HUMAN + MACHINE: AI IN PUBLIC SERVICE
VIDEO TRANSCRIPT

What is the difference between AI hype and AI reality? Most people instinctively know the difference even if they know little about AI.

Imagine you oversee a large public pension fund and need to decide how the assets are managed. Do you choose: 1) an AI driven fund manager 2) a human fund manager, or 3) a human fund manager assisted by an AI algorithm. For most people AI acting alone sounds risky. Only options 1 & 2 are realistic, but why?

Currently, AI technology is extremely useful but decades from an intelligence to rival humans. What's intriguing is the possibilities of how AI can work alongside us. Public service leaders can introduce AI tools that give their staff superpowers – automatically completing repetitive work, reviewing previously invisible patterns and enabling them to make astonishingly accurate predictions – creating new possibilities to improve services, performance, and job satisfaction.

Importantly, these are not just efficiency benefits but the chance to invent new capabilities. We are in the fourth Industrial Revolution. Machines have become seamlessly integrated into society. This has been driven by several emerging technologies, with AI arguably the most important.

It is now where our human abilities are truly more important than ever. AI is driven by data and training which is unlikely to lead on its own to human-level intelligence, complete with common-sense empathy and ingenuity.

Rather than putting humans in the shadows, the reality of the dawn of AI is that it emphasizes the value and importance of our uniquely human strengths.