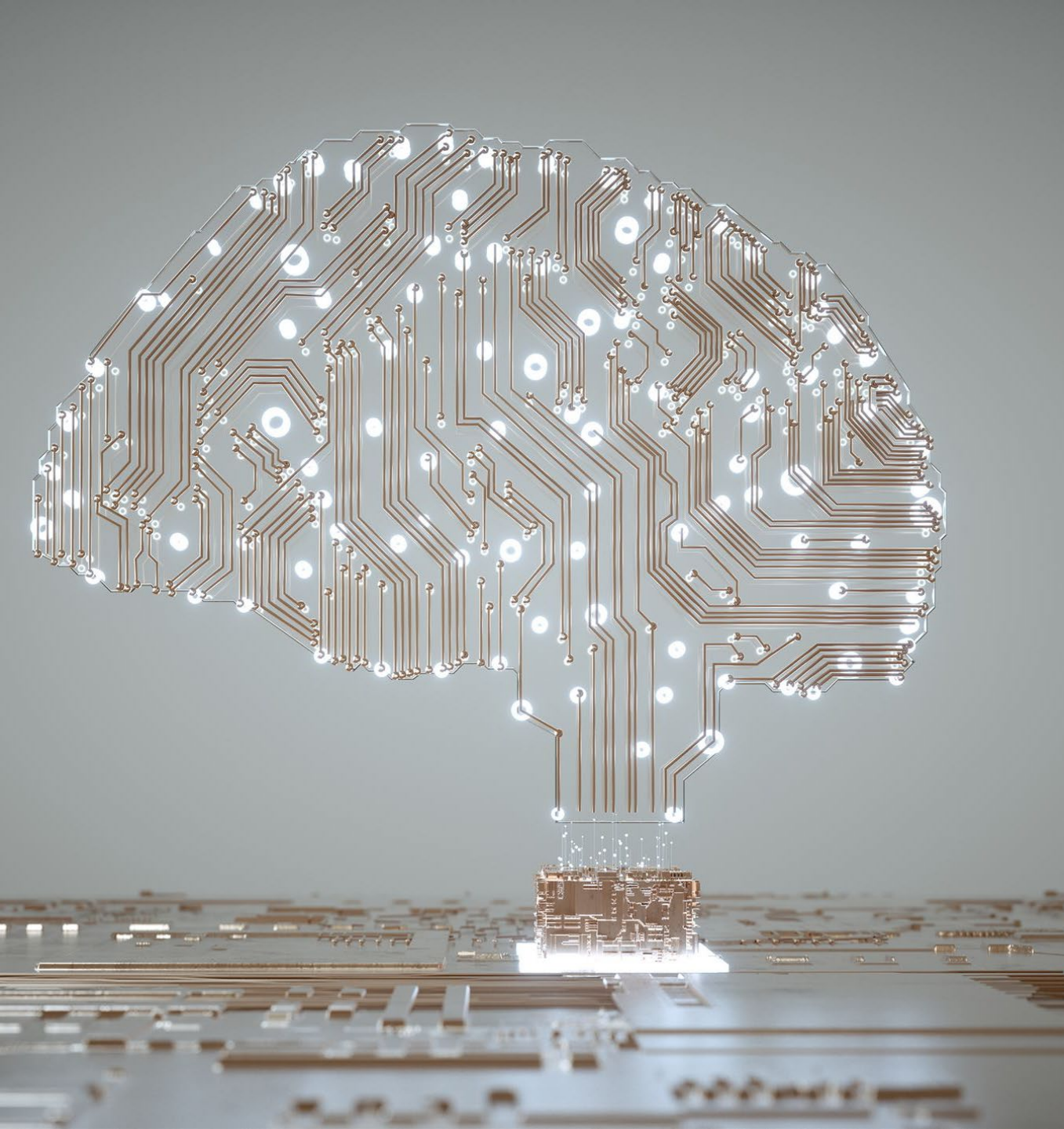
Discuss the need for digital maturity, data governance, and organizational readiness **BEFORE** implementing AI solutions.



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Understanding AI



What is Artificial Intelligence?

Definition

Enabling machines to perform tasks that typically require human intelligence.

Common Misconception

AI is smarter than humans or capable of making complex decisions without oversight.

Reality Check

AI is **not magic** – it's a set of tools that help machines *learn from data, make predictions, and execute repetitive tasks.*



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Common Types of AI

Narrow AI (most common)

Designed to perform a specific task:

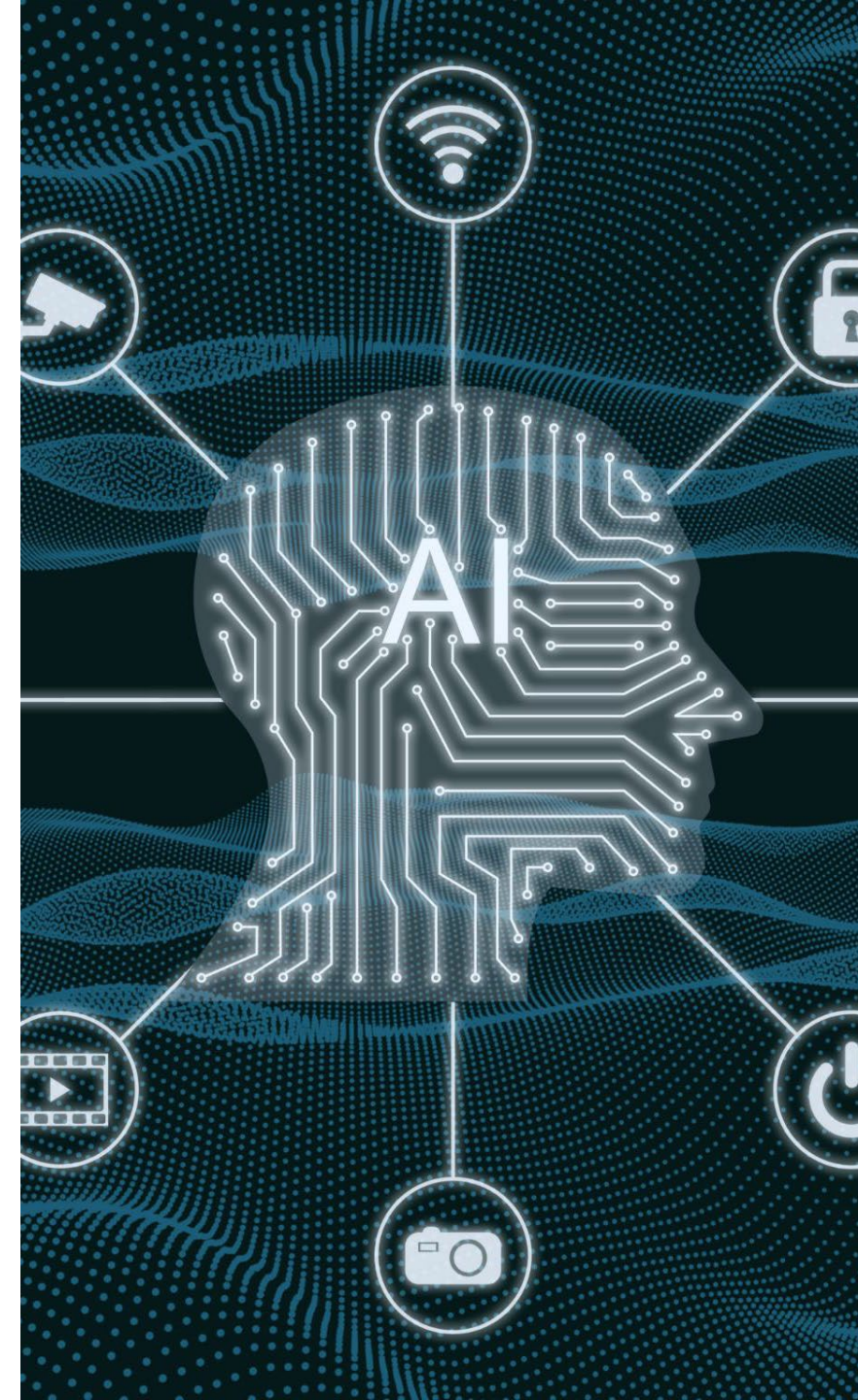
- **Chatbots / Agents**
- Recommendation (Netflix, Amazon)
- Image Recognition (Medical Imaging and Security)
- Speech Recognition (Siri, Alexa)
- Autonomous Vehicles

Generative AI

AI focused on creating new content – text, images, audio, code, etc.

Machine Learning

AI systems that learn from data to make predictions or decisions.



Preparing for AI

Why Preparation Matters



Importance of Proper Preparation

AI adoption requires a solid foundation of structured and accessible data for effective functionality.

Challenges of Outdated Systems

Many organizations still use outdated IM systems like paper records and “shared drives” hindering AI integration and success.

Digital Maturity Essentials

Digital maturity includes modern tools, governance policies, and digital literacy culture to support AI.

Advocacy for Foundational Improvements

Municipal Administration must promote foundational upgrades to prepare their municipality for reliable AI technology adoption.



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Foundational Steps



Understanding Data Landscape

Inventory data sources and assess data quality to gain a clear understanding of available information.

Data Cleansing and Classification

Apply metadata, retention tags, and privacy labels to ensure data is organized and compliant.

Modernizing Tools

Adopt modern platforms like Microsoft 365 and Power Platform to build AI-ready infrastructure.

Governance and Digital Confidence

Establish governance policies and train staff to responsibly use AI technologies in municipalities.



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AI Readiness Checklist



Data Awareness and Quality

Know your data inventory and ensure data is clean, well-classified, and ready for AI use.

Modern Tools and Governance

Use up-to-date tools and establish governance policies to support responsible AI adoption.

Strategic Planning and Resource Advocacy

Use the checklist to guide planning, internal discussions, and advocate for necessary AI resources.

Staff Confidence and Risk Understanding

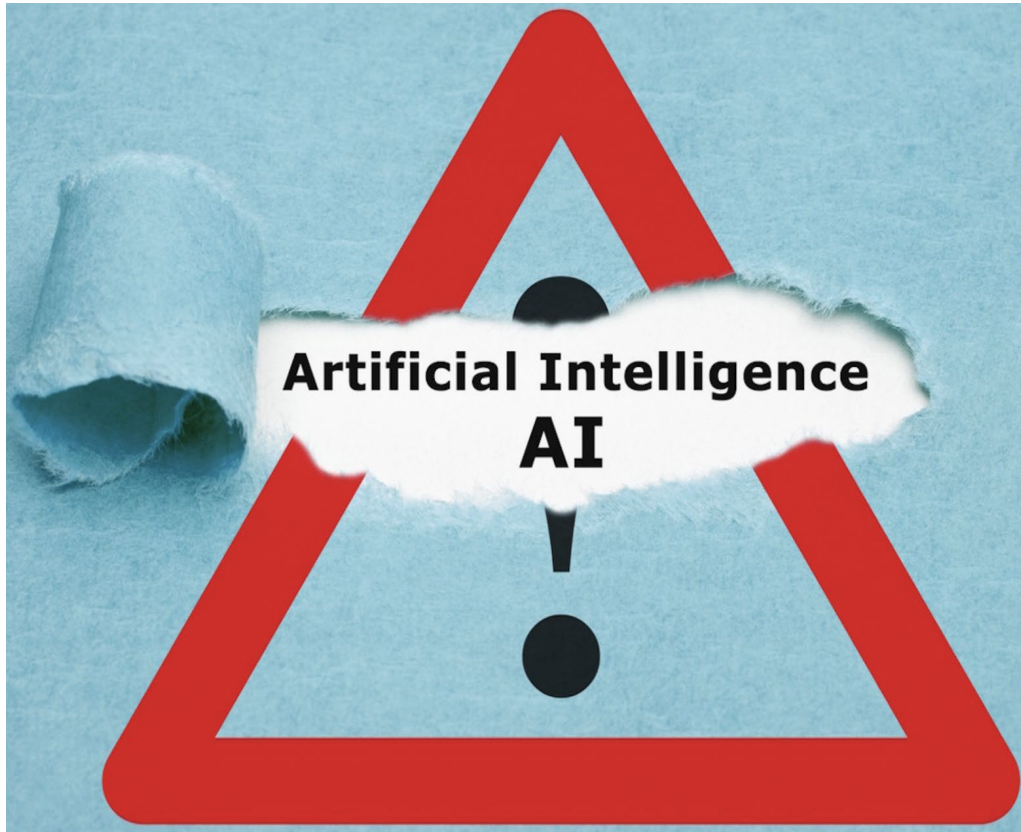
Ensure staff are digitally confident and aware of AI risks to enable effective implementation.



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Common Municipal Risks



Privacy and Data Protection

Protecting sensitive personal data is critical to avoid breaches and maintain public trust under privacy laws.

Compliance and Legal Risks

Evolving regulations create uncertainty that municipalities must navigate to ensure lawful AI use.

Transparency and Explainability

AI decisions require clear explanations to uphold accountability and build public confidence.

Ethical and Public Trust Issues

Addressing fears around surveillance and data misuse is vital to maintaining citizen trust.



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Evaluating AI

Critical Questions for Municipal Administration



Purpose of AI Implementation

Municipal Administration should ask what problem the AI is intended to solve to ensure relevance and focus.

Data Readiness and Quality

Evaluating if the right and sufficient data is available is critical for supporting AI solutions effectively.

Stakeholder Impact

Understanding who will be affected by AI systems helps address concerns and promotes accountability.

Distinguishing AI from Automation

Municipal Administration must differentiate between true AI and simple automation to set appropriate expectations and scope.



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Practical Guidance

Immediate Actions

Initiate AI Readiness Discussion

Starting conversations with IT and leadership about **IM readiness** is a vital initial step for municipal Administration

Advocate Foundational Improvements

Upgrading IM tools and establishing governance policies lays the foundation for responsible AI use in municipalities.

Review Records Management

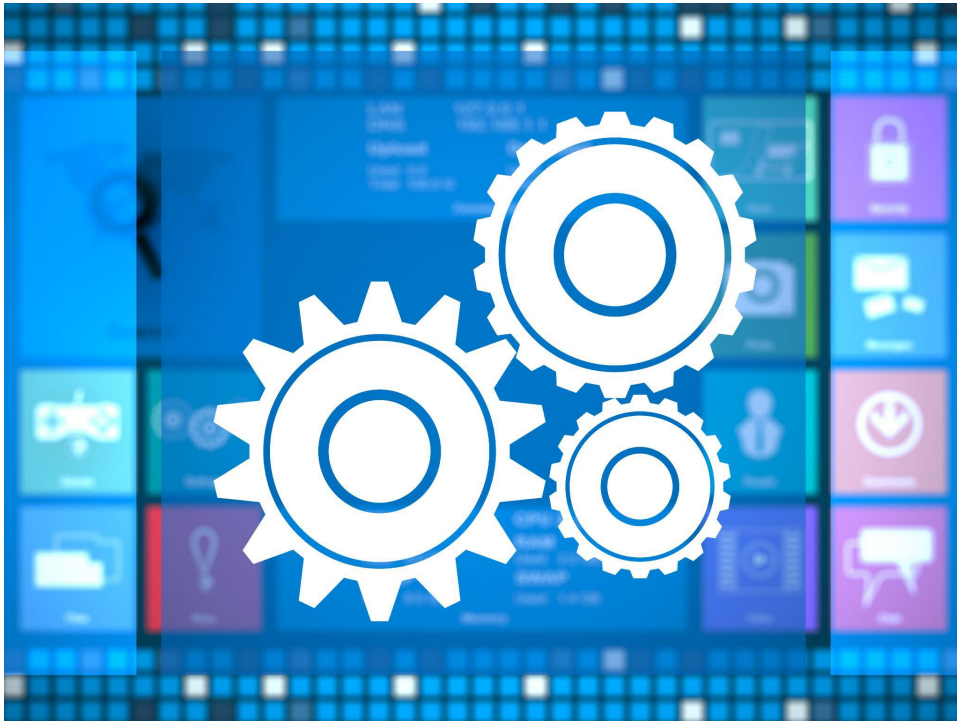
Ensuring data is organized and accessible by reviewing records management practices supports effective AI implementation.

Build AI Literacy

Attending AI literacy workshops or webinars enhances understanding and confidence without requiring technical expertise.



Resources and Tools



AI Guidelines

AI guidelines such as ***Trustworthy Artificial Intelligence (AI) Framework & Bill 194*** provide frameworks to ensure responsible AI adoption in Ontario.

Data Management Tools

Microsoft Purview and SharePoint offer data governance and structured storage solutions to manage AI data securely.

Workflow Automation

Power Platform enables automation and integration of workflows to streamline AI processes within organizations.

AI Literacy Resources

Online platforms like LinkedIn Learning provide tailored AI education for public sector professionals.



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Final Thoughts

Final Thoughts



AI as a Journey

AI represents an ongoing journey within digital transformation, not a final destination for organizations.

Role of Municipal Administration

Municipal Administration guide AI adoption aligning it with governance, compliance, and public service values.

Empowering Responsible AI

Focusing on readiness, education, and strong foundations enables responsible AI navigation within municipalities.

Sustainable Innovation

Municipal Administration play essential roles in advocating ethical practices and supporting ongoing technological evolution.



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