



AI:
The Best Intern
You've Ever Had!

TIM COOL

Chief Deputy of IT
Riverside Superior Court

25 Years Public Sector IT
10 Years Leadership





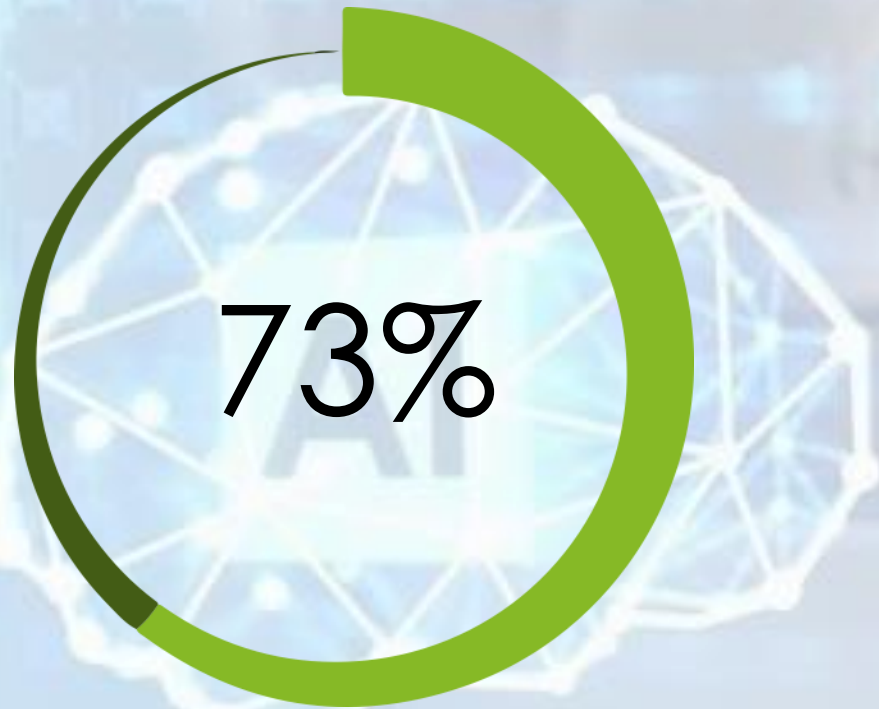
Yet Another YAAIAS AI Session

AI AND THE FUTURE OF US

AN OPRAH WINFREY SPECIAL



Obligatory Stats



Believe hype is warranted

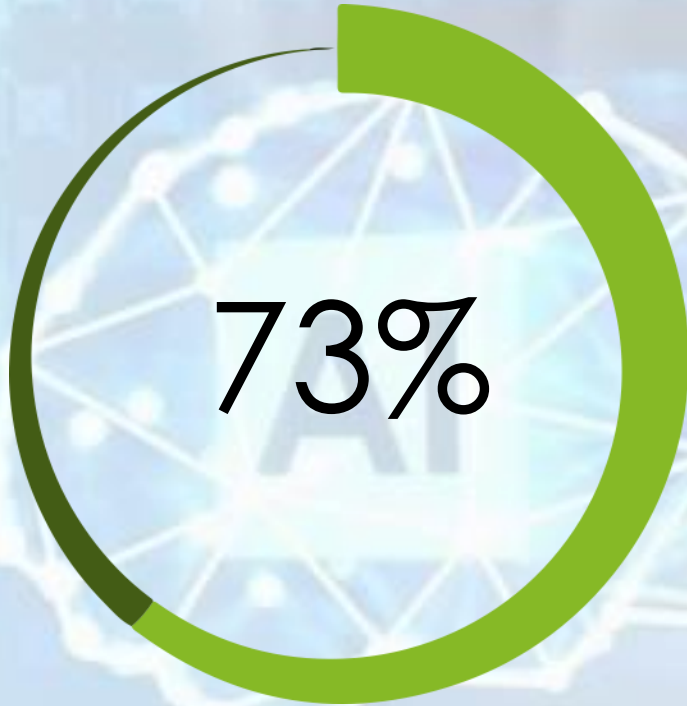
[Work Trend Index](#) – by Microsoft and LinkedIn – May 8, 2024

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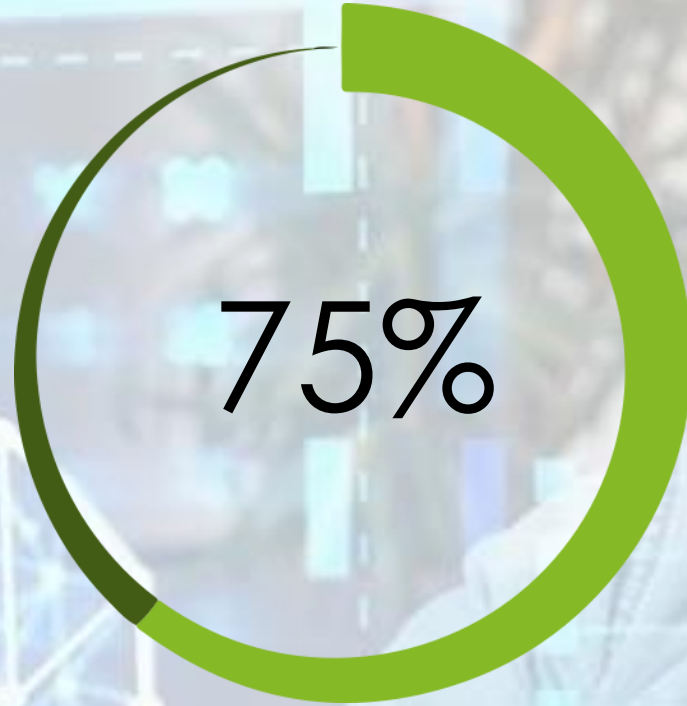
AGENDA

- Who Is Using AI—Where You Work?
- AI is Your Intern
- Overcoming Barriers to AI
- Keys to Maximizing AI Success
- Tools & Use Cases
- Demo or Two

Obligatory Stats



Believe hype is warranted



Use AI at work



Bring their own AI

[Work Trend Index](#) – by Microsoft and LinkedIn – May 8, 2024

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Everyday AI

Snippets of AI Services that:

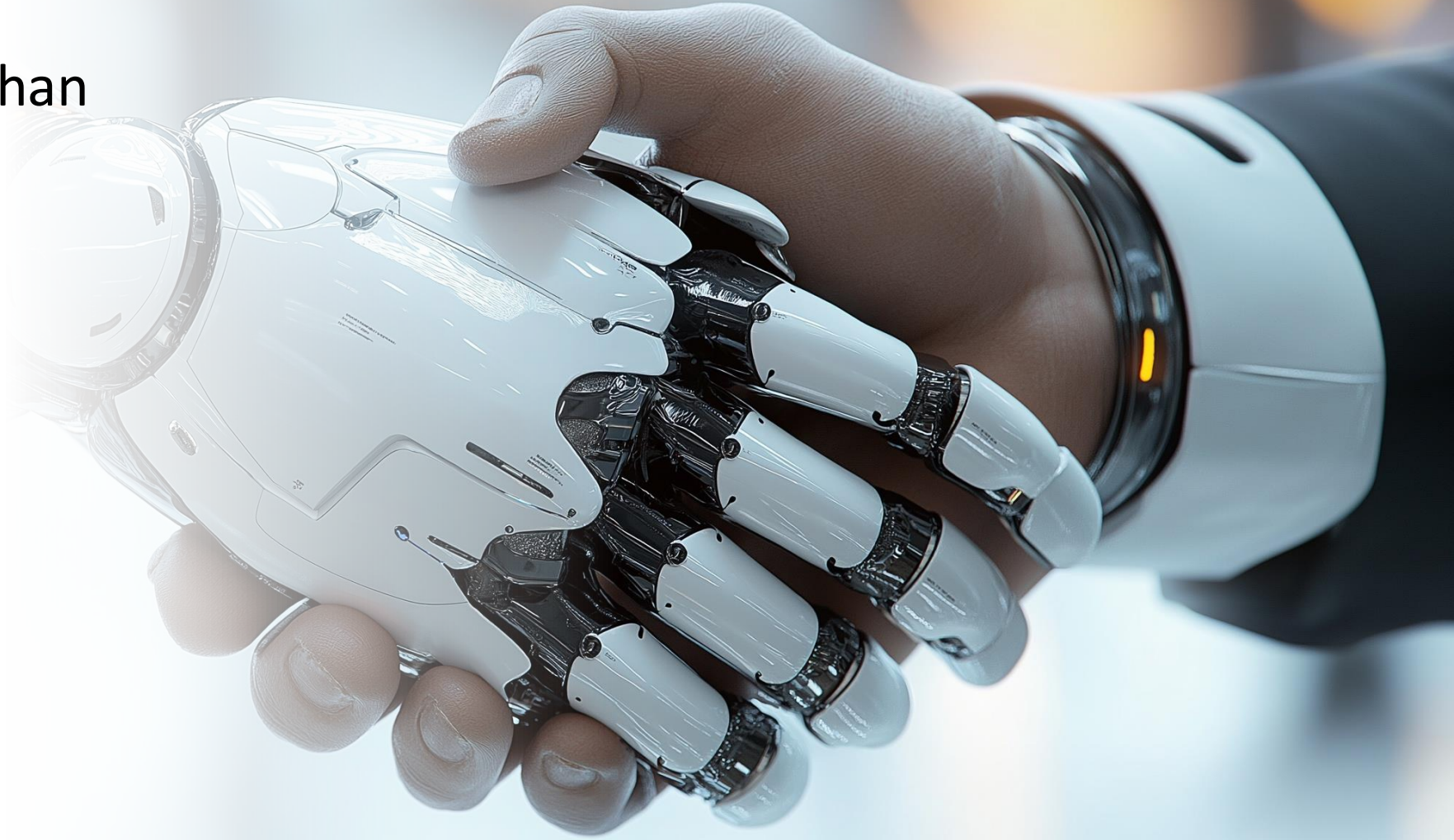
- Improve Productivity
- Deliver Higher Quality
- Save Time



Everyday AI

More COLLABORATOR than
tool...

Like an Intern!





Similarities

- Need clear instruction
- Learn from experience
- Efficient with tasks





Differences (Intern)

- Emotional Intelligence
- Creativity
- Physical presence
- Ethics & Morality





Differences (AI)

- Consistent, accurate
- Speed and efficiency
- Always on
- Scalable & Cost-Effective



TRUST



PET Strategy

Permission

Education

Training



Permission

Governance

Policies

Include BYOAI

Vetting Process

Open Dialogue



SUPERIOR COURT OF CALIFORNIA COUNTY OF RIVERSIDE

Administration
Artificial Intelligence (AI)
XX.X

Approved:



Court Executive Officer

Effective Date:
(Administrative) #C.10.25 -
Management of Court Resources

[DATE]

Purpose and Scope

This policy establishes guidelines for the appropriate, responsible, and ethical use of currently available Artificial Intelligence (AI) tools by personnel of the Riverside Superior Court. It aims to ensure the integrity, security, and effectiveness of court operations while maintaining compliance with legal and ethical standards applicable to the California court system. This policy places particular emphasis on protecting the privacy and confidentiality of court-related data and information.

Education

Background (why AI)

What is AI?

Brief History

Existing Regulations

AI Goals



Training

Coursera

LinkedIn Learning

Pluralsight

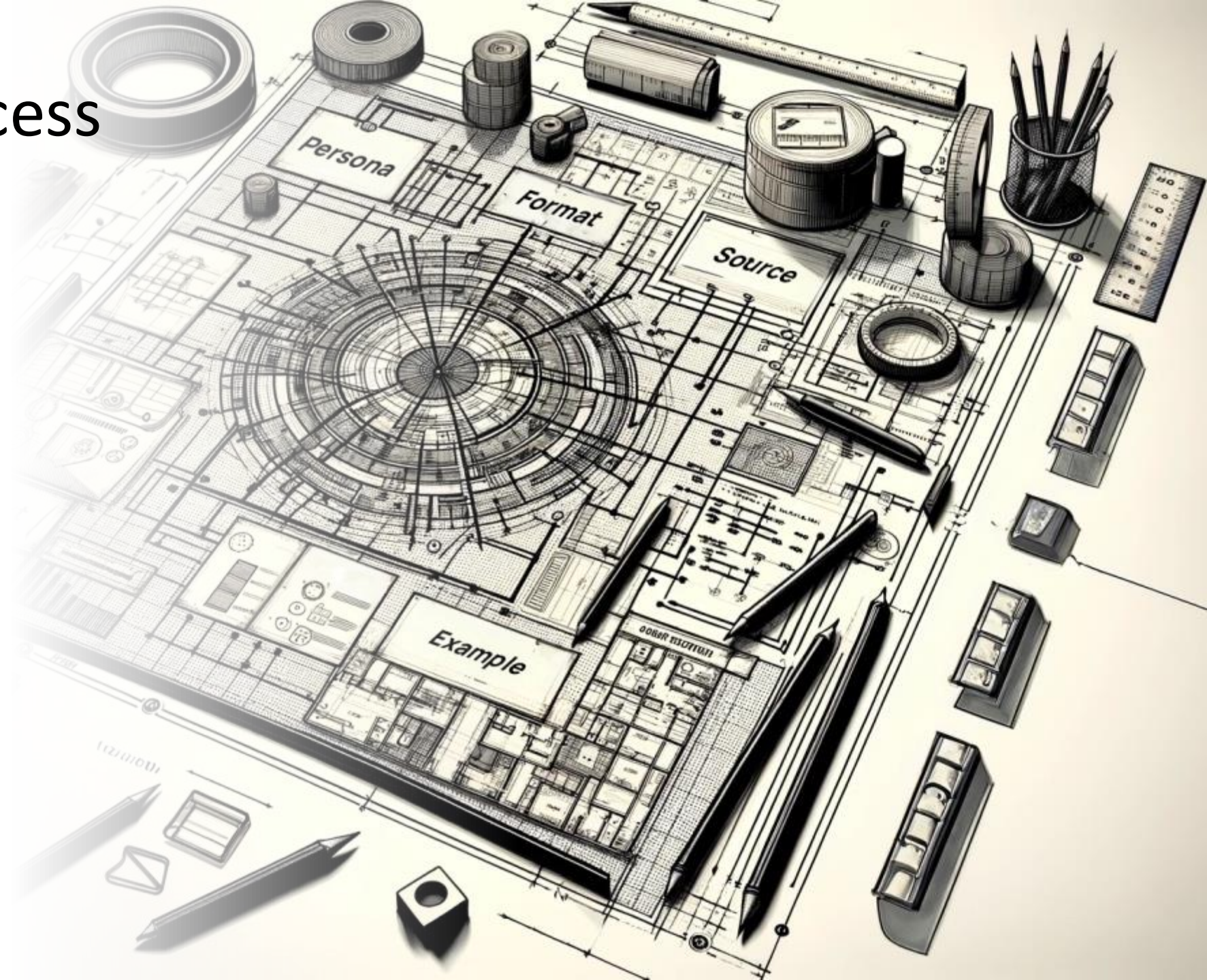
Google

ChatGPT! Create training



Maximize AI Success

- Get to Know AI
- Fill Data Gaps
- Be Clear on ROI
- Consider Budget
- Stay Committed



Maximize Success

- **Get to Know AI**
- Know tools
- Key Concepts
- Ethics, Regulations



Maximize Success

- Fill Data Gaps
- Right Data
- Accurate
- Up to Date
- Right Format



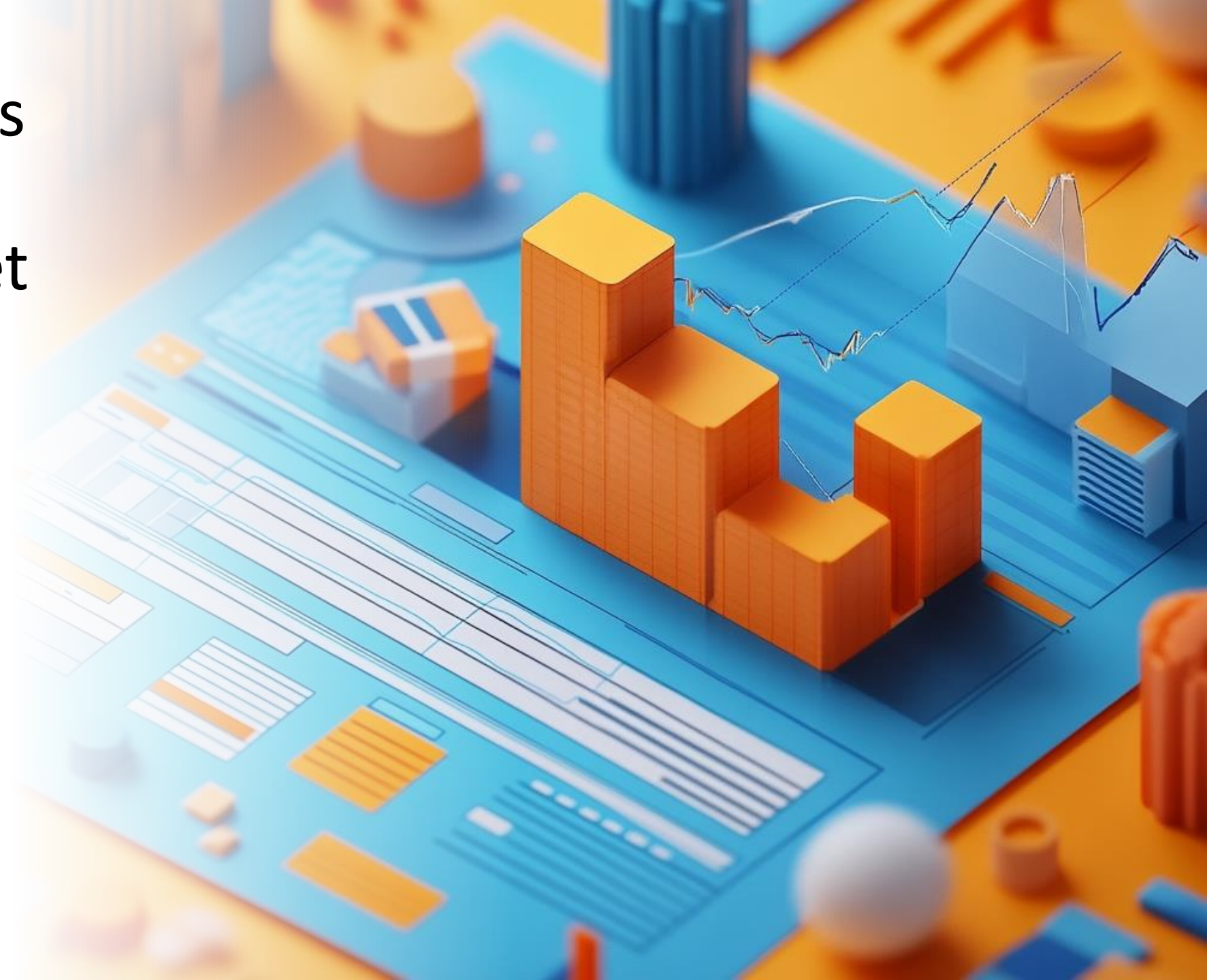
Maximize Success

- Be Clear on ROI
- AI Advantage
- Build in Metrics



Maximize Success

- Consider Budget
- Education & Training
- Cloud Services
- Upskilling
- Technology

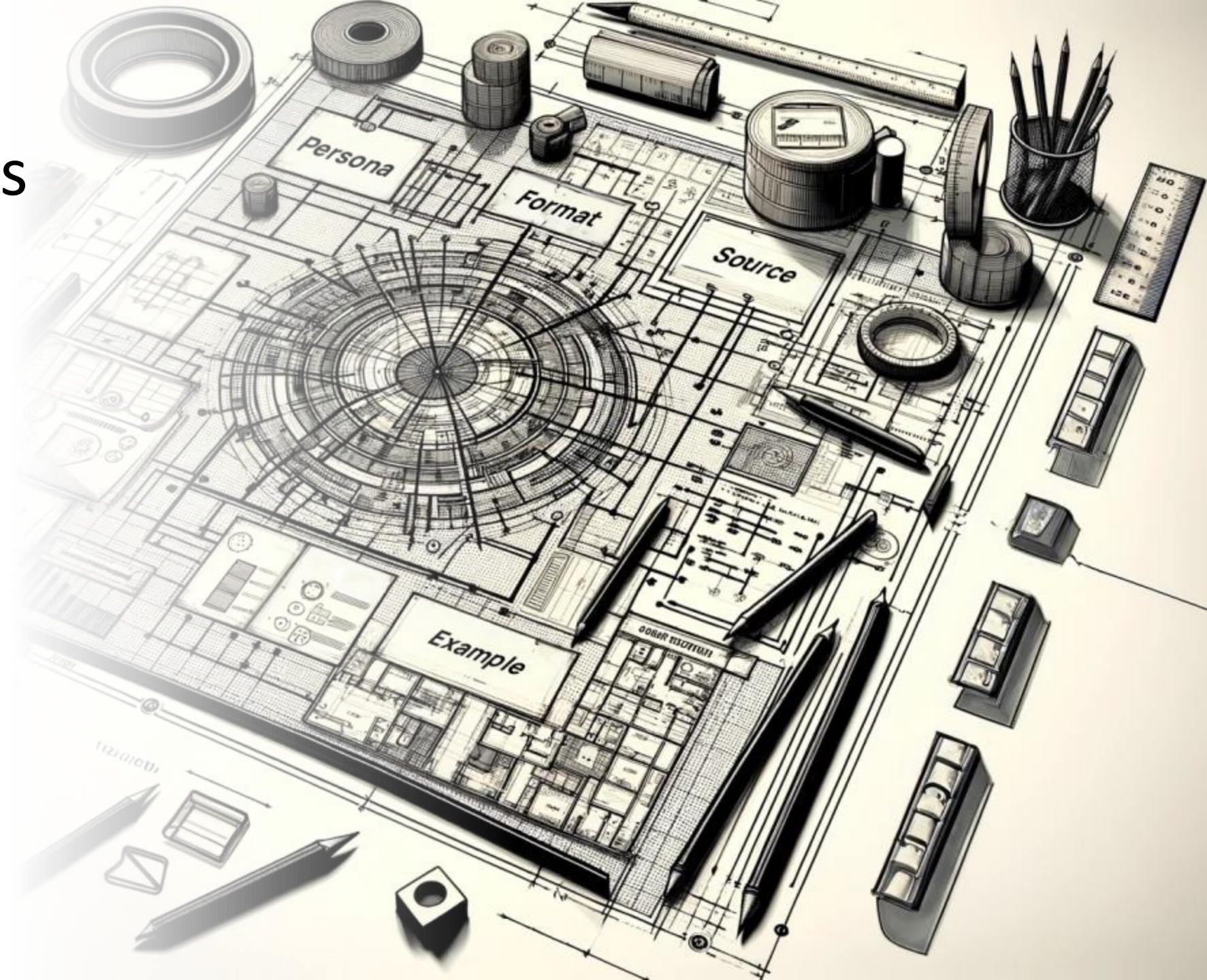


Maximize Success

- Stay Committed
- Not a Quick Fix
- Keep Team Motivated



Tools & Use Cases



Tools & Use Cases

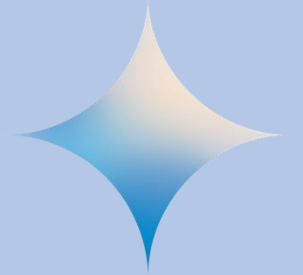
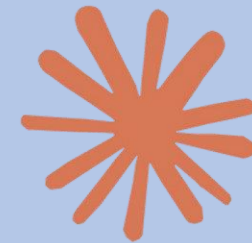
Off-The-Shelf

Get Familiar

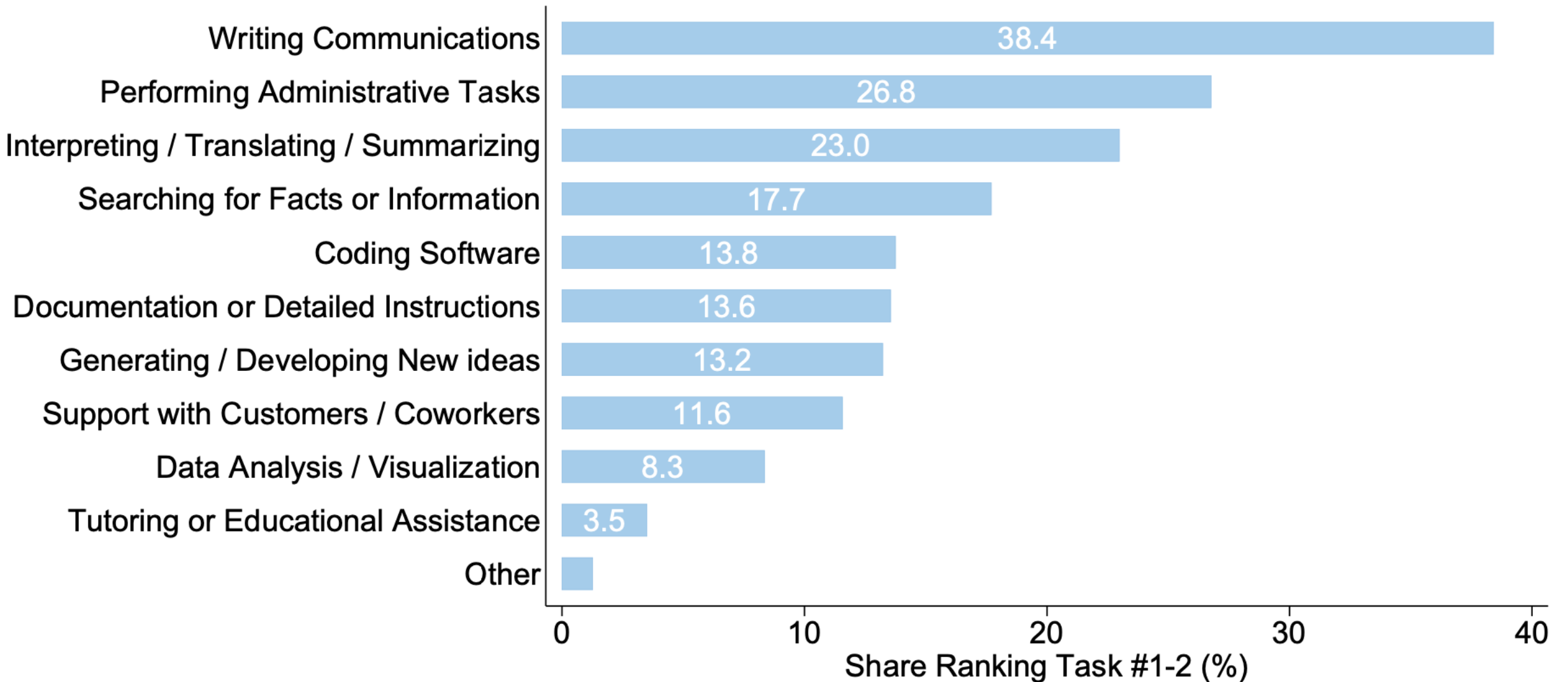
Pick One

Pay For It!

Customize it!



Tools & Use Cases



Tools & Use Cases

Always be the “Human in the Loop



Tools & Use Cases

Integrated

USE CASES

Improve Efficiency

Add Services

servicenow



grammarly



freshworks





















Microsoft

Tools & Use Cases Integrated



<https://rsc12.monday.com/boards/5339414366/ views/117764540>

Microsoft Copilots

Bing	Edge	Word	Outlook	Excel	PowerPoint	Teams	Business Chat	Note	Enterprise Chat		
											
Better Q&A and task completion	Better interaction with web content	Better reading and writing assistance	Better e-mail management	Better data analysis	Better presentation	Better Meetings	Better knowledge management		Better Q&A and task completion		
Copilots for Web					Copilots for Productivity						
Dynamics Copilot	Fabric Copilot	Security Copilot	GitHub Copilot	Power Platform Copilot	Azure	Window Copilots	Loop				
											
Better sales and customer support	Better data analytics and business intelligence	Better threat detection, identification, and mitigation	Better code development	Better creation of apps, workflows, and agents		Better interaction with OS, apps, and files					
Copilots for Business		Copilots for Analytics		Copilots for Security		Copilots for Development		Copilots for Low/No Code		Copilots for every day	

Tools & Use Cases

In-House / Custom

USE CASES

Chatbot

IVR – Call Center

Video Analysis



Azure AI

Where innovators are creating the future

[Try Azure for free](#)

[Explore Azure AI Studio](#)



DEMO 1

Azure AI

Where innovators are creating the future

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[Explore Azure AI Studio](#)

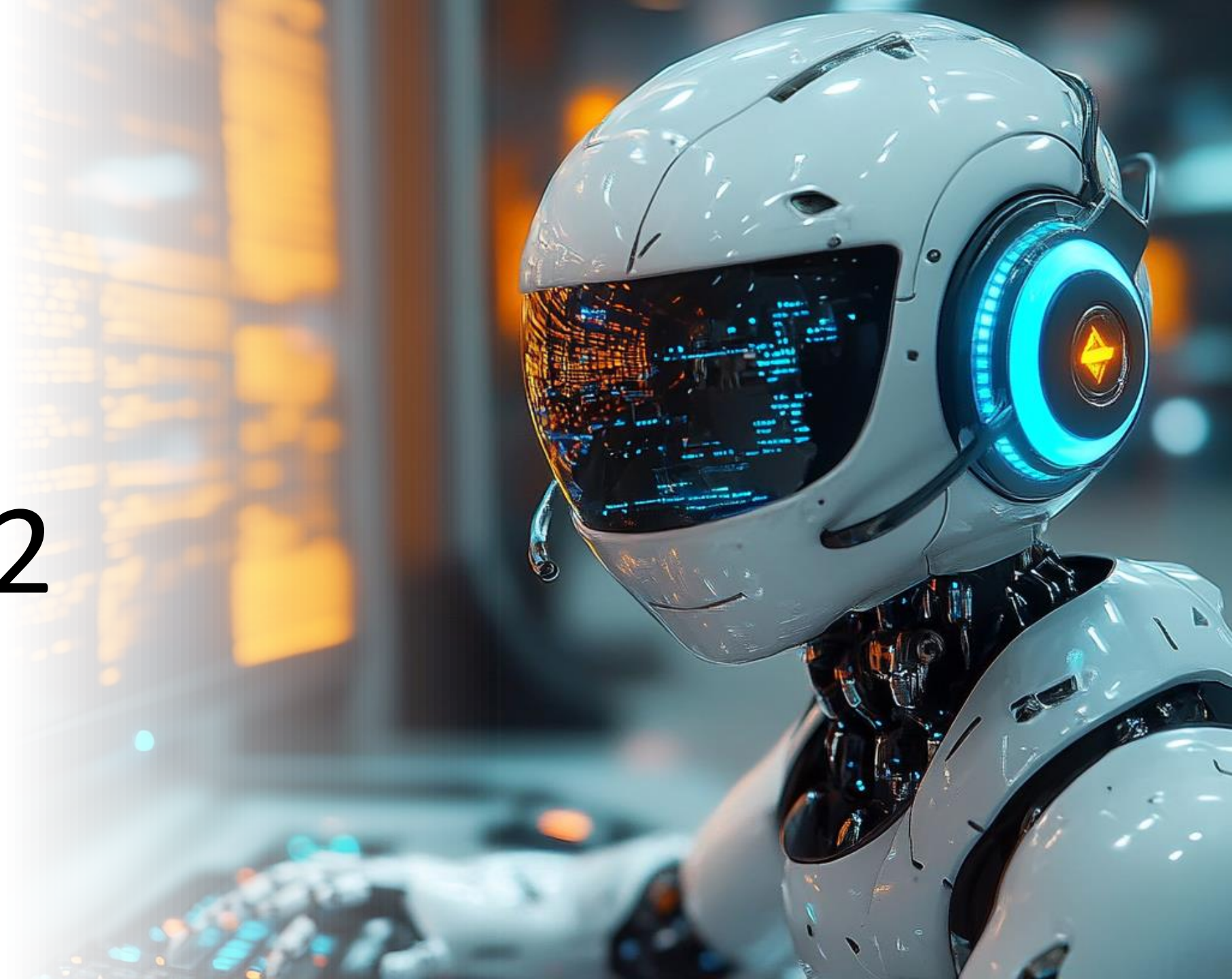
Use Cases

Chatbots

Call Center IVR



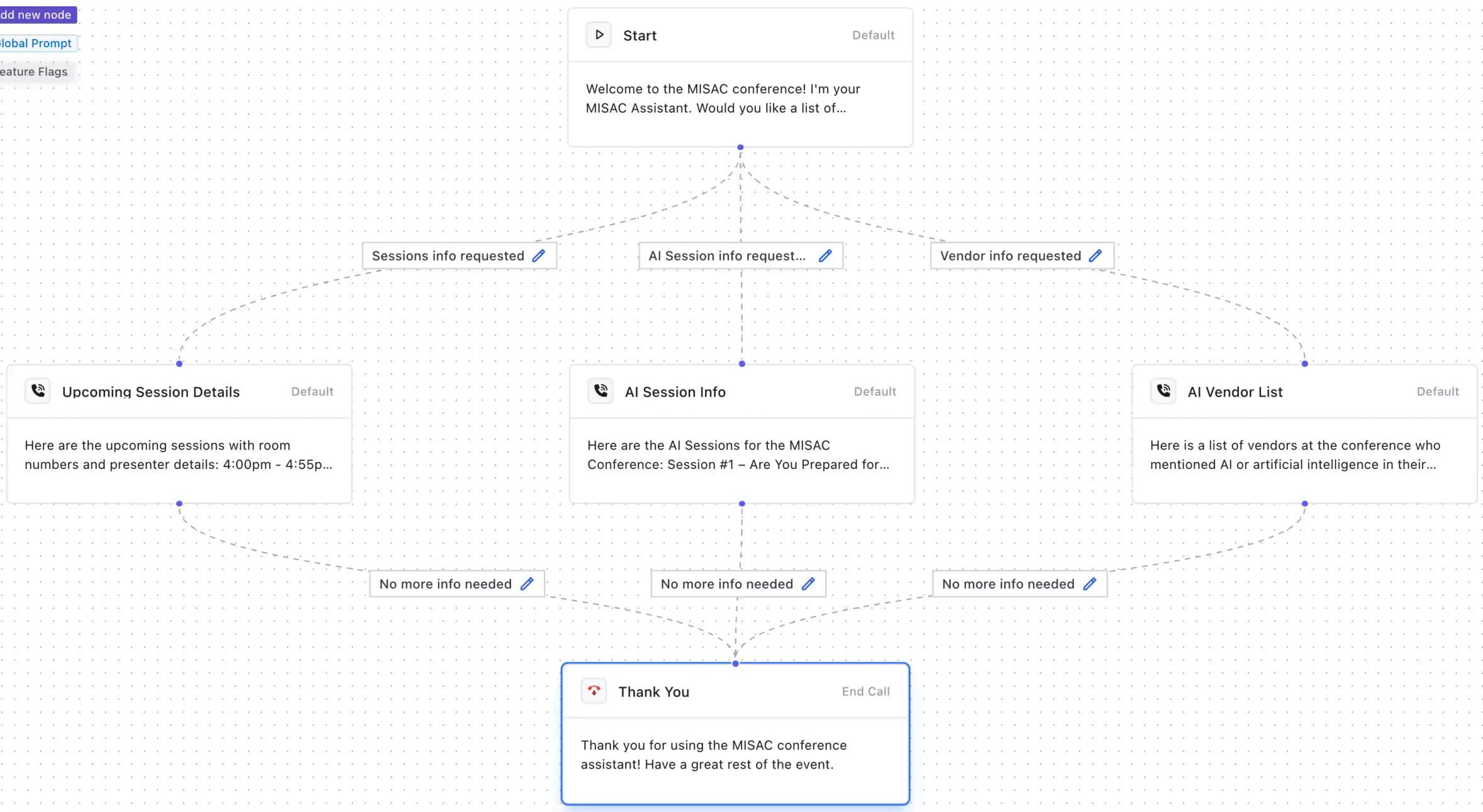
Demo 2



Add new node

Global Prompt

Feature Flags





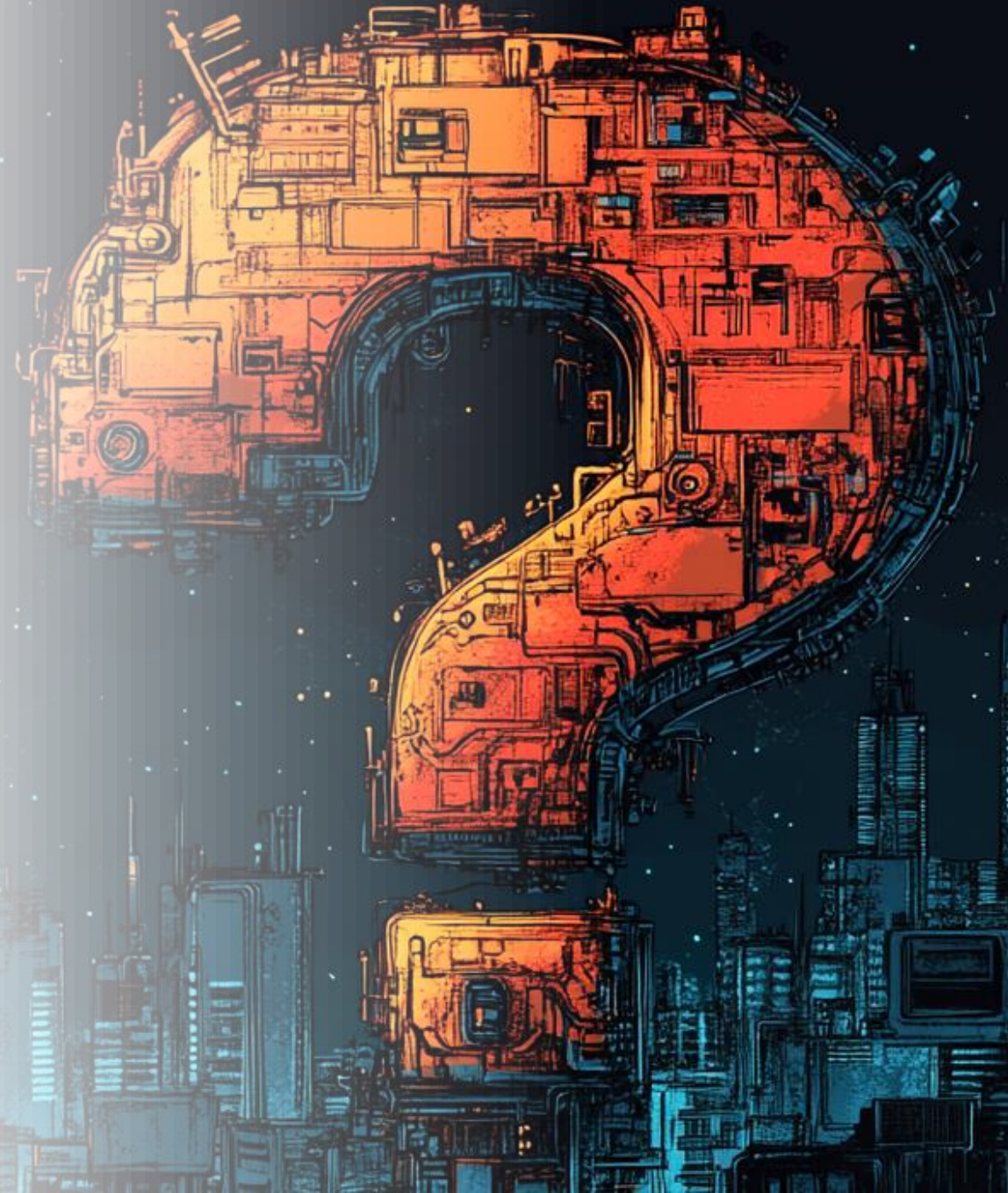
Demo 3

Google's
Notebook:LM





Questions





“Let’s not just talk about the possibilities—let’s implement them.”

References

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[Ernst & Young Report - Insights Into the Integration of AI in Government](#)

[Los Angeles A.I. Roadmap - June 2024](#)

[CA Department of Technology – Artificial Intelligence Community](#)

[Government AI Coalition – Sponsored by City of San Jose](#)

Co-Intelligence – Book by Ethan Mollick
Also follow him on LinkedIn

[The Rapid Adoption of Generative AI](#)