



KING

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Developed in
collaboration
with **Info-Tech**

Responsible Artificial Intelligence ROADMAP

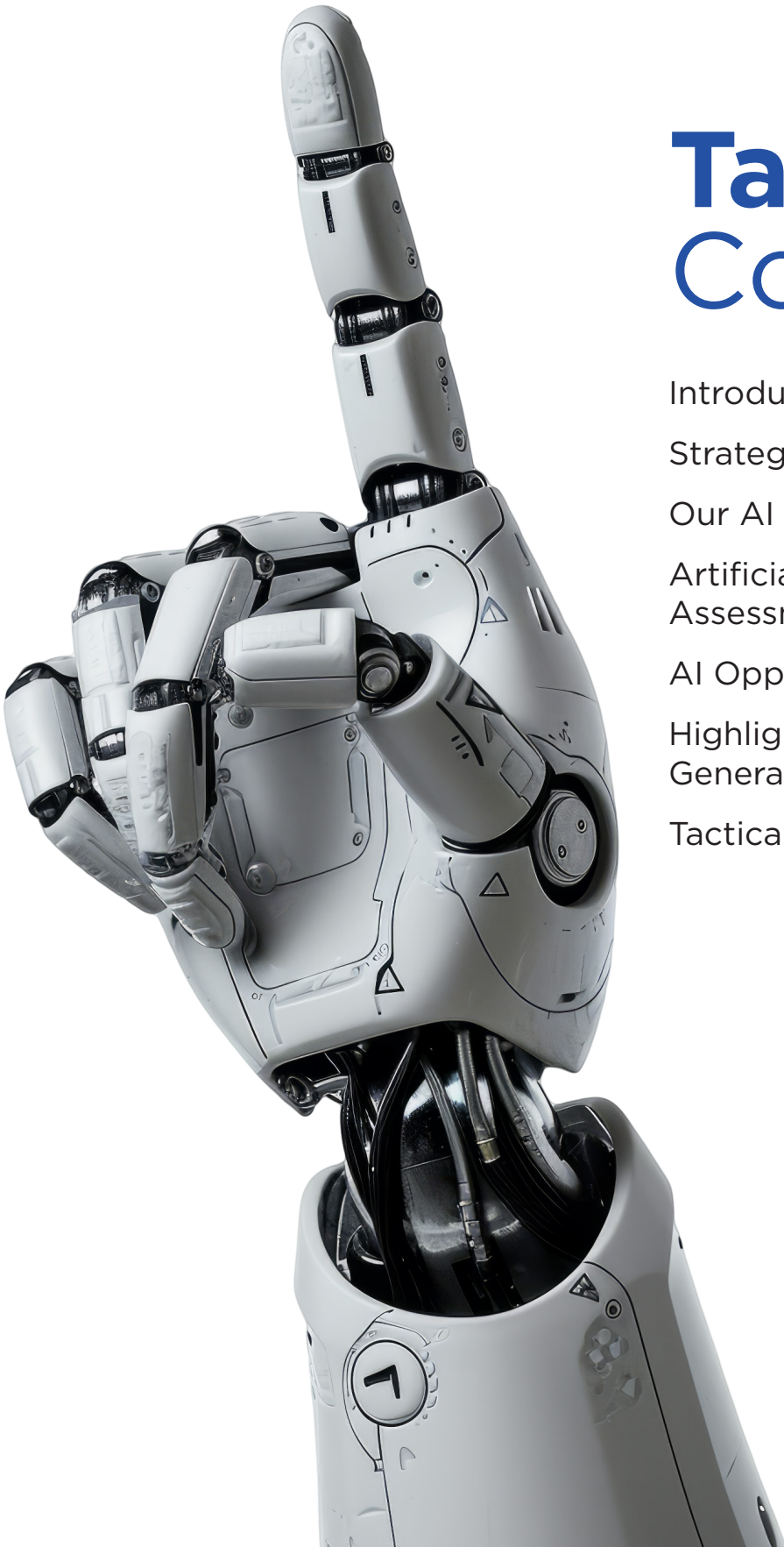


Table of Contents

Introduction	3
Strategy Alignment	4
Our AI Guiding Principles	5
Artificial Intelligence Maturity Assessment	7
AI Opportunity Prioritization	10
Highlighting King's Responsible Generative AI Guidelines	11
Tactical Roadmap	13

Introduction

Artificial intelligence (AI) is the ability of machines or systems to perform tasks that normally require human intelligence, such as perception, reasoning, learning, decision making, and problem solving. AI has the potential to transform various aspects of our society, economy, and environment, creating new opportunities and challenges for individuals, organizations, and communities.

To ensure that King Township maximizes the benefits of emerging technology like **artificial intelligence** while mitigating risks, it is essential to ensure that AI is developed and used in a responsible manner, aligned with the values and interests of the public.

Our **Responsible AI Roadmap** is a strategic document that outlines strategy alignment, guiding principles, the results of various assessments and a tactical roadmap for the future. This helped us to identify and address any gaps and challenges in our current AI ecosystem, and to foster and continue to grow areas where we are already strong.

Dive in and see how this work progresses the vision set out in our [Digital Transformation Framework](#). “King is a municipal leader, leveraging technology to enhance operations, improve service delivery and drive innovation to create a connected community.”





Strategy Alignment

The Responsible Artificial Intelligence (AI) Roadmap is a key deliverable under our overarching **Digital Transformation Framework**. Our vision is to be a municipal leader in leveraging technology to enhance our operations, improve services for residents and drive innovation. Artificial intelligence will play a pivotal role in our mission given its potential to transform existing processes and generate tremendous efficiencies. It will most significantly impact our **Digital Transformation Framework** priority strategic areas of Digital Services and Internal Digital Transformation.

Our Responsible Artificially Intelligence Roadmap is also informed by and aligned to the various priorities within King Township's 2023 – 2026 Corporate Strategic Plan.

“In an evolving, dynamic, and complex Township, the need to manage and adapt to change has become crucial to maintaining the success of local government and the community at large.”

To ensure successful implementation of AI at both the governmental and community levels, we need to align technologies in a responsible manner to meet challenges and conform to our values.



Our AI Guiding Principles

Human Centric

Our most valuable asset is our people. Every artificial intelligence initiative will be spearheaded by human leaders, aiming to create efficiencies for those who will utilize these advancements. Technology is designed to simplify and enhance our lives. This principle is at the core of our vision. We are committed to augmenting, not replacing, human interactions. Our goal is to empower staff and residents to achieve, receive and accomplish more.

Responsible & Safe

A fundamental priority for us is the responsible and safe deployment of artificial intelligence technologies. This encompasses a strong commitment to safeguarding user data, reducing cybersecurity risks, and establishing robust protocols to address potential issues promptly.

Transparency

Artificial intelligence deployments without humans in the loop for review (in other words, autonomous systems) should be disclosed to the groups they will impact. This may include staff, residents, and/or businesses. This disclosure should encompass the types of data that may be collected and the functionality of the systems. Also, training should be provided to ensure all stakeholders are well-informed, capable, and ready to derive maximum value from these initiatives.





Our AI Guiding Principles CONT.

Understandable

Artificial intelligence should be designed to be straightforward and easily understood by all stakeholders. We will avoid technical jargon and complex language to ensure clarity. Clear communication is the cornerstone of our AI implementation, ensuring that everyone involved can engage with and benefit from these technologies effectively.

Value-Driven

When developing artificial intelligence solutions, we should have a clearly defined objective, value proposition and business case. These innovations must deliver tangible benefits to their end-users. We prioritize meaningful innovation that drives efficiency and effectiveness, rather than innovating for its own sake.

Fairness

Our artificial intelligence solutions will be grounded in the principle of reducing barriers. We should strive to ensure that the intended audience of each innovation can easily access and utilize these tools to create value. Additionally, during the training of generative artificial intelligence models, King will prioritize the detection and reduction of bias and aim at producing fair experiences for all users.



Artificial Intelligence Maturity Assessment (as of June 2024)

Strengths

People & AI Skills

- ✓ There is awareness in our organization of the skills required to build AI applications
 - **PROOF:** Consulted with AI experts, hosted internal AI skill development workshops, hands-on experience building AI tools.
- ✓ We have the skills required to implement AI proof of concepts
 - **PROOF:** [Kingsley soft-launch project](#) was a success
- ✓ There is sufficient staff and skills available to the organization to develop, deploy, and run AI applications in production
 - **PROOF:** [Kingsley was moved to production](#) after a successful soft-launch.
- ✓ There is a team responsible for educating staff on AI best practices and our organization's responsible AI guiding principles
 - **PROOF:** Our Strategy & Transformation and IT teams are collaborating to co-lead this task.



Artificial Intelligence Maturity Assessment

(as of June 2024) CONT.



Tech & AI Infrastructure

- ✓ There is awareness in our organization of the infrastructure (hardware and software) required to build AI applications.
 - **PROOF:** Learned from first-hand experience and consultations with various technology vendors.
- ✓ We have the required technology infrastructure and AI tools available to build pilot or one-off AI applications.
 - **PROOF:** One example is leveraging Microsoft's Copilot Studio to develop Kingsley.
- ✓ There is a shared, standardized technology infrastructure that can be used to build and run multiple AI applications.
 - **PROOF:** One example is we are actively exploring how to scale Copilot Studio to deploy unique Virtual Assistants for various use cases.



Areas for Improvement

AI Governance

- Standardizing guidelines for the development and deployment of pilot AI applications
- Outlining accountability and authority related to AI governance for our organization

AI Processes

- Creating a standard process to iteratively identify, select, and pilot new AI use cases
- Creating standard processes to scale, release, deploy, support, and enable the use of AI applications.

Artificial Intelligence Maturity Assessment (as of June 2024) CONT.

Generating Improvement Action Items:

- AI Governance – King Township will be launching an internal Leveraging Technology Steering Committee, comprised of diverse and experienced staff, that will oversee and ensure the Township is following best practices and adhering to our AI Guiding Principles.
- AI Processes – King Township is an early municipality in Canada to author a Responsible Generative AI Guideline for staff. This will outline how staff are required to use GenAI tools to both ensure security while allowing them flexibility to generate efficiencies while working. King Township is also updating its Cybersecurity and Risk Management Playbook to accurately reflect the current environment of cyberthreats.






AI Opportunity Prioritization

High value and low complexity AI opportunities will be prioritized given the large efficiencies such projects can generate, paired with their relative ease of deployment. After this, other projects will be considered given their ranking of value and complexity.

Part of our opportunity prioritization will also include risk mitigation and training opportunities to ensure King Township has the right fundamentals to position ourselves optimally for leveraging AI tools.



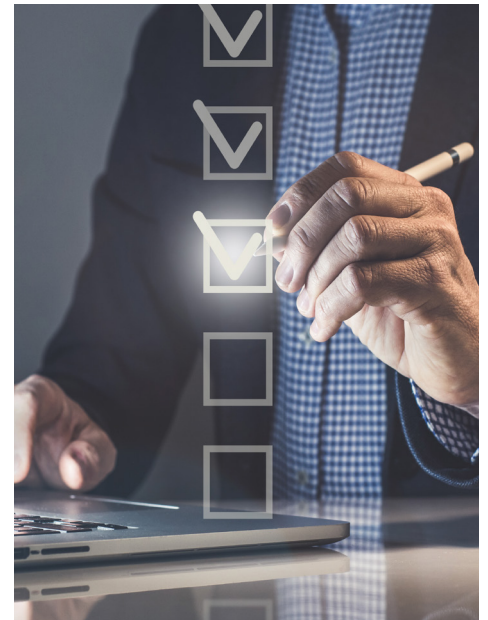
 AI Projects	External Virtual Assistant (Kingsley)	High value, low complexity
	Internal Staff Virtual Assistant	Medium value, low complexity
	Microsoft 365 Copilot Program	High value, medium complexity
	Robotic Process Automations	
 Skill Development	Data Fundamentals Training Program	High value, low complexity
	AI 101 Training Program	
	Enhanced AI Training for Power Users	
	AI Showcase - Hands on Innovation Days	
 Risk Mitigation	Establish Leveraging Technology Steering Committee	High value, low complexity
	Deploy Data Governance Policy	High value, medium complexity
	Deploy Data Privacy Policy	
	Deploy Responsible Generative AI Guidelines	
	Update Cybersecurity and Risk Management Playbook	

Highlighting King's Responsible Generative AI Guidelines

The objective of these guidelines is to proactively safeguard AI initiatives, projects, and software by providing guidance to staff for procuring solutions responsibly and keeping privacy concerns in mind while simultaneously fostering efficiency.

The following excerpts highlight key areas of the guidelines that will guide our AI deployment towards being safe, responsible, and progressive.

- All procurement of Generative AI tools or software must start with the submission of an “AI Suitability Form” to the King’s internal “Leveraging Technology Steering Committee.”
 - Any new deployment or implementation of AI tools, software or technology must be approved by the Leveraging Technology Steering Committee and King’s Senior Leadership Team.
- The AI software, initiative or project will be evaluated based on the impact and likelihood of various risks including the following:
 - Misinformation
 - Privacy of Data
 - Malicious Code
 - Poisoned Data Sets
 - Biased Content
 - Loss of Intellectual Property



Highlighting King's Responsible Generative AI Guidelines



- Additionally, staff using AI must familiarize themselves with the [**“Guide on the Use of Generative Artificial Intelligence”**](#) issued by the Government of Canada.
- If an AI tool is approved for deployment various risk mitigation steps will be assessed for applicability including, but not limited to:
 - Strong authentication mechanisms.
 - Regular security patches and updates.
 - Irregular usage detection tools.
- Prior to using GenAI tools, staff will receive adequate and approved training from the Leveraging Technology Steering Committee on how to properly use the GenAI tools.
- Conduct regular AI system testing during its operation to pre-emptively discover bugs, glitches or errors.

Tactical Roadmap





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