

# AI4GOV

A practical approach for  
AI upskilling



[www.ai4gov.ai](http://www.ai4gov.ai)

# The opportunity

**AI will unlock unprecedented opportunities to transform the design and delivery of public services.** From efficiency gains and improved workplace engagement, to better service experiences and more informed policy-making - the possibilities are as vast as they are exciting!

**But with the landscape moving so quickly, it's easy to feel like you're already behind.** As quickly as AI grows, capacity gaps widen in many organizations.

**Now is the time for public service organizations to build their AI capabilities.** AI4gov provides a simple, practical approach to help your organization upskill quickly and chart a path for the future, whether you've starting from scratch or have already begun your journey.

## How AI4GOV can help

We provide support in four main categories depending on your organization's needs - assessment, education, prototyping, and strategy. These can be delivered as standalone services or combined as a package, and are always right-sized to best meet your needs.

### Assessment How does our organization compare to others?

- AI readiness self-assessment tool
- Facilitated maturity modelling for your organization

### Education Do we understand the basics of AI?

- Information sessions for executive leaders
- An online AI 101 course for staff
- Ongoing coaching to support executives and practitioners

### Prototyping What can we build now to solve an existing problem?

- Agile development of workable AI applications
- Learning-by-doing to help upskill your organization

### Strategy What's our plan for ongoing capacity building?

- A co-designed AI strategy
- Tactical implementation roadmapping
- Change management to support broader transformation



## Key outcomes

1

A clear **understanding** of AI and its potential application to the services delivered by your organization

2

A **prototype AI application** that helps solve a challenge faced by your organization, which can be tested, refined, and scaled

3

A **comprehensive plan** for how your organization will continue to build capacity and use AI in the future

# AI use cases in government

AI has a range of important, innovative applications to public service delivery, which can be prototyped through AI4GOV.



## Detecting dangerous items travelling by air using AI

Every day, **Transport Canada** reviews large volumes of air cargo records to identify potential high-risk items that could be dangerous onboard an aircraft. Until recently, the organization faced challenges reviewing the records efficiently due to the sheer volume of information - in theory, a "bomb-in-a-box" could go undetected! Transport Canada has trained a natural language processor to assess the risk of dangerous items in real time. Potentially dangerous cargo is flagged by the AI system and reviewed further by a human employee. This innovation has already improved the safety of cargo-carrying aircraft and saved thousands of hours used to conduct risk assessments.



## Using AI to improve food security and support the agricultural sector

Understanding the current state and ongoing trends in agriculture production is essential to ensuring food security and a profitable Canadian agricultural sector.

**Agriculture and Agri-Food Canada** has developed an AI-driven data inventory that maps crop types using satellite imagery from multiple sources to support evidence-based decision-making. The inventory can consistently identify crop types across the country using satellite imagery a high degree of accuracy.



## AI-powered chatbots that simplify municipal services and feel like real human assistance

AI-powered chatbots can make it easier for people to engage with complicated government processes. For example, the **City of Edmonton** has developed a digital assistant that uses AI technology to answer questions about waste and transit services in a timely manner from a safe, virtual space. The digital assistant is in learning mode - which means the more people use it and ask it questions, the better it will learn to adapt and become better over time.

Want to find out more?

Get in touch, we'd love to hear from you!

[www.ai4gov.ai](http://www.ai4gov.ai)

[hello@ai4gov](mailto:hello@ai4gov)