

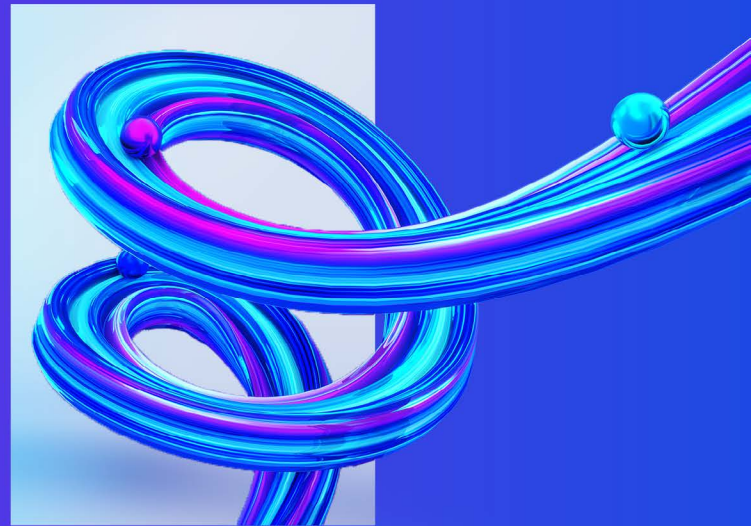


Re-boot efficiency

Consider AI on your transformation journey

KPMG Smart Government
Catalyse digital progress

Executive Summary



Start your AI journey in the right place

Using AI to improve operations is no longer optional for modern government organisations. With so many technology possibilities — from foundational AI capabilities to prepacked automation solutions — getting AI right is no easy task.

What AI can mean to government organisations:

- Colleagues having unlimited access to scan and store documents
- No more basic, repetitive tasks
- Access to analysis of unlimited data sources in a secure cloud environment
- Improved ability to make decisions with a holistic lens, fast
- Redefined business and operating models
- Enhanced working conditions for colleagues, and citizen experience

The current situation

AI's role in government today

In the UK, only 5 percent of civil servants have received any training in AI or machine learning. However, there are some areas of government using advanced AI to boost operations.

- Military and law enforcement have used AI for intelligence, defence, communication and beyond for years

- The UK Ministry of Defence published its first Defence AI Strategy
- Administrative organisations use it to improve efficiency, security and user experience
- Brainomix uses machine learning techniques to review CT scans of the brain in suspected stroke patients and is now implemented in more than 70 NHS hospitals

AI use is still in its infancy in most central and local government organisations. Chatbots, for example, are used by many organisations alongside process automation in financial organisations, to streamline the process of applying for social services, licences and other services.

Chatbots and robotic process automation (RPA) allowed organisations to adapt to remote working and service delivery through the pandemic — this rapid adoption means government organisations can now modernise at a faster pace.



The roadblocks and how to overcome them

Beginning and scaling AI-enabled solutions is a challenge for many government organisations. Creating a culture of innovation is the best place to start — upskilling and making new hires qualified to implement AI is also a key to success.

Possible roadblocks to AI, and quick-wins to move forward:



- A lack of budget and time to focus on modernisation efforts.** Offset lack of budget with solid ROI, showcasing the measurement of time and efficiency gains during automation pilot programs.
- An over eagerness to automate everything.** Automation is not the answer to everything — business decisions should come first. Automation is about solving real and important problems.
- Technical debt — where legacy systems don't talk to each other, processes can't flow smoothly.** A collaborative team with representatives from IT and operations is critical to starting a process that has such a dramatic effect on people, processes, and technology.
- Many government organisations lack the skills to successfully complete their digital journey.** Upskilling existing colleagues and attracting the right talent should be a top priority.

The power of good data

Technology means nothing without good data to analyse

One of the most valuable government assets is its data, and data fuels AI. Governments should focus on improving quality and access to data to reap the benefits of AI and automation.

Digitised paper records allow government organisations to enable advanced analytics to give greater insight.

- For governments, the ability to access the data they have needs to be improved and modernised.
- Organisations are so focused on delivering citizen services, they often struggle to find the resources to prioritise innovation.

The journey is long for some with small budgets and system scopes, and for organisations running legacy systems, the challenge is getting data where it needs to be.

Adopt AI governance that instils trust

There is still a level of hesitancy when it comes to modern technologies. And we know that trust is the cornerstone of any modern government — mitigating risk and safeguarding citizen data is critical to the safe delivery of services.

As with any technology capability, government organisations need rigorous governance and controls including access controls, encryption, monitoring, backup, and recovery.

Some organisations are just beginning their journey and others have a way to go to realising the ultimate potential of AI, but its power to revolutionise the employee and citizen experience is limitless.

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