

# ARTIFICIAL INTELLIGENCE

One Public Servant's Approach to Getting Started



YOUR HEALTH AND SAFETY... OUR PRIORITY.

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# THINK BIG

- Use disruptive technologies to make public service more efficient and effective

# START SMALL

- AI to measure effectiveness of our risk communications

# MOVE FAST

- AI to supplement our consultations and public opinion research
- AI to inform our openness and transparency strategy
- Robotic Process Automation to free up staff time
- Open data strategy

# DON'T START WITH BRIGHT SHINY OBJECTS

- Start with a business need, not a new technology
  - Easier to get buy-in
  - Easier to get money
  - Fixing a problem will give you more credibility to experiment elsewhere

# ANY IDEAS?

- Good ideas can come from anywhere
  - Talk to presenters, consultants, each other, anyone to get ideas
    - PPF – Social Media Analytics, Robotic Process Automation
- Become Tinder for problems and solutions
- Stay connected to other innovators to help overcome obstacles

# OVERCOMING OBSTACLES

- Business owner buy-in
- Procurement
- IT / Security
- AI as a service first
- Privacy
- Analyze public data first



# CRAWL, WALK, RUN

- Have a scale up plan
  - Business Needs – Unique or generalizable
  - Procurement
    - Under \$25K sole source for proof of concept
    - Departmental RFPs
    - Working with PCO Innovation Hub, TBS, PSPC to look at agile procurement
  - Staff
    - Involve the experts in your organization
    - Learn by doing
    - Absorb knowledge from consultants

# IT'S ABOUT THE PEOPLE

- If you want to move fast, go alone. If you want to move far, go together
  - Understand business need – make connections
  - Get ideas – make connections
  - Overcome obstacles – make connections
  - Scale up - make connections