

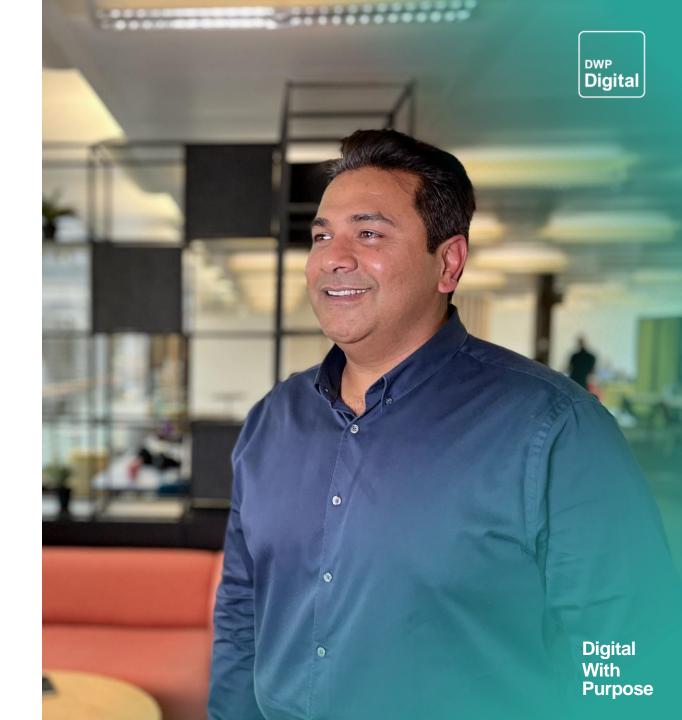
Innovation Lab and the emerging Al landscape

Dr Shruti Kohli

Innovation Lab

A space for safe and transparent innovation

The Innovation Lab was created to solve complex business problems and provide better outcomes for citizens in a safe and transparent way.





How to make better use of emerging technology?

How can we enable a culture of innovation?

How do we embed more design thinking to create human centred outcomes?

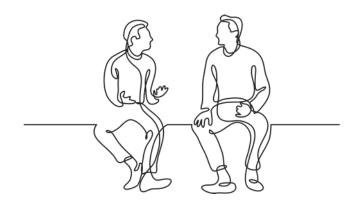
Innovation Lab

> Digital With Purpose



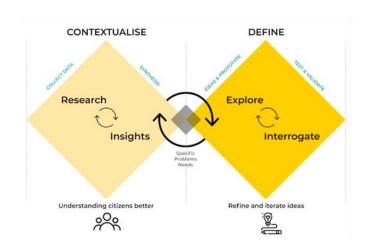
Ways of working

Orchestrating tech around users



We combine our tech expertise with a deep understanding of user needs

Innovation methodology



We use proven tools and methodologies while adapting them to the scope of each project

6-8 weeks

	Define project and SoW				Understand and focus		Experiment & test			Package & Handover	
	Plantine Station	Producery	- 00	- 44	49	88	44	- 04	- 44	69	- 14
*		Committee or and the committee of the co	Secretary or second secretary or second seco	***************************************	Enter for agen.	Sufferior consent respite Salestract surren.	Connect Stee, but and synthesis Survey. opposite	Strenger & vol. Street No. organization	No separate tree	200	
9	I conseque de como i como i como i como i como i como como como i como como deservir como dese	I THE COMMENT OF THE PROPERTY	Participation of the Control of the	Home see the control of the control	Processing of the con- cional and the con- traction and the con- cional and the con- c	And those do noted to apply a controlled to apply a controlled to apply and a controlled to a contro	I have been seed on the proof of the pro	Section Control of the Control of th	His manufacturi cui distributi cumprisso i cui modeli i promobel distributi di distributi manifi di di distributi	Local Street Con- tion and the Con- tion of the Con- tion Tolk and	
9	-	•	5 mm	*	8 mm	S No.		M. Street			•
ē	==-	M Torse M Torse		E tors V Brook Labor		# hore		:		-	Bhou
õ			2 tota	****	M forms 	M reside		# mm	# 1000 # 100000000	Marine Ta	
9		N Sons		III	On all looks On the books of t	*******	Witness Committee Committe	-		C the barrier	Barrer .
ĕ		B 1000	M temp	# No.	1		Marchaelle Standards			T have been	M Series

We follow a 6-8 week working model which allows us to be transparent with our stakeholders and track progress



The journey



Gala & Executive Summary



Extensive document detailing research, journey maps, tech experiments, prototypes, insights and learnings for pilots and operationalization.

Prototypes



Visual representations to bring our solutions to life

Live Prototype



Interactive model to test with our user group

Demo



Recorded demonstration of various capabilities that this technology could unlock, access to the virtual room for stakeholders to explore

Journey Mappings



Demonstrate how these solutions could be implemented together or separately

Quick wins



Solutions proposed from work coaches

Roadmap



Recommendations to operationalise

Case study



Ultimate summary for quick storytelling

ck
Digital
With
Purpose

Lighthouse Programme

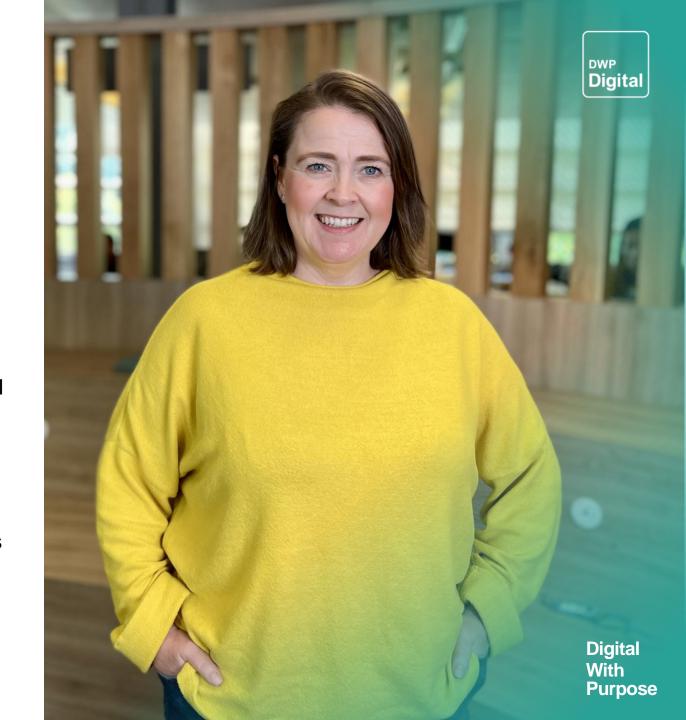
Programme initiation in June 2023
Tested utility and feasibility of generative AI for DWP

Approach

- Evidence-based, 'test and learn' approach
- Safe, transparent, ethical, and value-led adoption of Al
- Proof of Concepts (PoCs)
- Aimed to identify value addition and productivity improvement

Microsoft CoPilot

- Al powered assistant working across Office products within a safe environment.
- Exploring what CoPilot can do for DWP colleagues and how it integrates with our current systems



.widget-area-sidebar .widget-area-sidebar .widget-area-sidebar teases font-size: 13px; **DWP Digital** #access { What do we aim to learn display: inline-block; height: 69px; through PoCs about securing float: right; margin: 11px 28px 0px 0px; max-width: 800px; data? 1. Ensuring the processing of input data is fone-size: 13px; list-style: none; conducted securely within the UK. 2. Developing methods to avoid storing input data and prompts after usage. 3. Confirming that input data is not utilized to train or develop models. 4. Selecting appropriate AI models and services. 5. Understanding the use and handling of data. **Digital** With Q

Purpose

Our centre for excellence is recognised as Government-leading

- We listen to our colleagues to solve real business problems
- We have a strong track record of using Al and automation to achieve great outcomes
- We use an iterative test-and-learn approach, which maximises safety and value
- We are focused on common AI components which are built once and reused elsewhere, maximising value for money



_{DWP} Digital

Thank you

Dr Shruti Kohli