Microsoft

Using technology to deliver services and boost growth

Olivia Neal, Director of Microsoft's Public Sector Center of Expertise
Dave Sloan, Chief Technology Officer, Microsoft Worldwide Public Sector
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July 24, 2023

Agenda

- Welcome and introductions
- **Session 1:** Digital Maturity and Technology Foundations
- **Session 2:** Policy Building Blocks
- *Lunch*
- **Session 3**: Emerging Technologies – Opportunities and Threats
- **Session 4:** Discussion and reflections

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Digital transformation in the Public Sector

Olivia Neal
Worldwide Public Sector

Trends driving digital transformation in Government

Redesigning service delivery

Cybersecurity and managing privacy

Responsible use of new technologies

Leveraging data

Optimizing employee time and skills

Building resiliency and flexible approaches

Trust and Confidence

Cloud Adoption

What drivers of change are you seeing?

Redesigning service delivery

Cybersecurity and managing privacy

Responsible use of new technologies

Leveraging data

Optimizing employee time and skills

Building resiliency and flexible approaches

Trust and Confidence

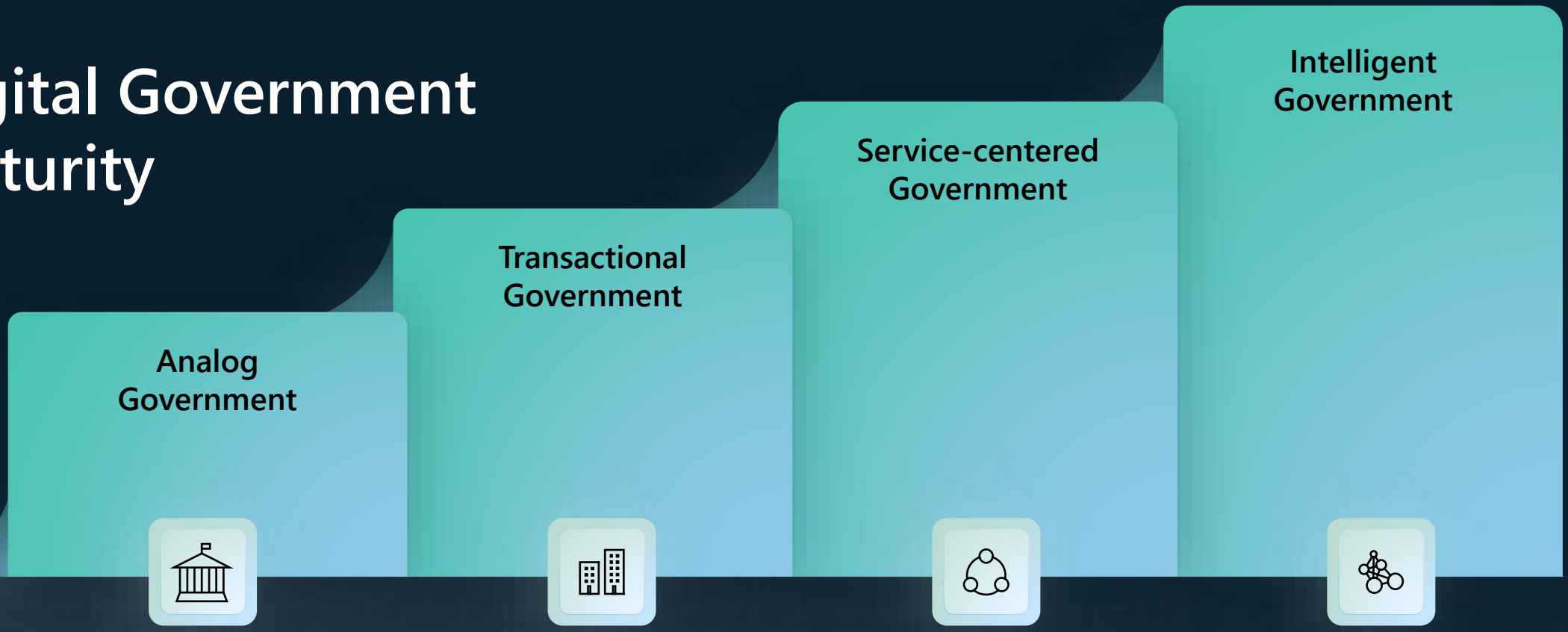
Cloud Adoption

Trends:

Leveraging data

Responsible use of new technologies

Digital Government maturity



People and culture

Governance and rules

Technology and data

OUTCOMES

ENABLERS

	Analog Government	Transactional Government	Service-centered Government	Intelligent Government
	Complex processes **Lack of data and efficiency**			
People and culture	Teams formed from single agencies with single specializations			
Governance and rules	Waterfall implementation Hierarchical structure			
Technology and data	Data held for single scenarios Tech solutions fixed to siloed requirements			

OUTCOMES

ENABLERS

People and culture

Governance and rules

Technology and data

Analog Government

Transactional Government

Multiple service portals and websites
Personal data submitted multiple times
Data not shared between teams
Policies predicated on limited data sets

Digital skills start to be bought in or developed

Mandates and budgets allocated by agency (not outcome)

Connection of transactional services to existing back end operating systems

Service-centered Government

Intelligent Government

OUTCOMES

ENABLERS

People and culture

Governance and rules

Technology and data

Analog Government

Transactional Government

Service-centered Government

Full services offered operating across agencies

'Tell us once' approach to data use enabled

Citizen-facing employees have access to all data they need

Services can be proactively targeted to groups

Multi-disciplinary teams
User research and co-design

Cross-agency accountability
Adapting legislation for full services

Implementation of cloud strategy
Digital Identity

Intelligent Government

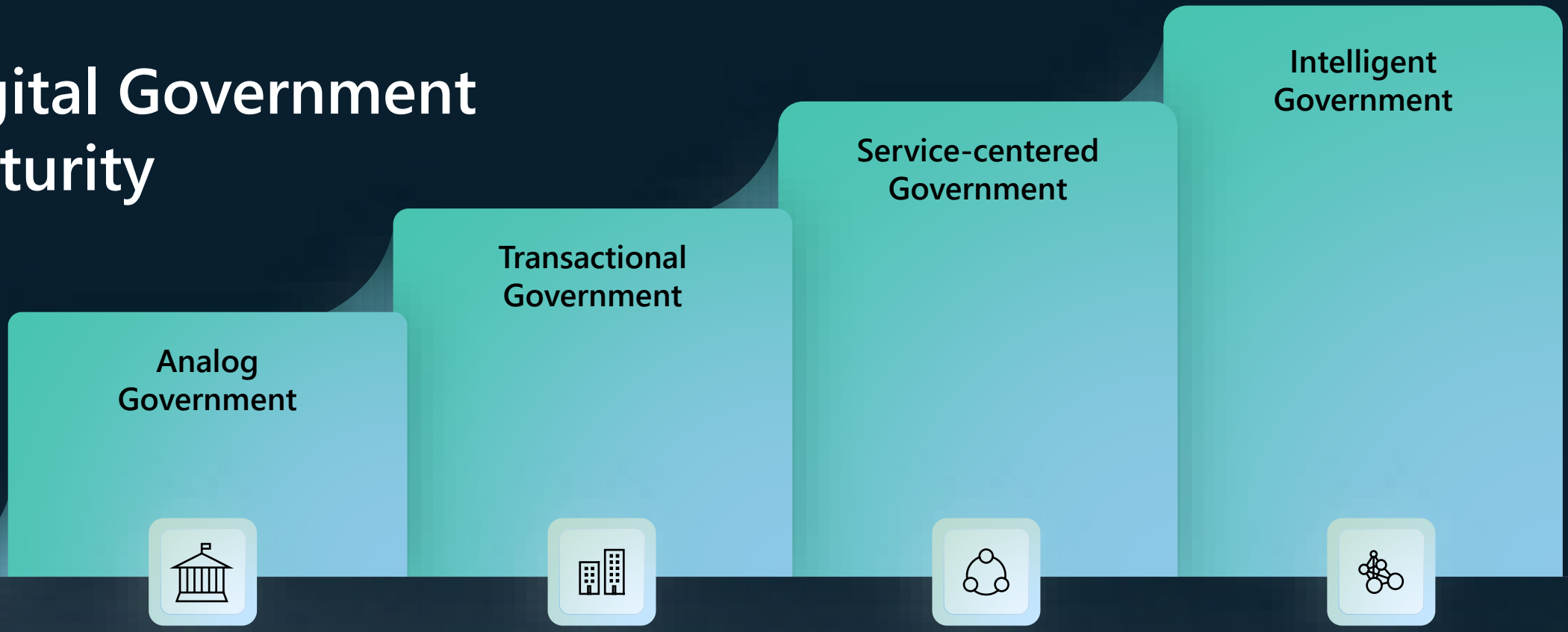
OUTCOMES

ENABLERS

	Analog Government	Transactional Government	Service-centered Government	Intelligent Government
				Multiple sources of data used to model impacts and formulate positions, policy and interventions
				Personalized, accessible, proactive services and operations
				Proactive responses to crisis situations
				Citizens control their data and trust uses of AI
				Public servants freed from low-value tasks to add greater value
People and culture				Digital and data embedded in leadership discussions
Governance and rules				Data standards and governance AI approach with guardrails
Technology and data				Seamless interoperability Comprehensive, scalable data use

Security, Governance and Cloud Adoption

Digital Government maturity



People and culture

Governance and rules

Technology and data

Where are you on this journey?

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Why Hyperscale Cloud for Government? A Rapid Primer

Dave Sloan
Chief Technology Officer
Microsoft Worldwide Public Sector

July, 2023

Government Cloud Fundamentals

The move to cloud is essential and urgent.

- Understanding of key Hyperscale Value Propositions is critical
  - **Agility** – "Reduce the cost of failure to near zero"
  - **Innovation** – "New technologies now come **first** to the cloud… and soon will come **only** to the cloud"
  - **Cybersecurity** – "Your data is not safe until it is in the cloud. Hyperscale threats require Hyperscale protection."
- Other key benefits (Managed, Resilience, Redundancy, Cost Savings, Scalability, Compliance) are also critical

There is no such thing as a private cloud.

- On-prem data centers cannot deliver the key cloud value propositions that a successful digital transformation requires
  - This is true even on IaaS, let alone PaaS and SaaS
  - Cybersecurity for internet-connected on-premise systems is increasingly non-viable

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Building Blocks for a Successful Digital Transformation Strategy

Realizing a Country's True Potential

Technology helps governments drive competitiveness and growth

Harnessing emerging technologies like cloud computing enables you to:

- Increase productivity
- Foster innovation
- Realize cost savings
- Engage and support citizens

Digital transformation at scale and at pace requires the right policies

Digital transformation drives economic growth and improves services

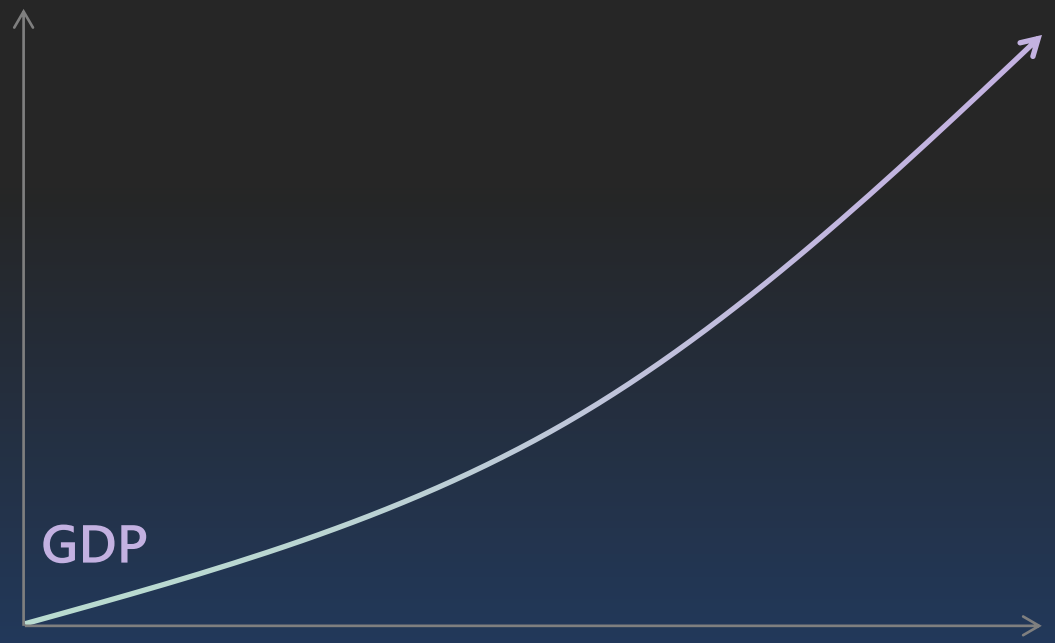
What is digital transformation?

Maximizing effectiveness of digital technologies to…

- Streamline, innovate and improve the quality of services for citizens
- Optimize operations
- Gain and act on data insights

Use of digital technologies is correlated with higher growth in gross domestic product

Doing digital → Being digital



Getting policy right is a journey, not a destination

The Policy Building Blocks

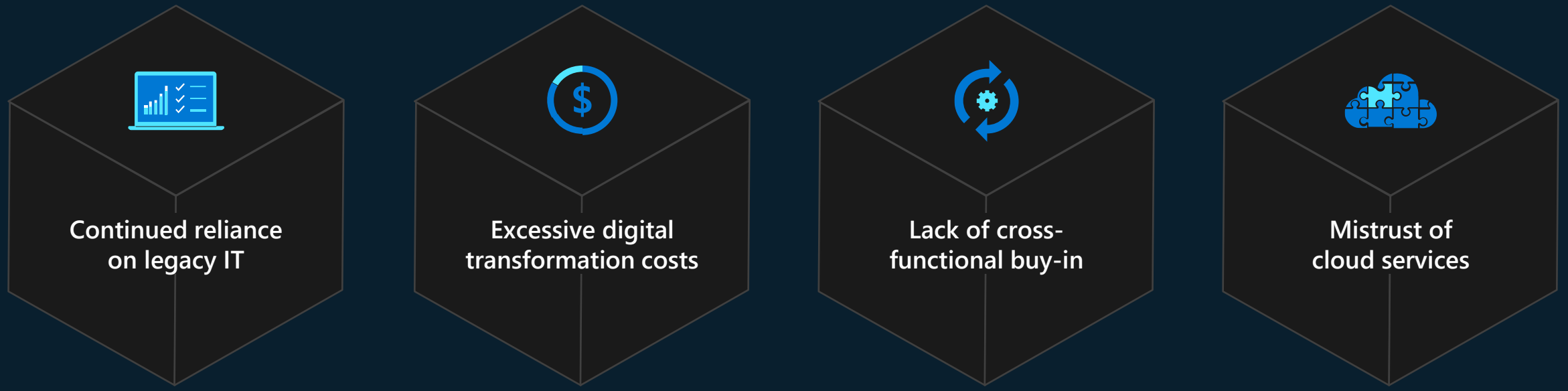
1. A national cloud strategy and cloud first policy
2. A data classification framework fit for the digital age
3. Adoption and implementation of a digital identity solution
4. A centralized procurement function
5. Use of government framework agreements
6. Flexible and adaptive finance rules
7. A collaborative approach amongst stakeholders
8. A digital culture and technology skilling agenda

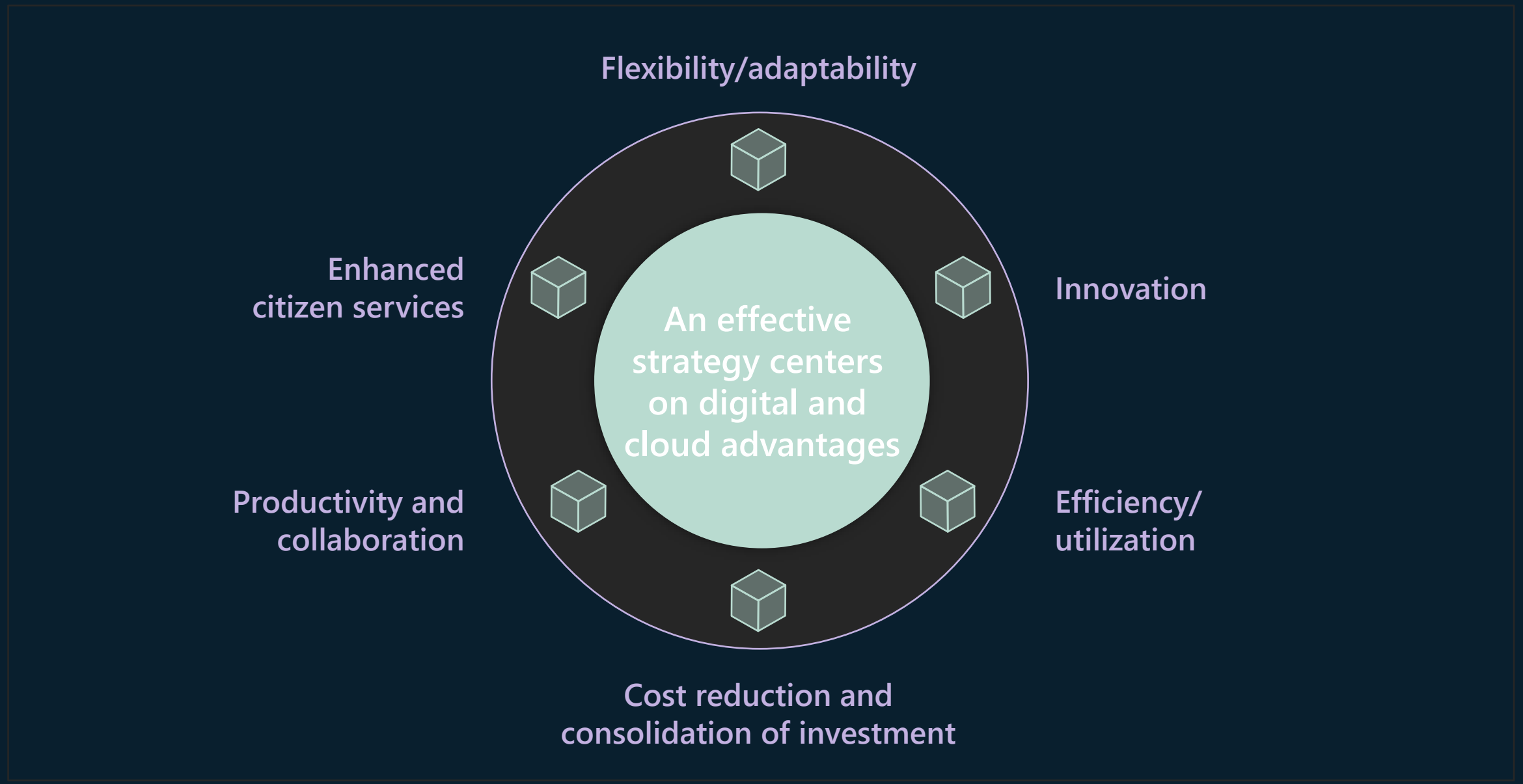
BUILDING BLOCK 1

Adoption and implementation of a national cloud strategy and cloud first policy

An effective strategy and a cloud-first policy work together to accelerate digital transformation while setting clear goals and success metrics.

Overcome these digital transformation barriers




Flexibility/adaptability
Enhanced citizen services
Innovation
An effective strategy centers on digital and cloud advantages
Productivity and collaboration
Efficiency/ utilization
Cost reduction and consolidation of investment

Examples of national cloud strategies and cloud first policies

US federal “Cloud Smart” strategy fosters adoption and implementation

UK public-cloud-first policy reduced cloud costs up to 40%

Chile, Brazil, Argentina, and **Columbia** prioritize cloud services through legislation and government support

Canada implemented a Cloud Adoption Strategy mandating the public cloud as the preferred option for IT services

Singapore connects separate government agencies with a readymade platform

Nigeria adopted a cloud-first policy in 2019

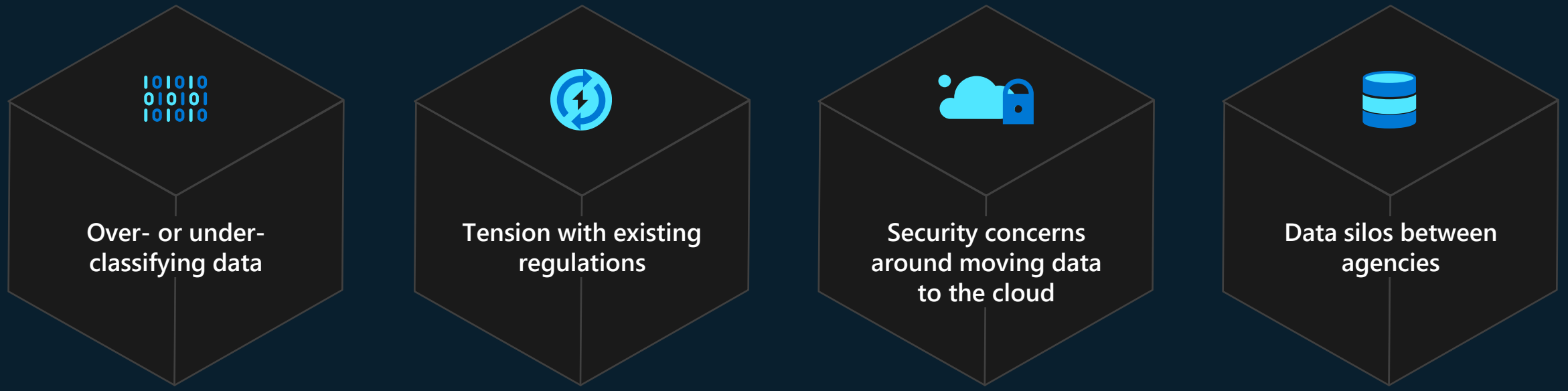
Australia introduced principles-based Secure Cloud Strategy enabling consistency with flexibility

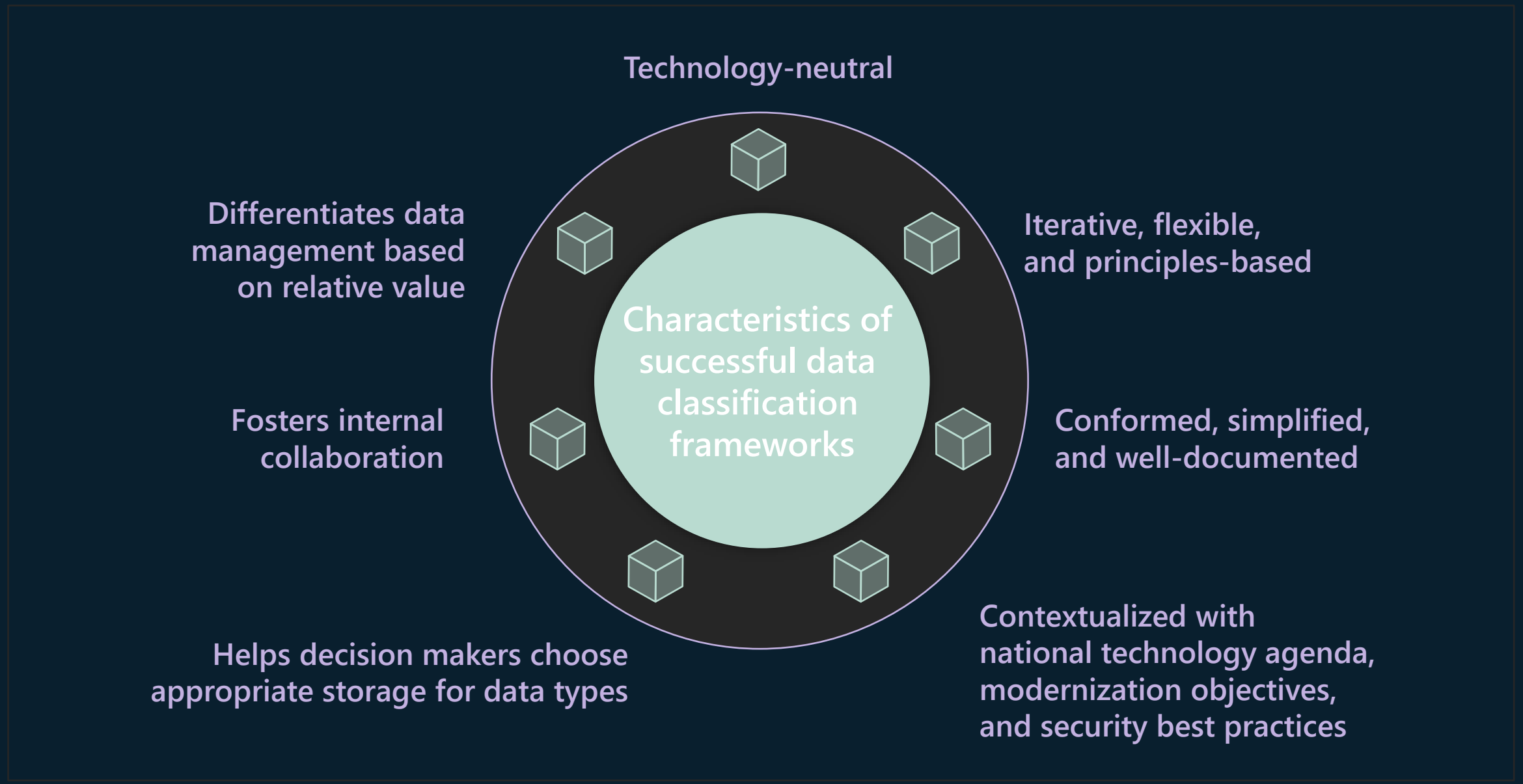
BUILDING BLOCK 2

Data classification and security framework

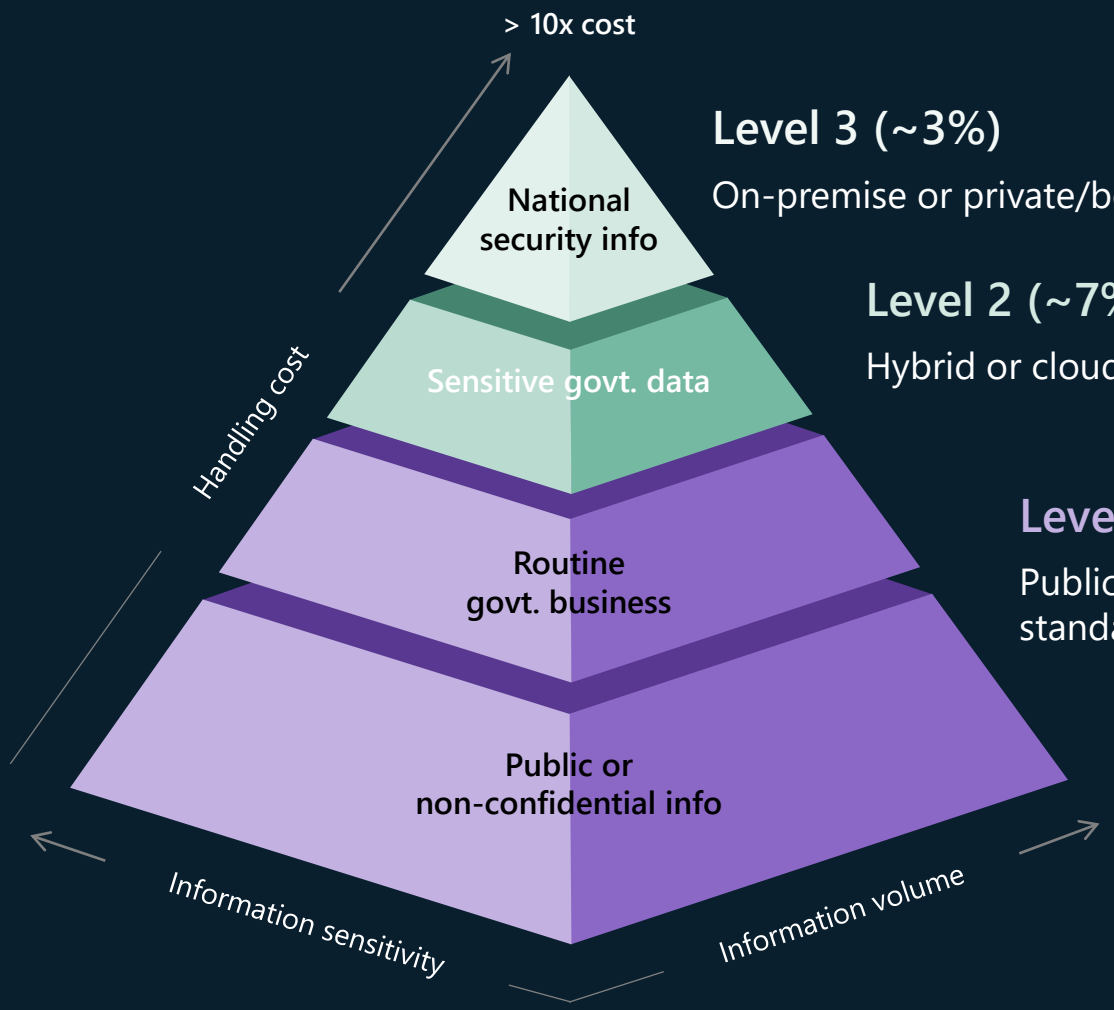
Classifying excessive amounts of data in the highest categories can impede transformation and ultimately hamper effective data use.

Overcome transformation barriers with data classification frameworks fit for the digital age




Technology-neutral
Differentiates data management based on relative value
Iterative, flexible, and principles-based
Characteristics of successful data classification frameworks
Fosters internal collaboration
Conformed, simplified, and well-documented
Helps decision makers choose appropriate storage for data types
Contextualized with national technology agenda, modernization objectives, and security best practices

Data classification “north star”



Level 3 (~3%)

On-premise or private/bespoke systems

Level 2 (~7%)

Hybrid or cloud with sovereign features

Level 1 (~90%)

Public cloud solutions with industry standard security and logical separation

Examples of government data classification strategies

UK uses lowest level for 90% of data, saving billions of pounds and improving governance

UK, US, and Australia all use only 3 data categories

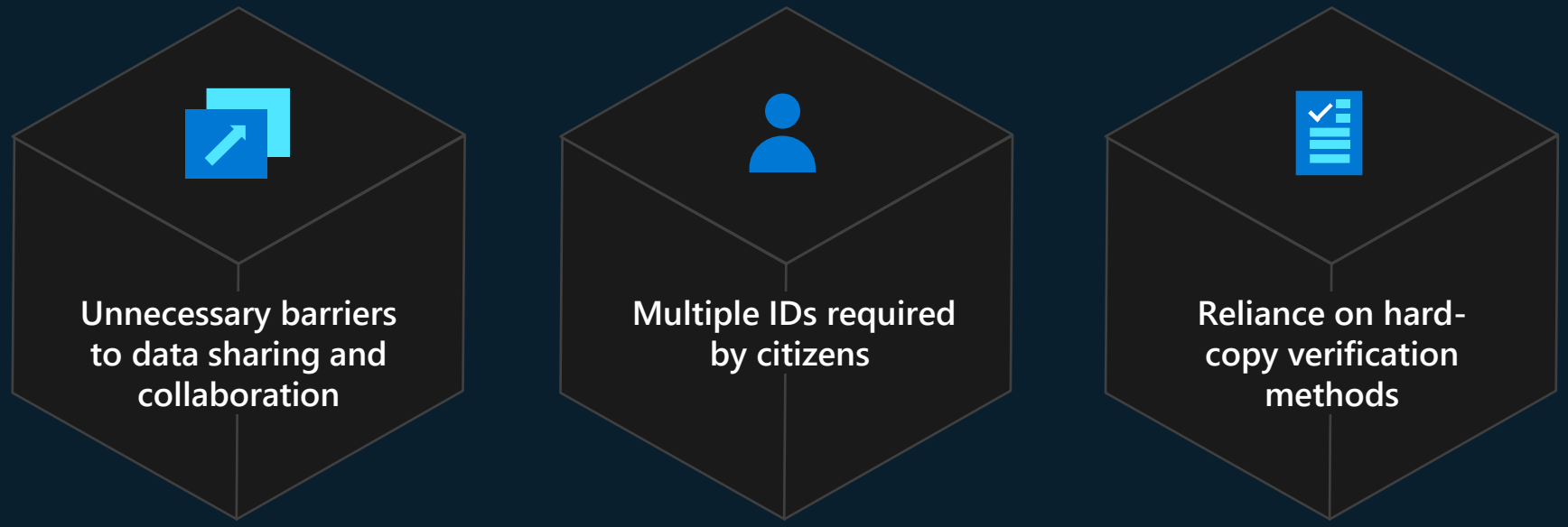
Canada determined 92% of data could be placed under lowest level of classification

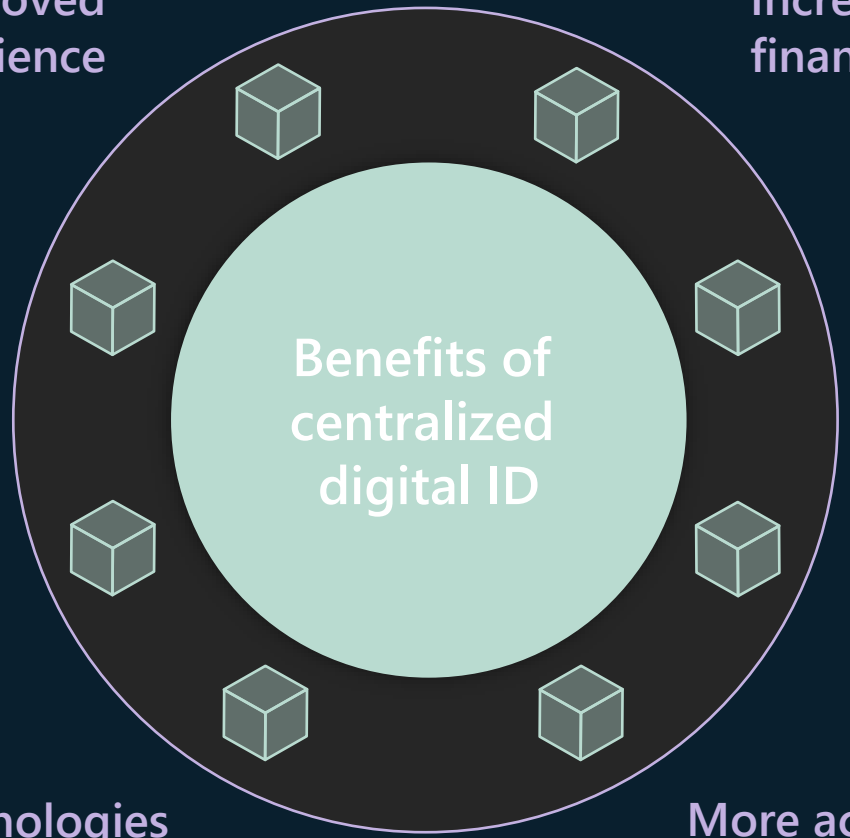
BUILDING BLOCK 3

Adoption and implementation of a digital identity strategy

Effective digital identity technology and policy enables seamless, unified delivery of services to citizens. Widespread use can unlock huge economic value.

Overcome these digital transformation barriers





Improved user experience

Increased use of financial services

Reduced fraud

Improved access to employment

Time savings

Reduced reliance on outdated hard-copy verification methods

Easier adoption of cloud technologies and services

More accurate tax collection

Examples of countries using a single digital ID solution

Italy allows citizens to access public administration services with a single, secure and protected digital identity

Singapore Singpass issued to 97% of those15 or older for government and private-sector transactions

UK announced plans to establish an Office for Digital Identities and Attributes

British Columbia, Canada offers BC Services Cards since 2013, expanding from health insurance to other government services

India established a nationwide ID system called Aadhaar, improving efficiency and reducing fraud

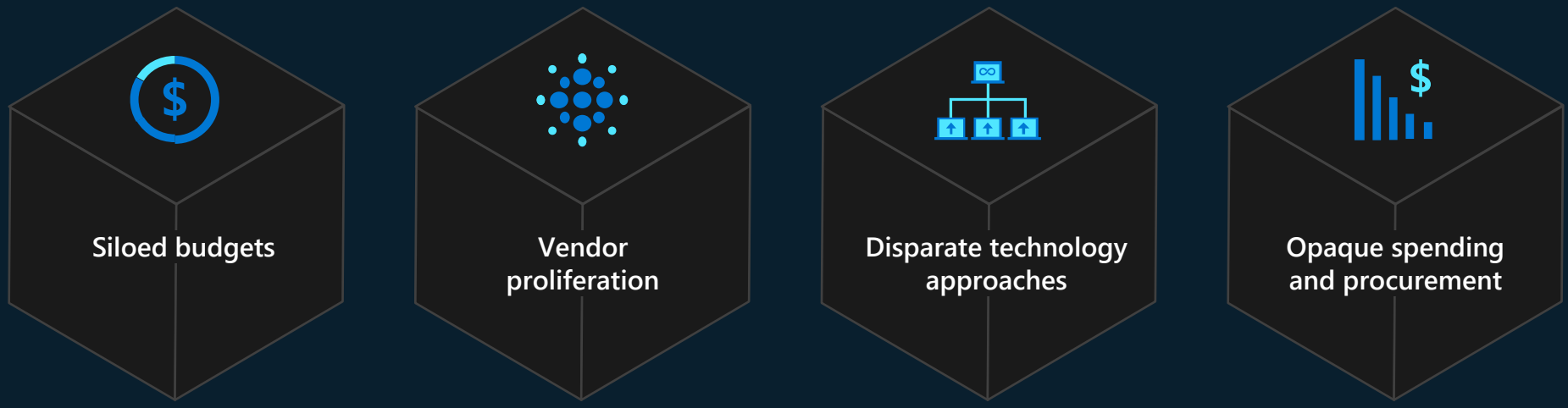
Estonia issues a digital ID to all citizens covering a breadth of digital services, saving 2% of GDP annually

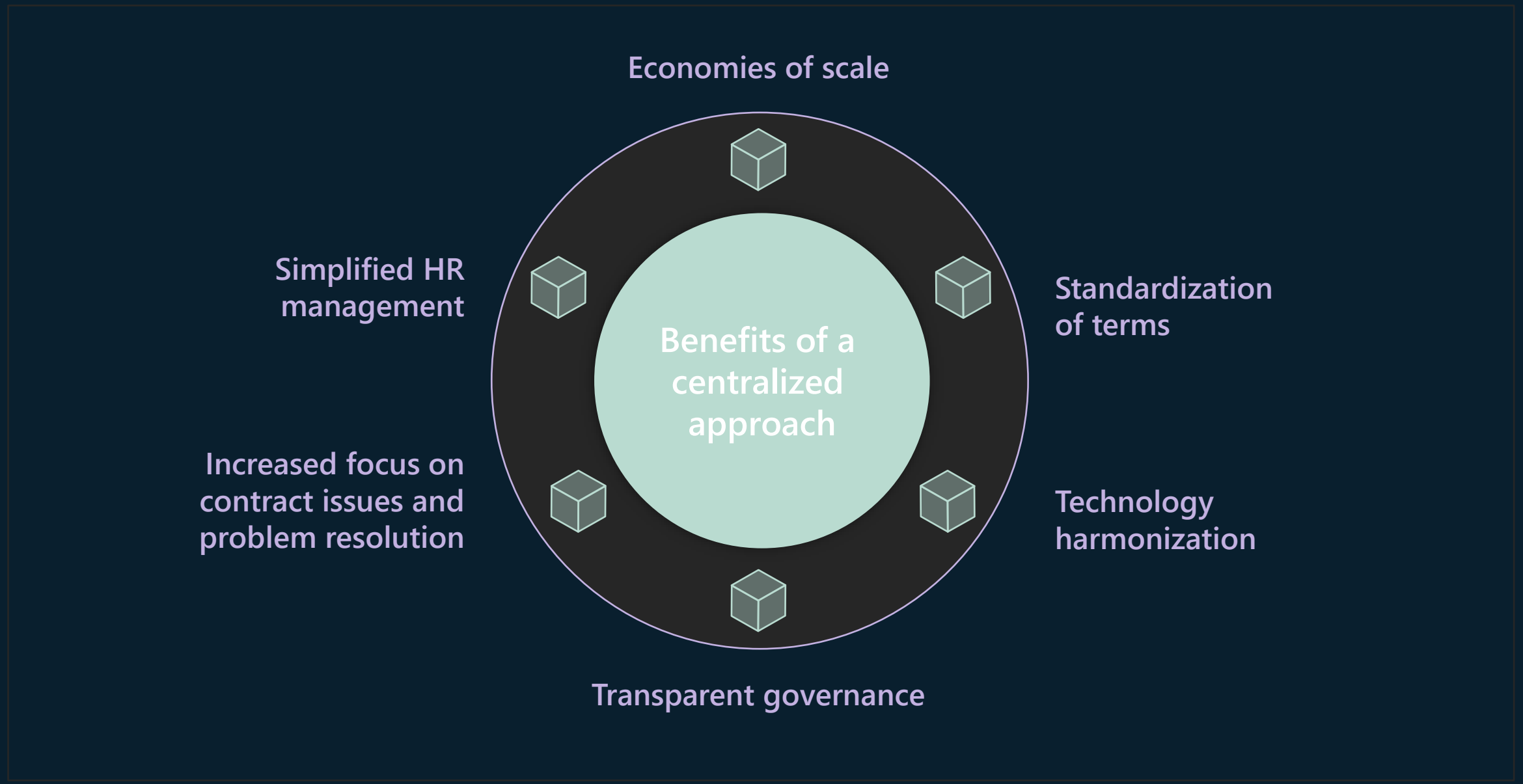
BUILDING BLOCK 4

A centralized procurement function/central purchasing entity

Make it simple for departments to get the services they need.
Excessive complexity undermines the value of centralization.

Overcome these digital transformation barriers




Economies of scale
Simplified HR management
Standardization of terms
Benefits of a centralized approach
Increased focus on contract issues and problem resolution
Technology harmonization
Transparent governance

Examples of central procurement of digital services

UK Digital Marketplace is managed by Government Digital Services, with another program enabling procurement of short-term, pay-as-you-go services

Canada established a central authority with strong procurement governance and oversight to validate decisions and drive volume discounts

Australia streamlined digital sourcing by consolidating ICT procurement into one function

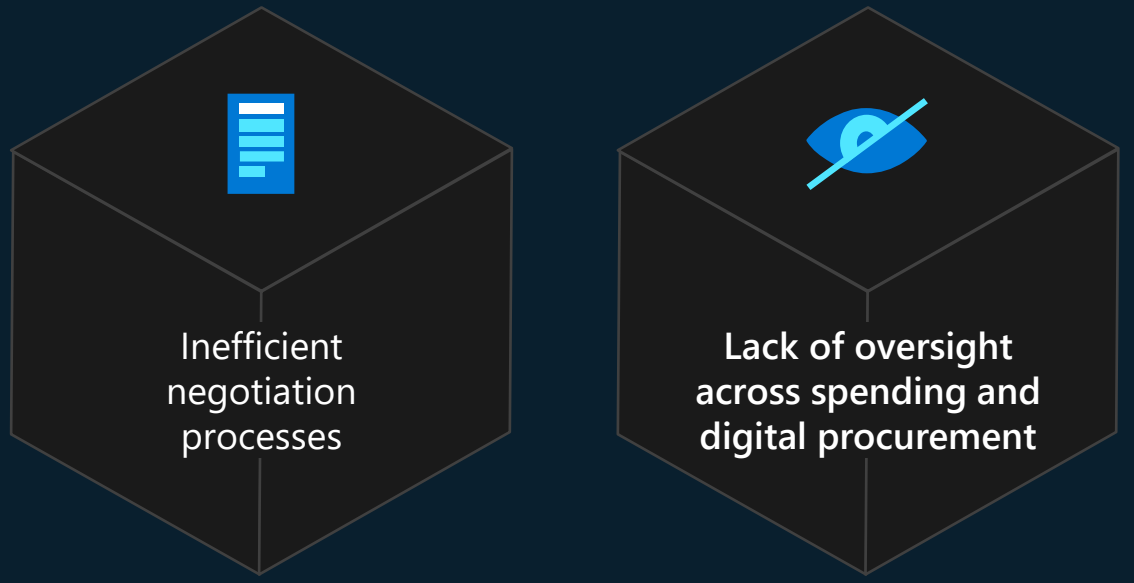
Singapore created a one-stop e-procurement portal for suppliers to access government procurement opportunities online

BUILDING BLOCK 5

Use of whole-of-government framework agreements

Consistency is key. Giving departments too much flexibility to modify the agreement undermines the benefits framework arrangements.

Overcome these digital transformation barriers



Connected to advanced, centralized procurement function

Use of contract specialists able to compare offers and establish call-off contracts

Use electronic procurement platforms

Scale approach

Examples of whole-of-government framework agreement

Italy manages $13B in purchases annually using 127 framework contracts, saving 20% on average over traditional bids

UK signed framework agreements with key technology suppliers giving public entities access to services at the best prices through a centralized Digital Marketplace

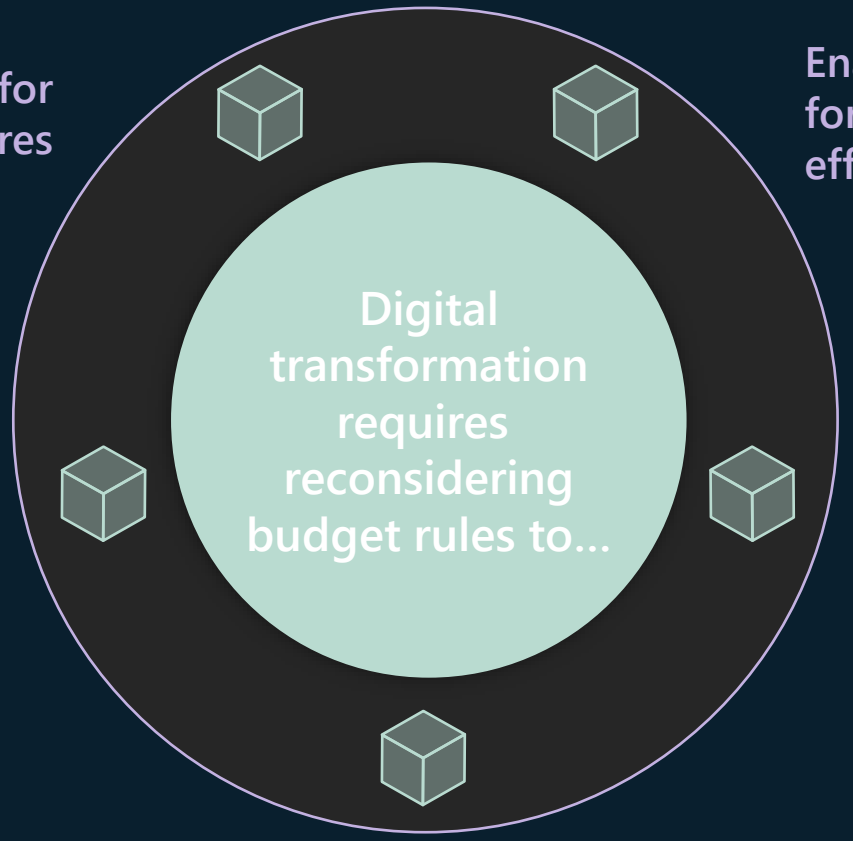
Australia uses whole-of-government agreements to manage purchase of ICT products and services used across departments

BUILDING BLOCK 6

Need for flexible and adaptive finance rules

Financing Rules are often decades old, and often weren't crafted in contemplation of digital transformation and technology initiatives

Overcome these digital transformation challenges



Unify methodologies for reporting expenditures

Enable longer-term investment plans for digital and IT, enabling cost-effective, multi-year commitments

Clarify and enforce technology spending priorities

Increase budget flexibility and deployment speed

Incorporate support, guidance, and training into IT budgets

Examples of countries using flexible and adaptive finance rules

UK spend controls reduce waste and encourage cross-government collaboration, while red lines encourage competition and value for money

Australia provides a process for converting Capex to Opex, enabling greater investment in cloud

Finland empowers citizens through procurement transparency

Argentina published technical standards and requirements for ICT projects

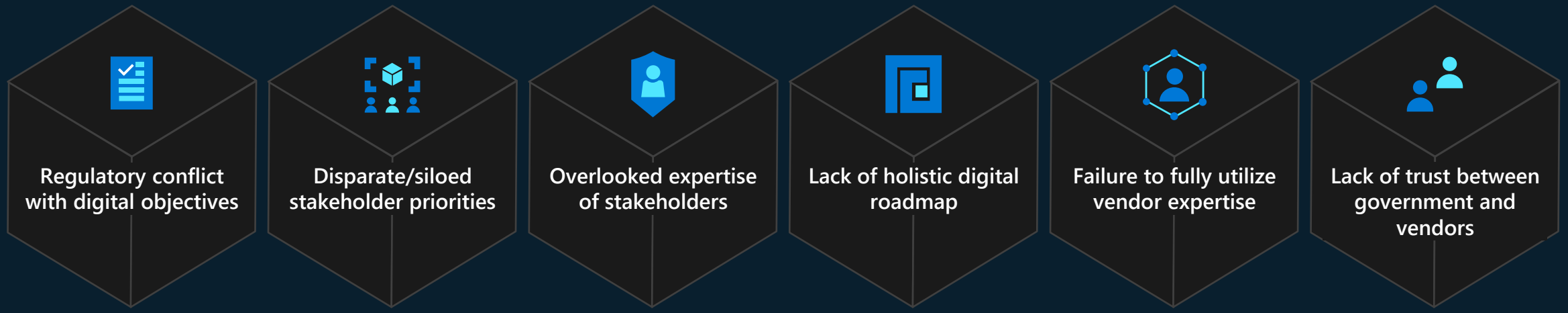
Singapore framed cloud procurement as infrastructure to accelerate clearance

BUILDING BLOCK 7

A collaborative approach between different parts of government, regulators and the private sector

Don’t go it alone. Digital transformation is complex and ongoing. Different stakeholders can bring critical knowledge and skills to the table.

Overcome these barriers to digital transformation



Intergovernmental efforts: Collaborate with other governments to advance public-sector digital transformation

Internal government alignment: Get buy-in from each constituency

Cross-stakeholder engagement: Include regulators and technology vendors

Examples of digital transformation collaboration

UK 'one government cloud strategy' encourages cross-functional collaboration throughout the cloud lifecycle

Singapore Smart Nation and Digital Government Office coordinates collaboration among agencies, helping enable end-to-end digitalization of 95% of all transactions with the Singapore government

Denmark supports collaboration between legislators and civil servants to ensure legislation is digital-ready

Nigeria collaborates with Microsoft to accelerate its digital transformation through technical and policy recommendations

BUILDING BLOCK 8

Promotion of a digital culture and civil servant upskilling

People are the key to successful digital transformation.
Maintaining digital competence is an ongoing process requiring constant internal dialogue.

Overcome these digital transformation barriers

Shifting workplace culture: Employees who understand how digital transformation benefits them are more likely to engage with it

Executive buy-in: A Cloud or Digital Center of Excellence model helps drive collaboration, training, and cultural change

Upskilling civil servants: Successful initiatives combine development of existing workforce skills and acquisition/retention of specialists

Examples of governments promoting digital culture

UK Office for National Statistics increased its training budget to upskill staff in cloud technology and employed roundtable discussions with experts and workshops about cloud usage

Singapore established The Digital Academy as a technology-focused learning institute for the public service

Canada established a Digital Academy to help federal public servants to gain the knowledge, skills and mindsets they need in the digital age

The Philippines implemented a framework to develop competencies and training needs for individuals in different ICT areas

Next Steps

Check out the whitepaper here

Lunch

We'll get started again at 13:30

3

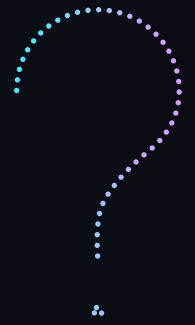
Microsoft

Cybersecurity, Data Protection, and Generative AI

Dave Sloan
Chief Technology Officer
Microsoft Worldwide Public Sector

July, 2023

Agenda



About the Threat

About the Target

About Microsoft

What do you do about it?

Q&A

(Cyber)Crime Pays

Revenue opportunity for **Cybercrime** as a Service (CaaS) drives speed, scale and growth

$6T
Annually today

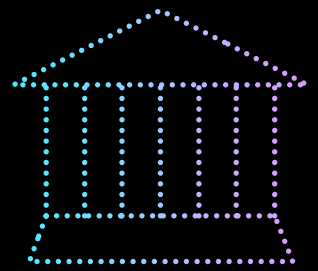
$10T
By 2025

… and it's accelerating

1k
Attacks/Second

2x
Ransomware demands

Public Sector is the Target



128 targets in **42** countries from Russia alone

63% **of attacks targeted the top 4 sectors:**

- IT Services
- Think Tanks/NGOs
- Education
- Government

90% of Russian activity targeted **NATO** Member states

49% of Russian attacks targeted **Government** agencies

Time is not on our side

Cyberattacks move fast, victims are slow

1 hr
to access data

<2 hr
to move laterally

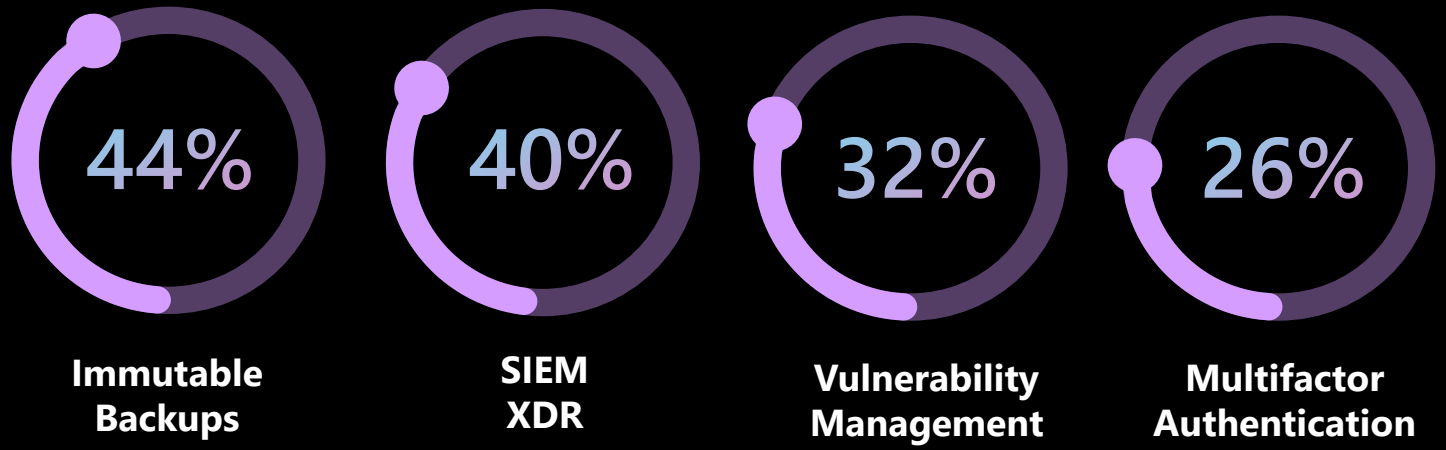
14 days
after vulnerability is published
before exploit is broadly available

The more you wait, the more they take

78% of devices still used an unpatched version even

9 months after a patch is released

The State of the Union is Inadequate and Unprepared



Lower Security adoption yields Higher Attacker ROI creating ongoing incentives for more attacks.

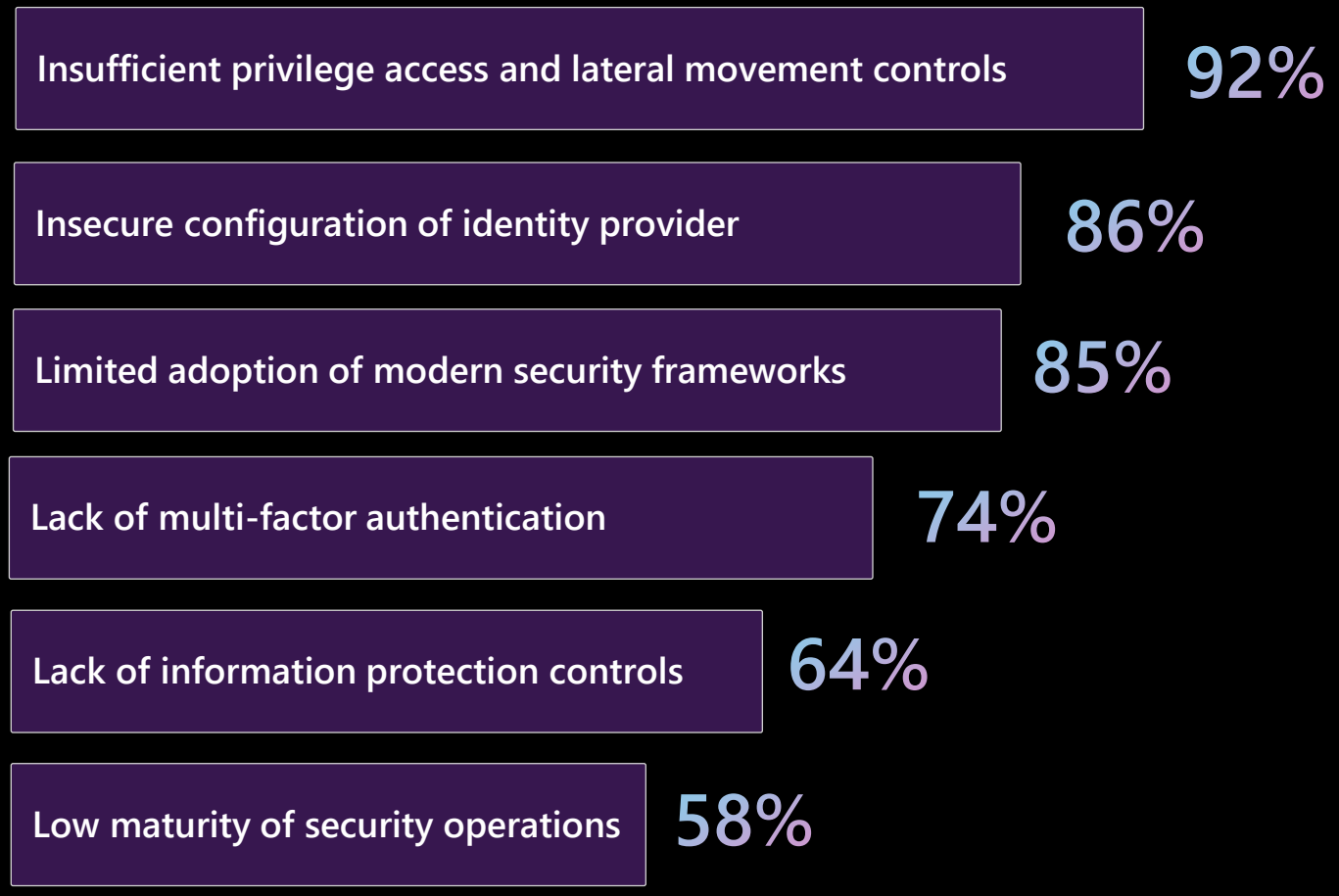
How resilient is my organization?

80%

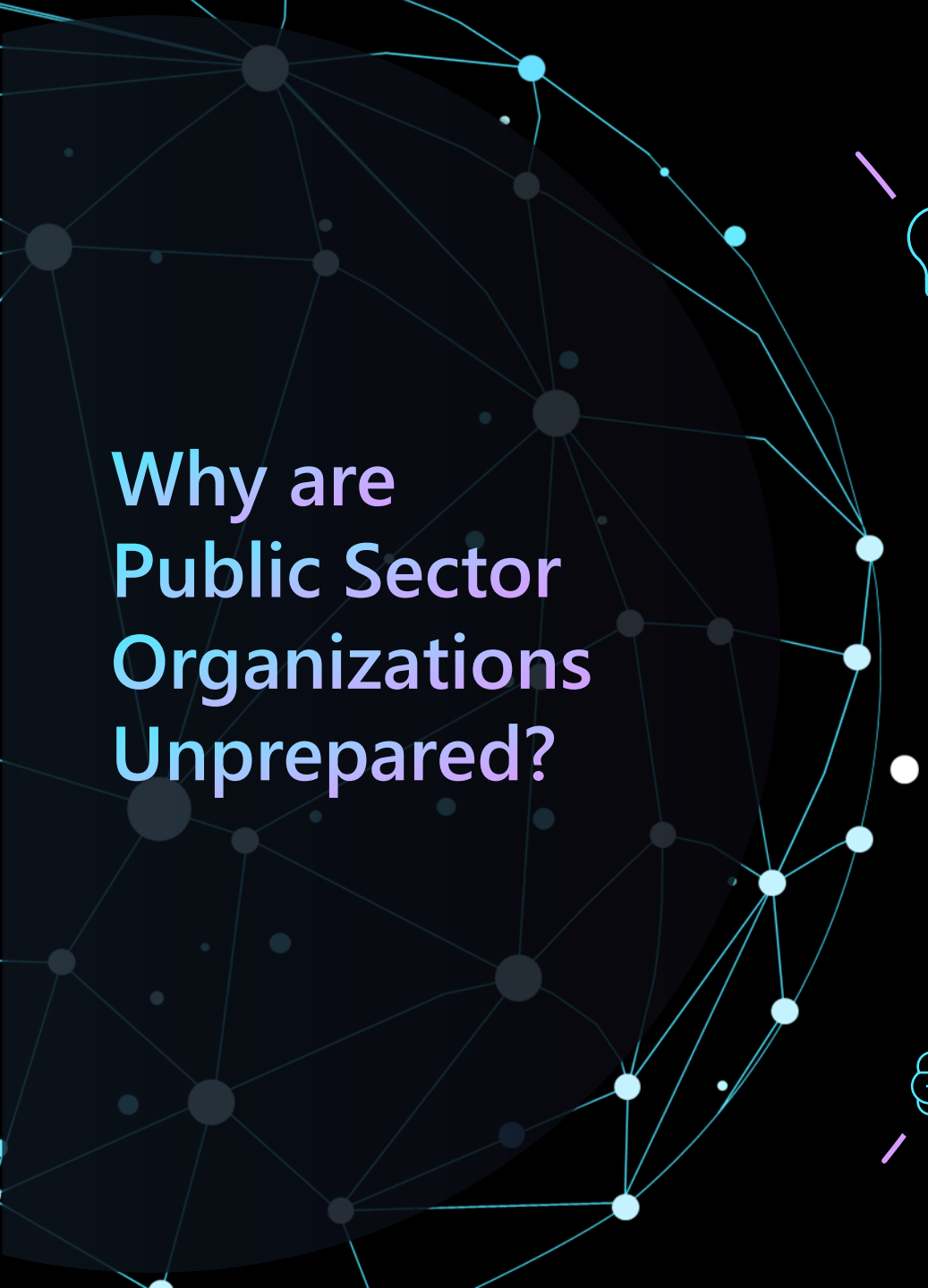
of security incidents can be traced to a few missing elements that could be addressed through modern security approaches

Key areas affecting Cyber Resilience

Microsoft studied victims of cyberattacks and found these factors to be the top 6 contributors to their vulnerability



Why are Public Sector Organizations Unprepared?



Lack of Skills & innovation

- Talent Gap/Retention
- Manual Processes
- Requires investment & constant innovation

Legacy Systems

- Technical debt
- Siloed standalone security products
- Legacy tools & infrastructure

Legacy Approach

- Security seen as IT function/overhead
- Security Governance is an afterthought
- Zero Trust seen as a technical issue

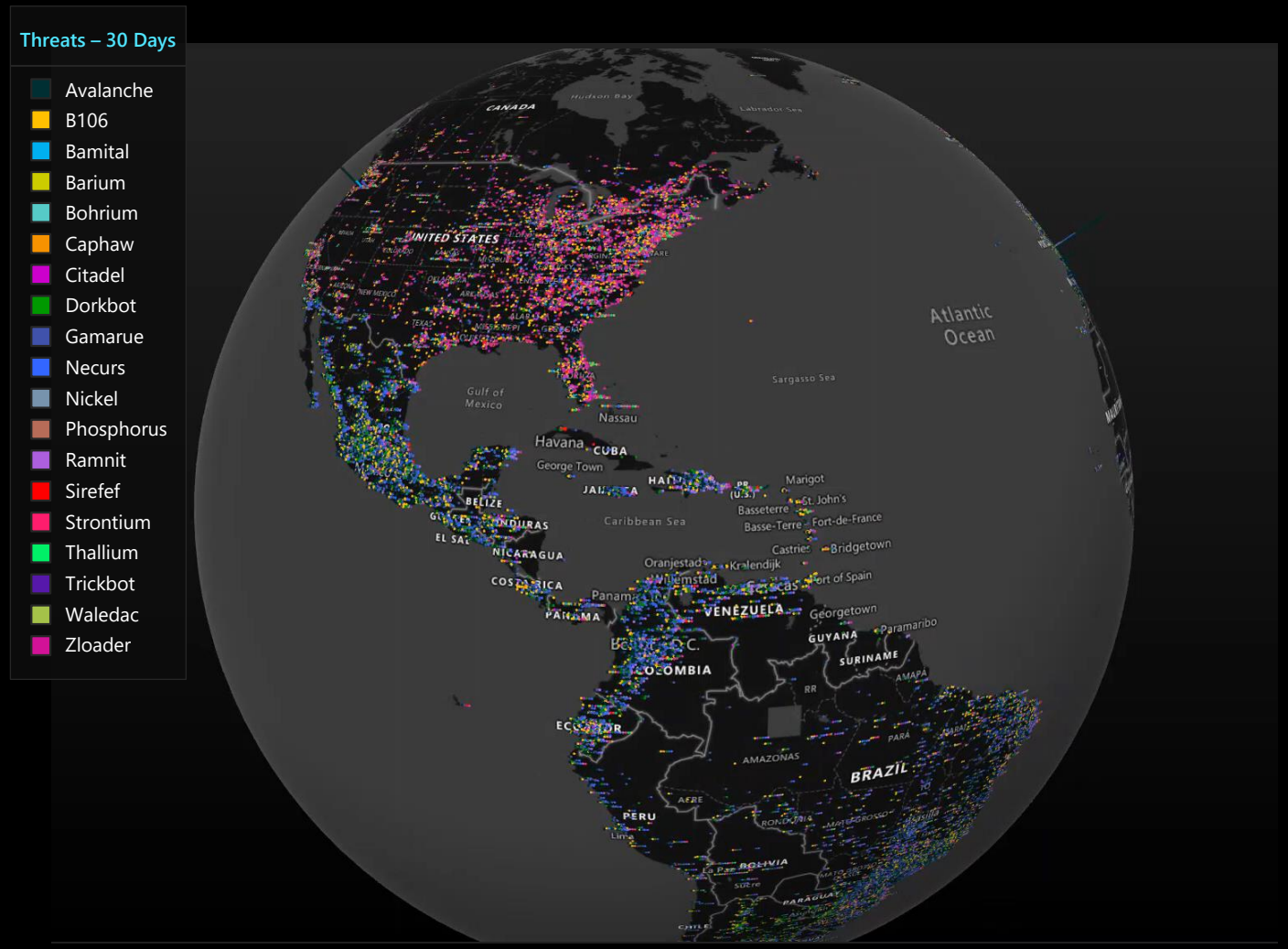
Legacy Mindset

- Security through obscurity
- Data location as Security
- Cloud security FUD

Hyperscale Cloud automation from the World's Largest Security Provider

Microsoft helps level the playing field

Digital Crimes Unit | Detect and Disrupt Cyberattacks



Use legal and technical means to disrupt hacker infrastructure

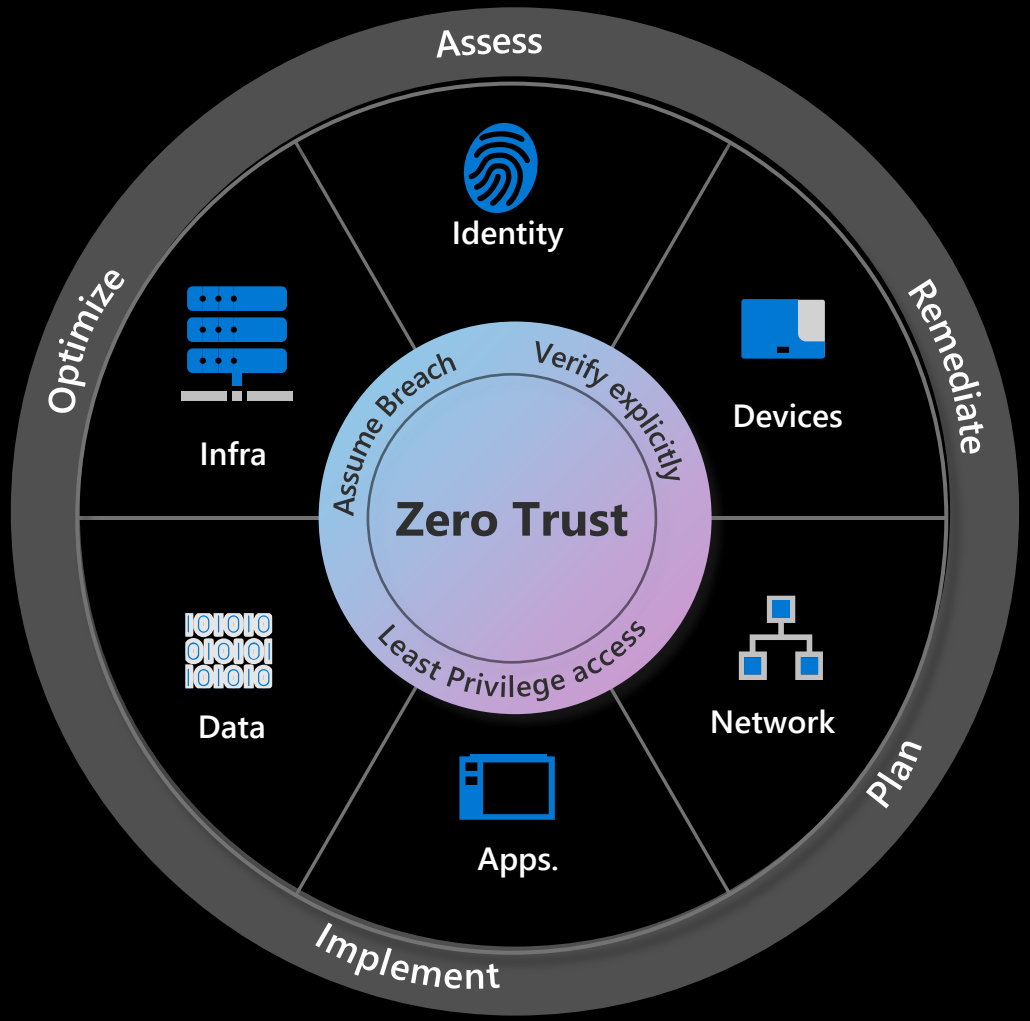
2,750,000
site registrations **blocked**

531,000
Unique phishing URLs **taken down**

10,000
cybercriminal websites **removed**

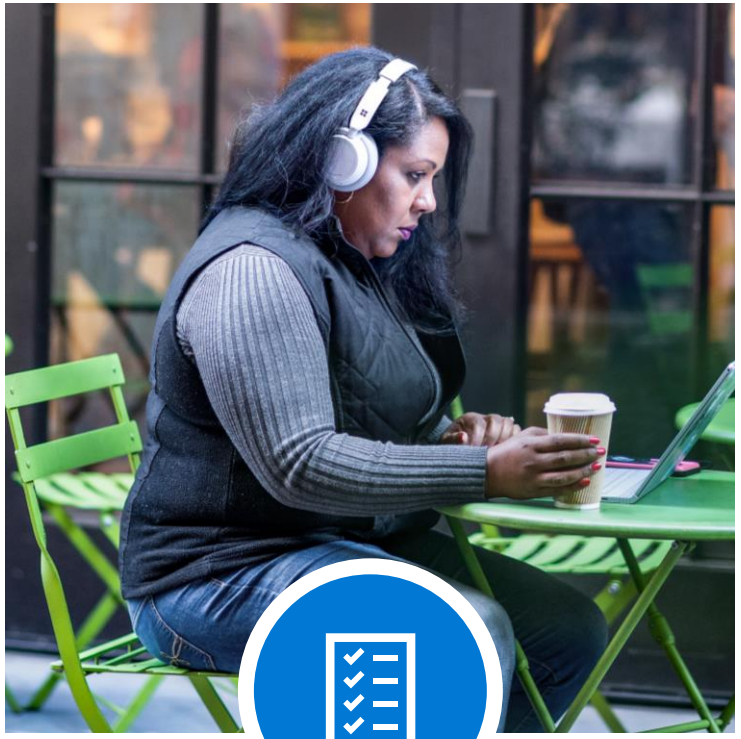
600
nation-state actor websites **re-directed**

Modern Approach to CyberSecurity in Government

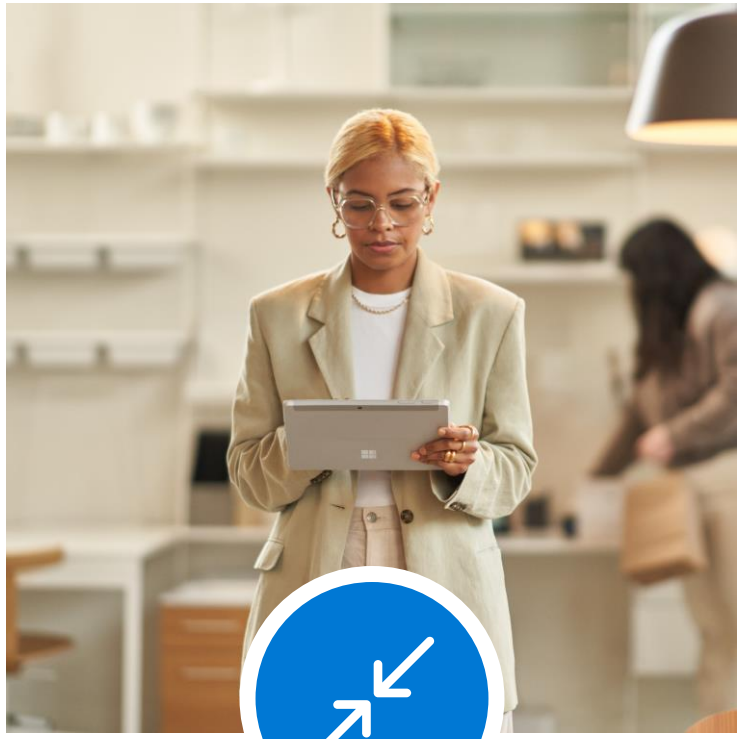


"Zero Trust
is at the foundation of
security transformation"
- Satya Nadella

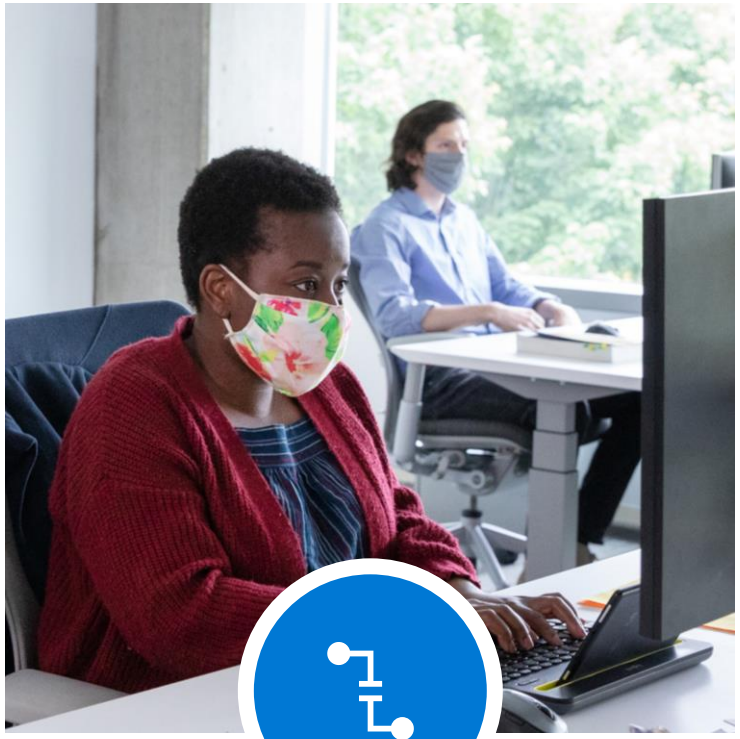
The guiding principles of Zero Trust



Verify explicitly



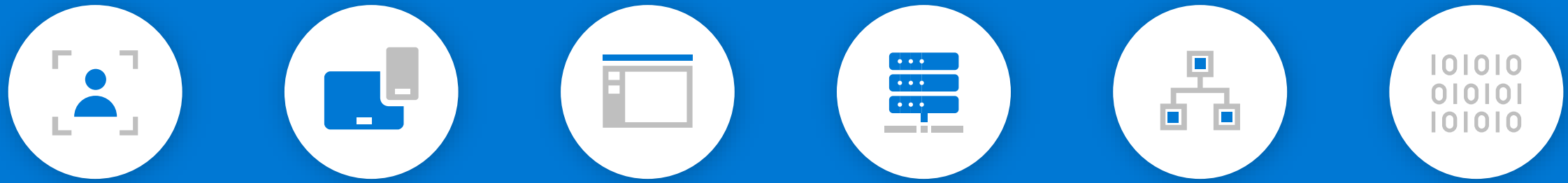
Use least privilege



Assume breach

Zero Trust pillars

Governance

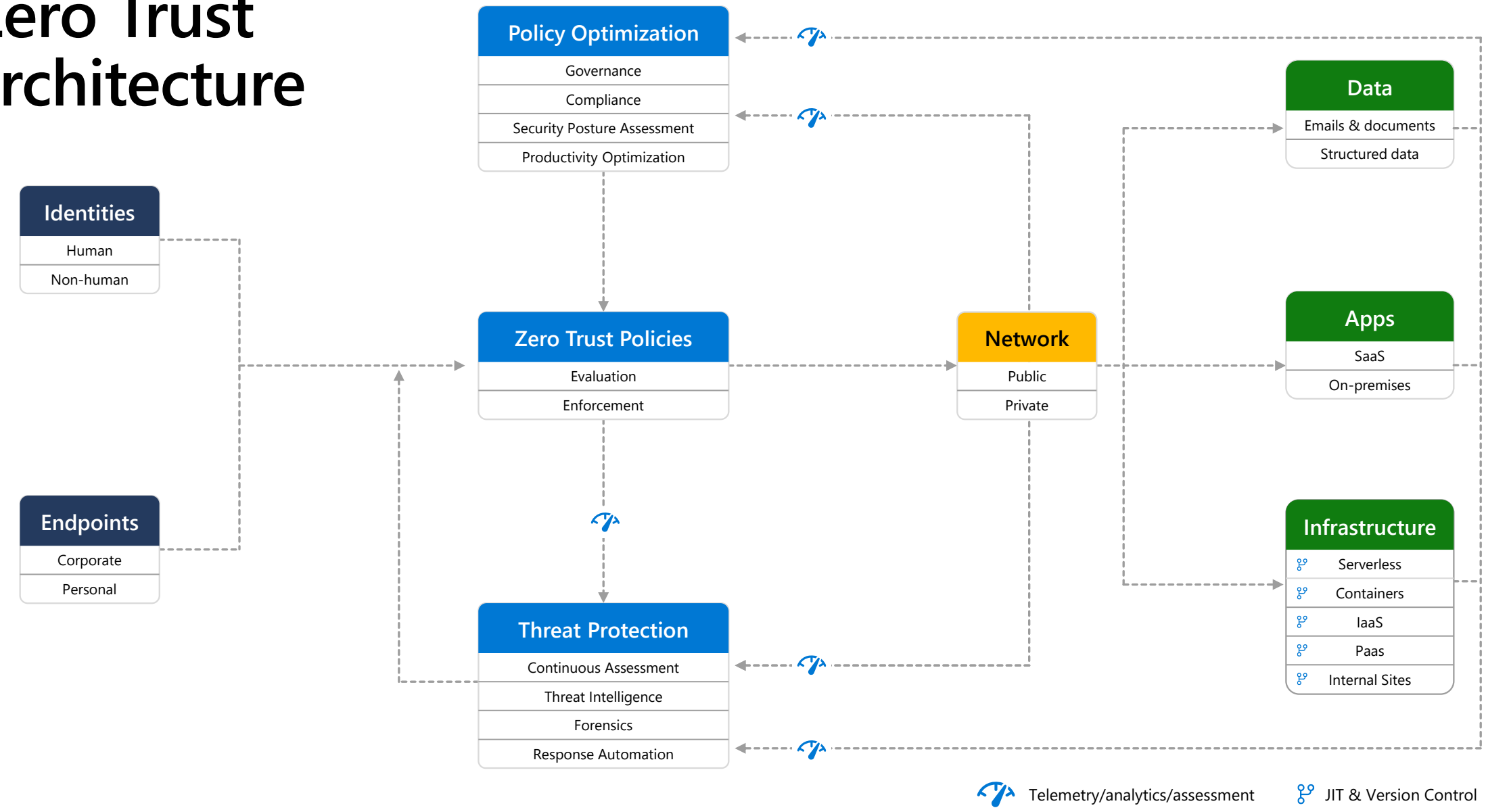


Identities | Endpoints | Apps | Infrastructure | Network | Data

Threat Protection

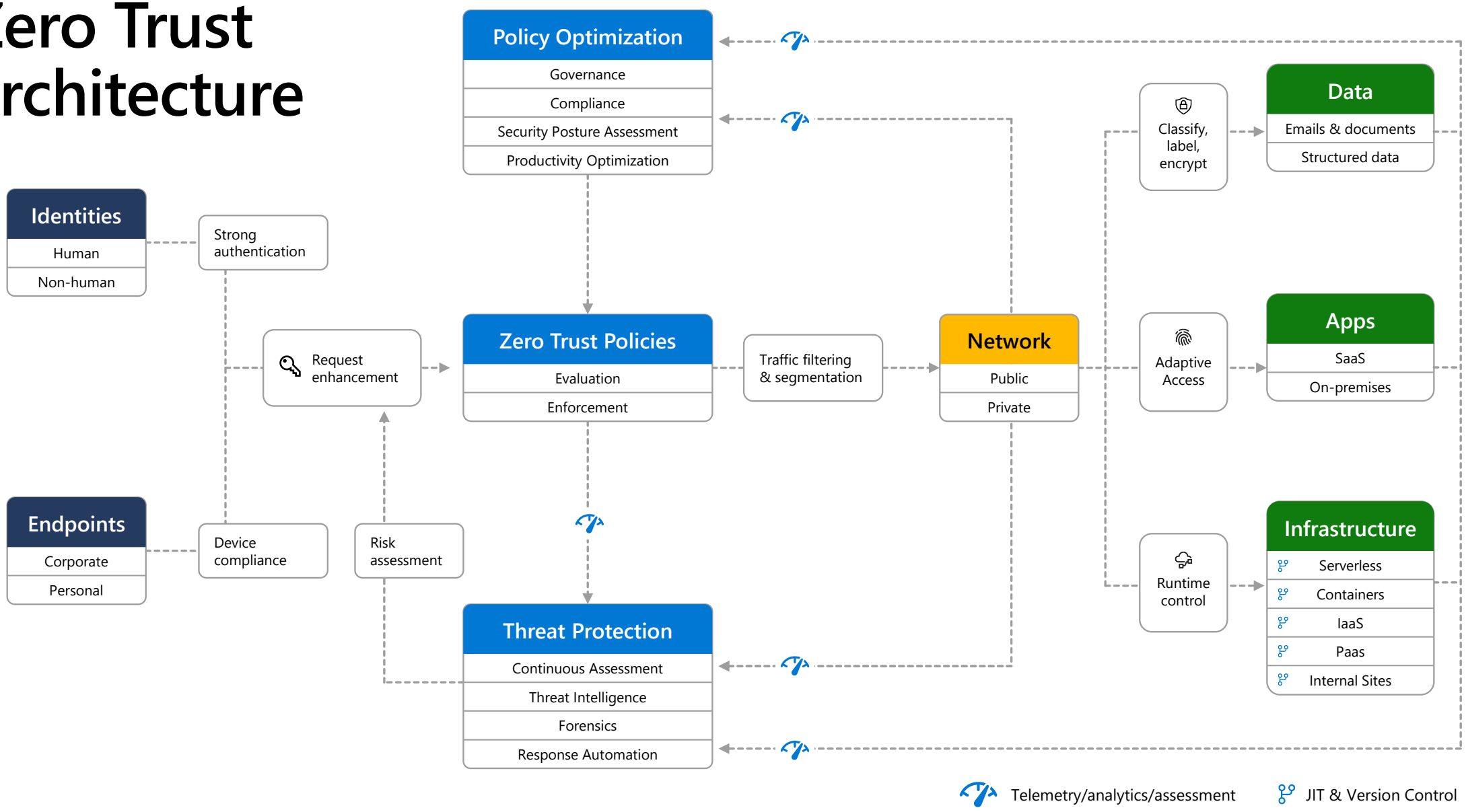
Zero Trust architecture

Microsoft Security



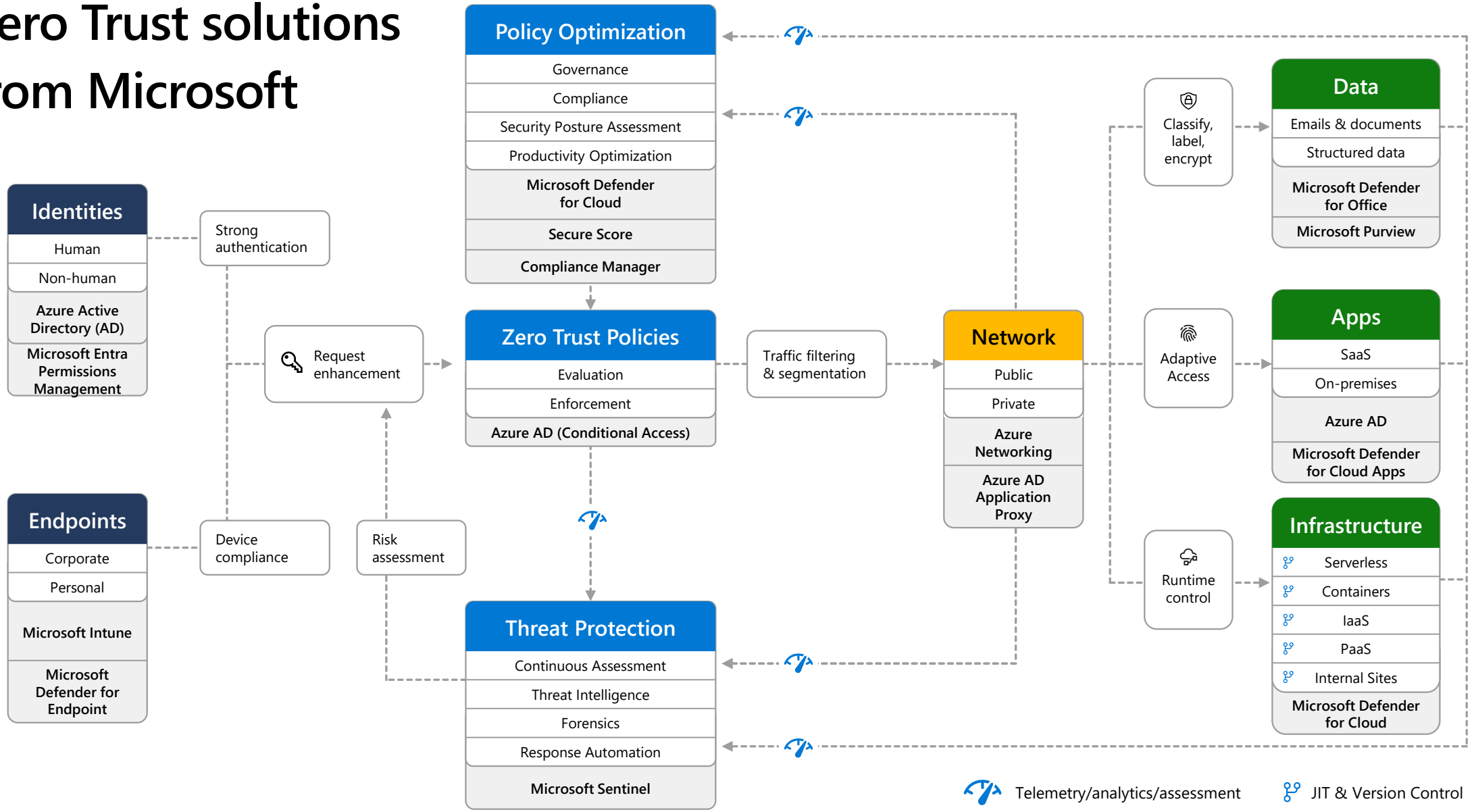
Microsoft Security

Zero Trust architecture



Microsoft Security

Zero Trust solutions from Microsoft



Why implement a Zero Trust strategy with Microsoft

Experience across many Zero Trust deployments

Comprehensive, end-to-end security

Pre-integrated solutions ready to go

Vast third-party ecosystem

Simplicity of a single guide for your Zero Trust journey

In Summary

- Criminals and nation state actors are **hunting you**
- You can’t bring a **knife** to a **gun fight**
- **Focus** on what you’re **good** at
- **Microsoft** can help you **level** the playing field
- Do **More** with **Less**

What is behind “sovereign” requests?

Security

Myth: “I secure my data in my data center instead of risking cloud breaches”

Fact: Hyperscale is now the gold standard in cybersecurity

Myth: “A US cloud provider won’t protect my data from the US government”

Fact: Sovereign Risk to Public Sector Enterprise data is extraordinarily low

In extreme cases, Microsoft technologies that can lower sovereign risk further

Resilience

Myth: “The cloud can’t maintain access to my workloads during catastrophic events”

Fact: Hyperscale uptime and SLAs far exceed on-prem data centers

Political and Natural Disaster risk are extraordinarily low

Military risk may vary by country, but Geo-resilience risk should also be considered

In extreme cases, hybrid cloud may lower resilience risk for limited workloads

What else is behind “sovereign” requests?

Residency

Myth: “Data residency in my country gives me security, jurisdiction and resilience”

Fact: Residency is not a security control

Fact: Residency does not affect jurisdiction

Fact: Residency does not ensure resilience

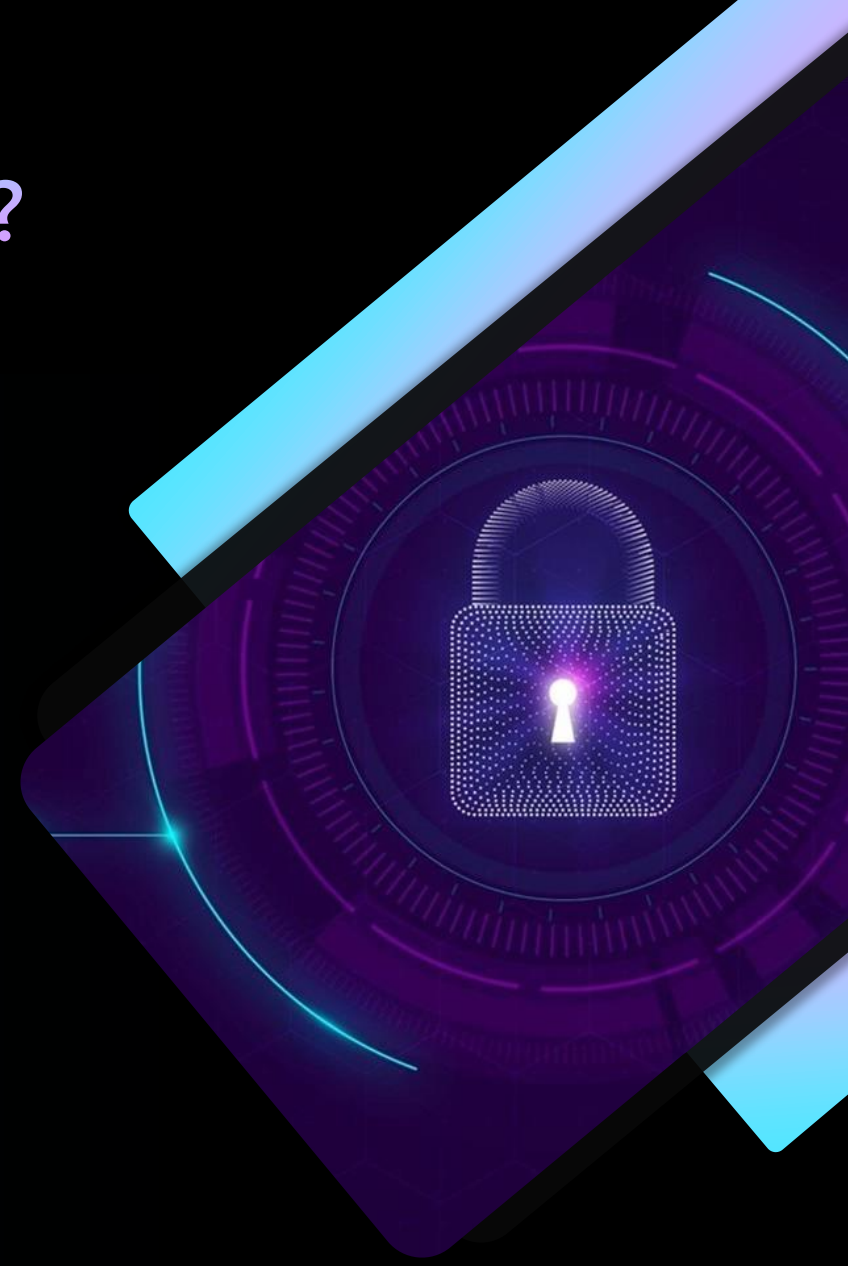
Economics

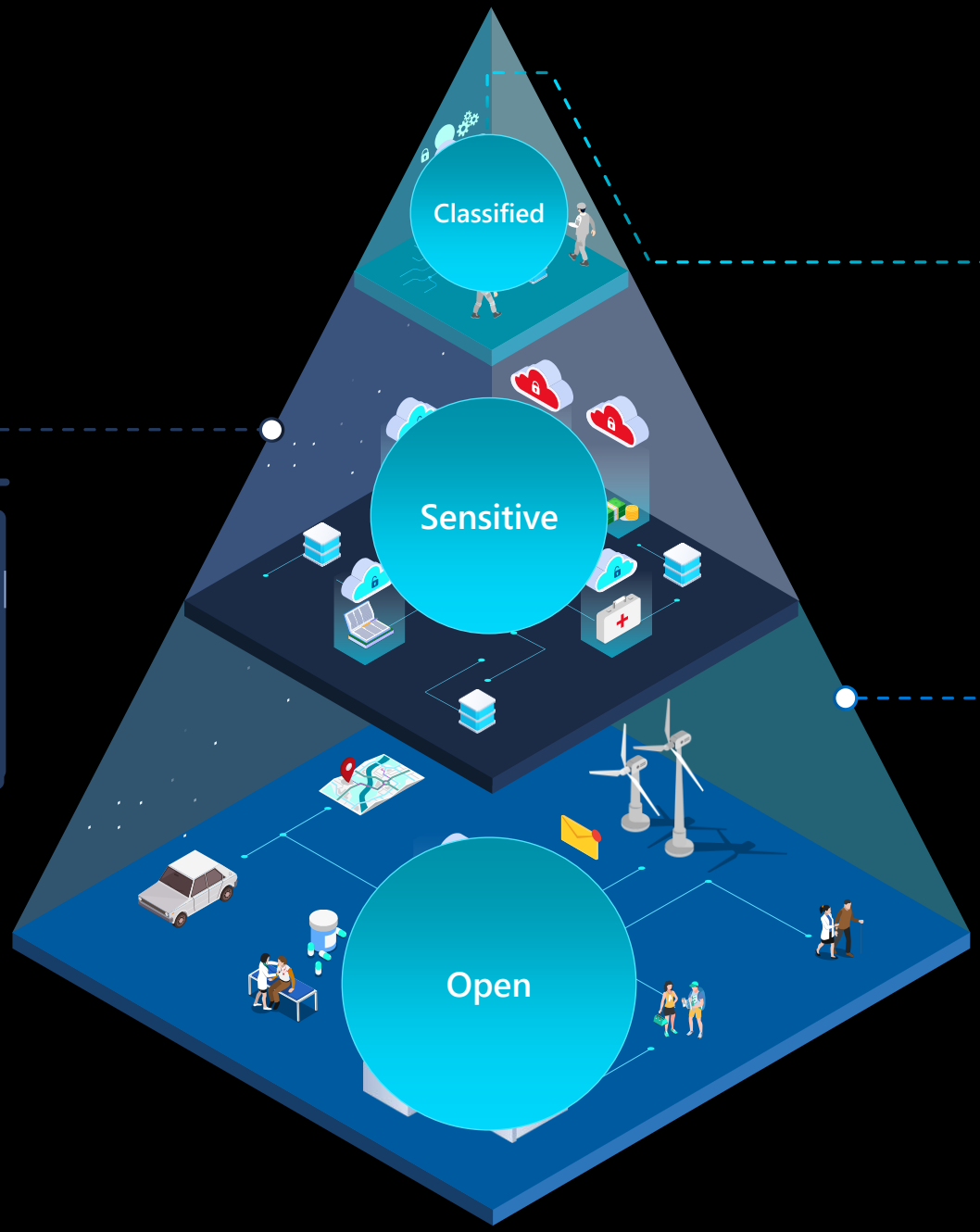
Myth: “Hosting my own data center is good for my economy”

Fact: Digital Transformation delivers economic benefit far faster in the hyperscale

In country investment and job creation is very low for data center hosting

Forward looking partners want to exit commodity hosting services and move up the value chain by leveraging innovation for digital transformation





Defense &
Intelligence

Tax
Health
Education
Law Enforcement

Transportation
Energy
Public Health
Tourism
Regulatory
Commerce
Environment
Recreation

Uncertain

Sensitive

Tax
Health
Education
Law Enforcement

Concerns about:

Privacy
Regulatory Compliance
Sovereignty

What's changed

Digital Transformation Track Record

Collaboration, hybrid, work/life

Transformative citizen services

Predictive governance

International Relations

United States Executive Order and Attorney General's Recommendation

European Commission Adequacy Decision

Greenberg Traurig opinion

Transformation of Threat Environment

Rise of APTs and Nation State actors

Increase in sophisticated criminal gang activity

Targeting of Public Sector

Microsoft Corporate Commitment

European Union Data Boundary

Legal process transparency

Technological Innovation

Increased policy transparency and contractual commitments

Additional Sovereign Controls

Limited Hybrid Cloud

Classified

Defense &
Intelligence

Uncertain

Sensitive

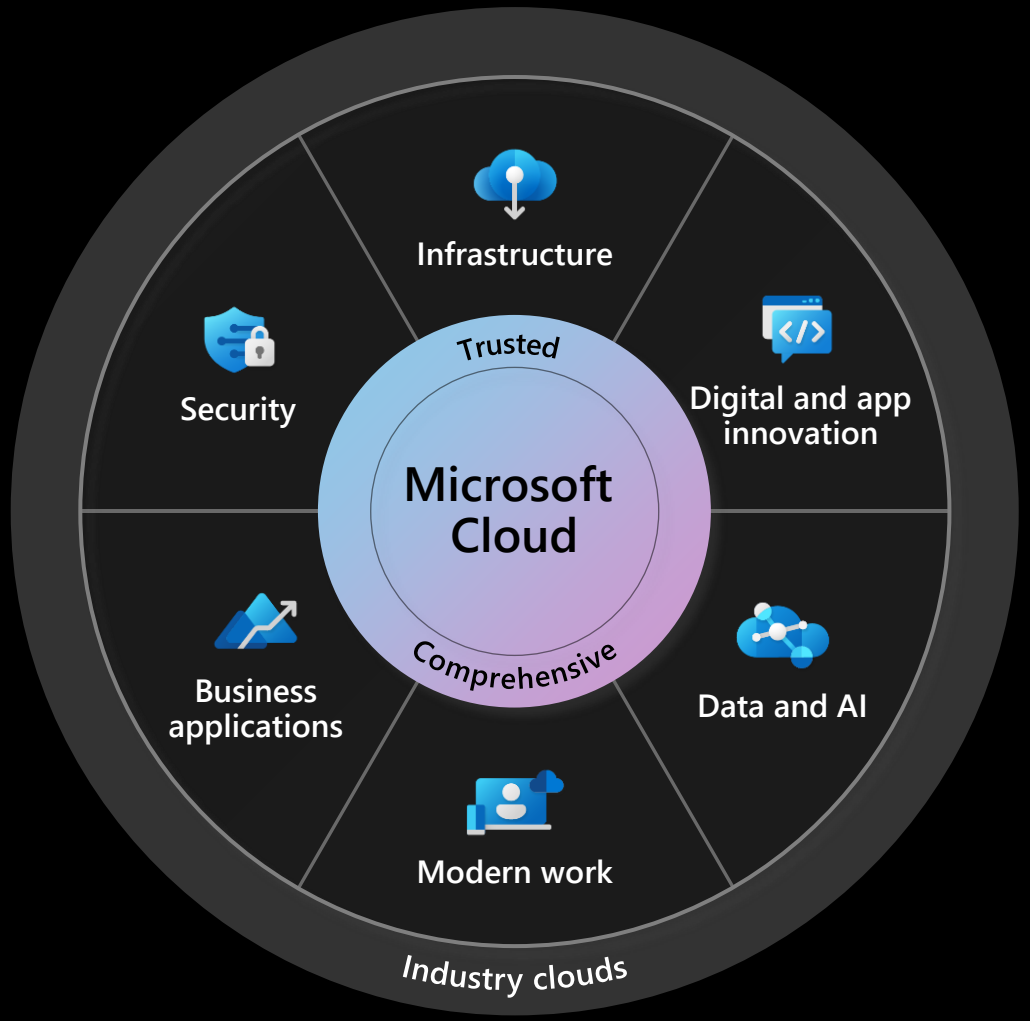
Tax
Health
Education
Law Enforcement

Transparency
Improved legal protections
Regularity clarity
Sovereign Controls
Cybersecurity
Demand for Transformation

Hyperscale Cloud

Open

Transportation
Energy
Public Health
Tourism
Regulatory
Commerce
Environment
Recreation



Microsoft Cloud in the era of AI

Transform citizen services with new capability and accessibility

Advance public sector workforce productivity with Copilot

Trust your data to a responsible cloud provider

AI breakthroughs

2016 **Object recognition**
Human parity

2017 **Speech recognition**
Human parity

2018 **Machine reading comprehension**
Human parity

2019 **Machine translation**
Human parity

2020 **Conversational QnA**
Human parity

2021 **Image captioning**
Human parity

2021 **Question Answering**
Human parity

AI innovation

January

- Azure OpenAI Service becomes generally available
- Microsoft extends our partnership with OpenAI

February

- Teams Premium with GPT becomes generally available
- Viva Sales adds generative AI capabilities
- Microsoft announces the new Bing and Edge
- Microsoft announces Bing momentum and Skype Copilot
- Windows 11 updates bring AI-powered Bing to the taskbar

March

- LinkedIn introduces collaborative articles
- Microsoft introduces Dynamics 365 Copilot
- Florence comes to Azure Cognitive Services for Vision
- Azure OpenAI Service adds ChatGPT capabilities
- Microsoft announces powerful new virtual machines
- LinkedIn adds new AI-powered capabilities
- Microsoft introduces Microsoft 365 Copilot
- Microsoft introduces Copilot for Power Platform
- Nuance introduces DAX Express
- Azure OpenAI Service adds GPT-4
- Bing Image Creator comes to the new Bing
- GitHub introduces GitHub Copilot X
- Microsoft introduces Microsoft Security Copilot

Empowering every organization with Azure AI

Azure OpenAI Service

Large foundation AI models enriched with your parameters and your data

Learn more

Azure Cognitive Services

Family of cognitive APIs for vision, speech, language, and decision making

Learn more

Azure Machine Learning

Build, deploy, and manage high-quality models faster and with confidence

Learn more

Azure AI Infrastructure

Purpose-built AI supercomputing infrastructure for accelerating innovation

Learn more

A copilot for every Microsoft Cloud experience

Microsoft 365 Copilot

Works alongside you in the apps you use every day

Dynamics 365 Copilot

Turbocharge your workforce with a copilot for every job role

Copilot in Power Platform

Imagine it, describe it, and Power Platform builds it

Microsoft Security Copilot

Defend at machine speed with Microsoft Security Copilot

Windows Copilot

The first centralized AI assistance on a platform

GitHub Copilot

Increase developer productivity to accelerate innovation

Microsoft Security Copilot

The first and only generative AI security product to help defend organizations at machine speed and scale.

Enables response in minutes, not hours

Simplifies the complex with natural language prompts and easy reporting

Catches what others miss with deeper understanding of events

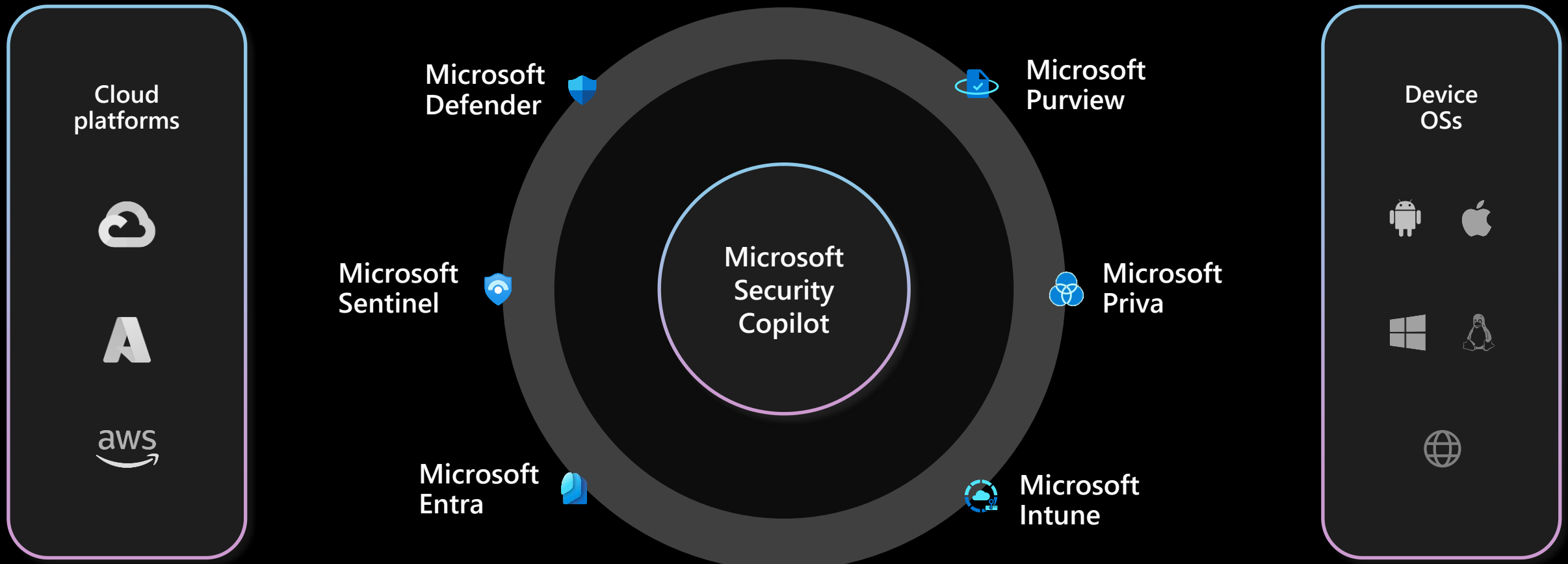
Addresses talent shortage by extending human expertise

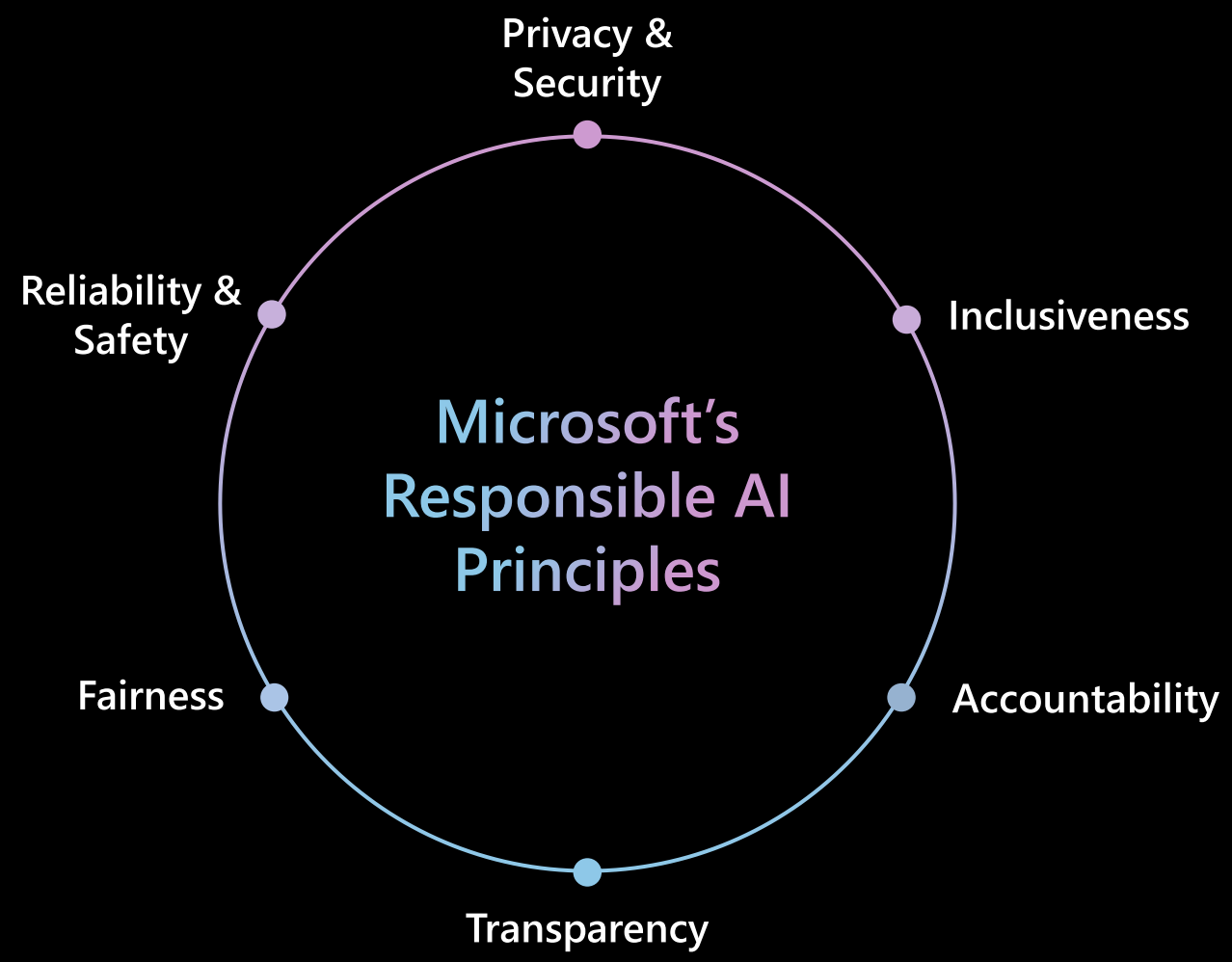
Microsoft

Announcing

Microsoft Security Copilot

Defend at machine speed with Microsoft Security Copilot





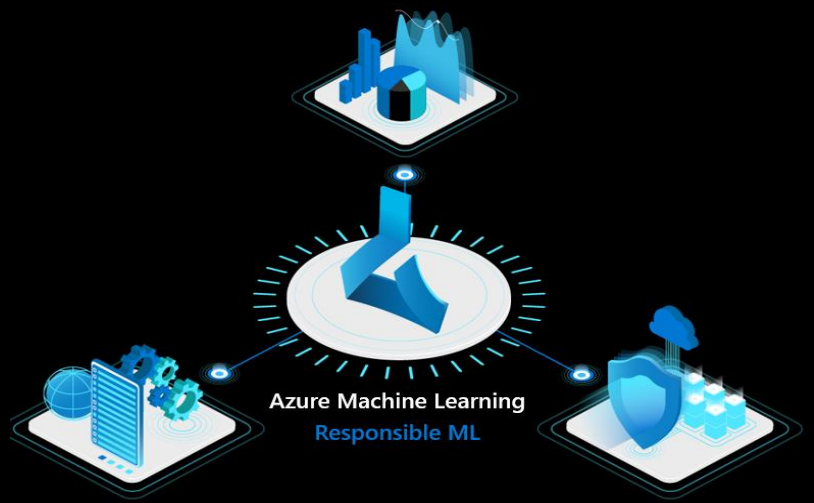
Building blocks to enact principles

- Tools and processes
- Training and practices
- Rules
- Governance

GA in 2022

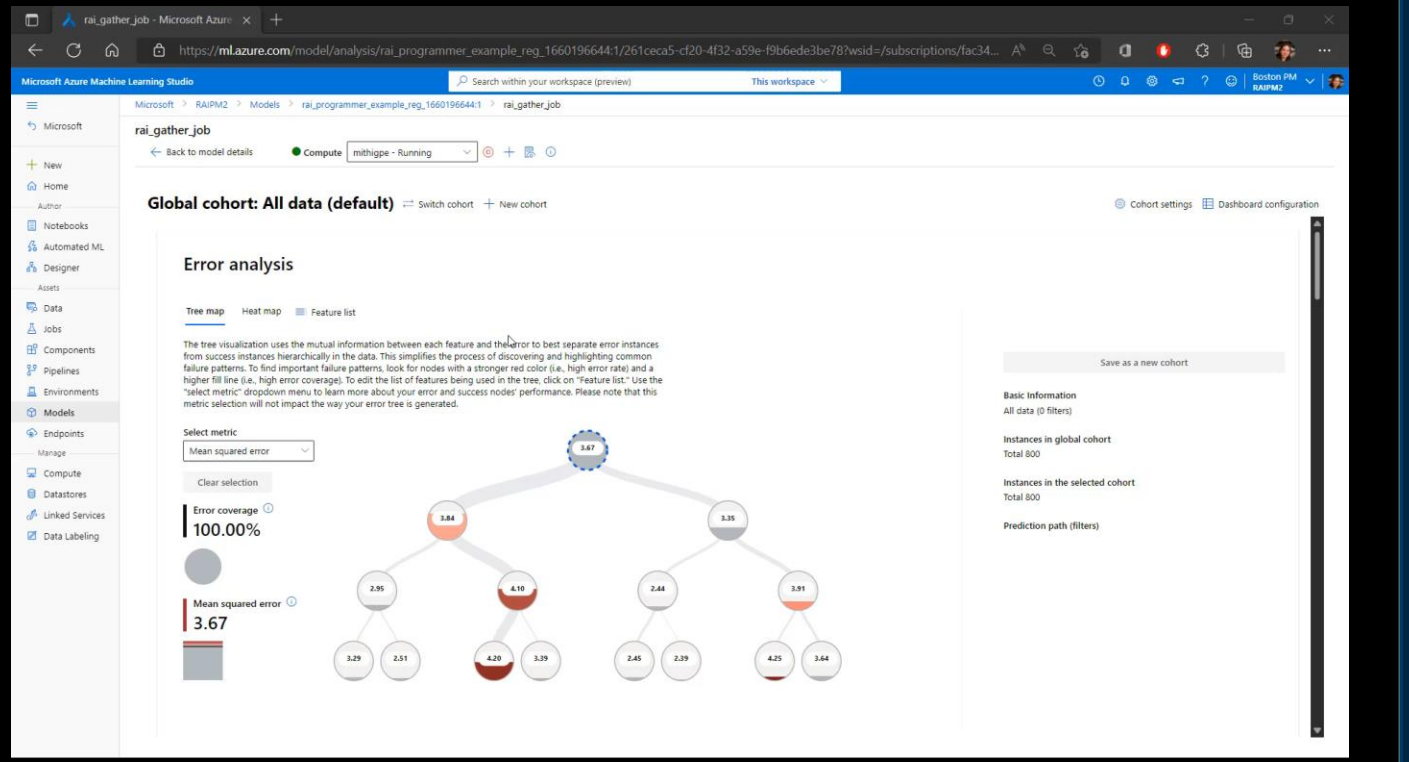
Responsible AI Dashboard in Azure Machine Learning

Responsible Development
Fairness
Explainability



Responsible Governance
Transparency
Accountability

Responsible Usage
Tools



Announcing

Azure AI Content Safety Service

Detect and assign severity scores to unsafe content

Works on human/AI generated content

Integrated across Azure AI

Available in Preview


Azure AI Content Safety
HQ
Microsoft
Azure

Introducing
Azure AI Content Safety

Azure AI Content Safety uses AI to help you create safer online spaces. With nuanced, cutting edge AI models, it can detect hateful, violent, sexual, and self-harm content and assign it a severity score, allowing businesses to prioritize what content moderators review. Plus, its multi-lingual models enable it to **understand many languages simultaneously.**

1

Azure AI Content Safety classifies harmful content into four categories:

Hate Sexual Self-harm Violence

2

Next, it returns a severity level for each category from 0 – 6:

Hate: 0 – 2 – 4 – 6
Sexual: 0 – 2 – 4 – 6
Self-harm: 0 – 2 – 4 – 6
Violence: 0 – 2 – 4 – 6

3

Then, it surfaces content based on the severity level:

High risk: Auto blocked
Medium risk: Sent to moderator and prioritized by risk level, topic, and user reputation
Low risk: Auto approved

Update

Azure OpenAI Service

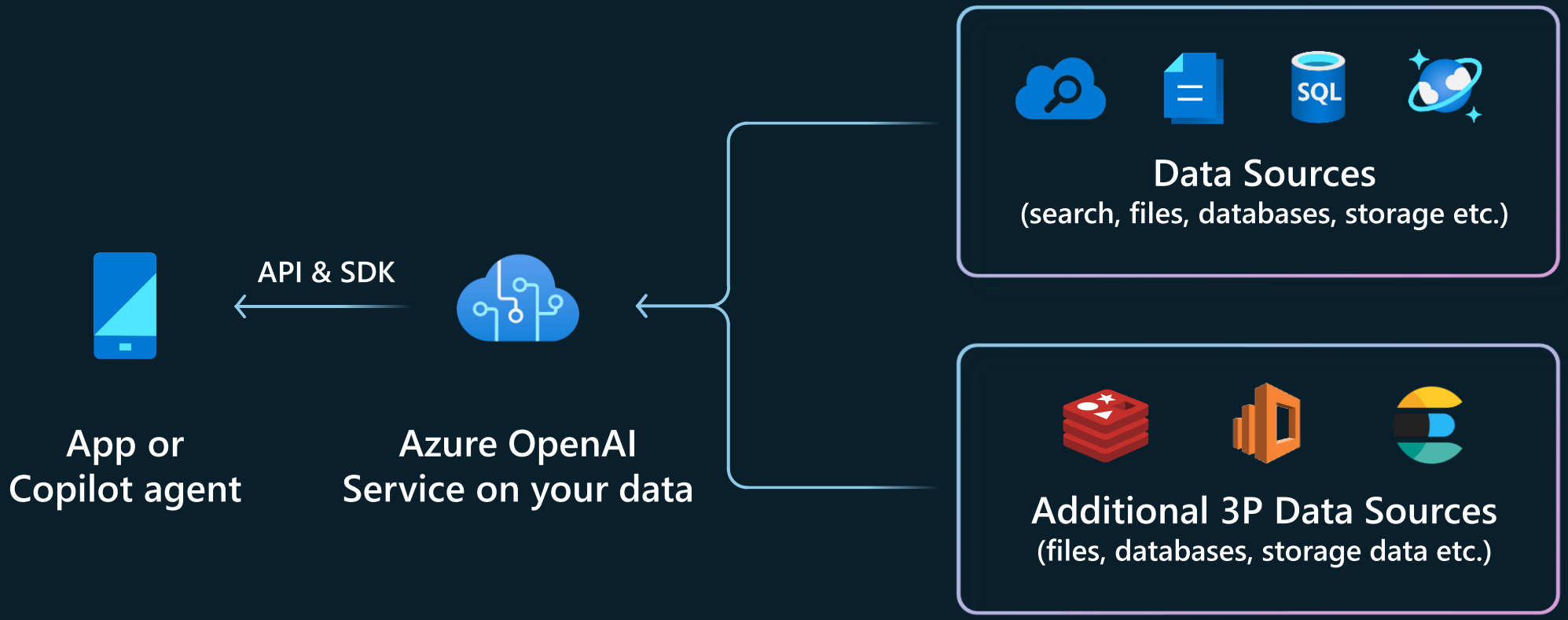
GPT-3 | Codex | DALL·E | ChatGPT | GPT-4

Deploy on your own data

Provisioned Throughput Model

Plugins for Azure OpenAI Service

Azure OpenAI Service on your data



Azure AI

AI you can trust

Your data is your data

Your AI instance
is isolated from every other customer

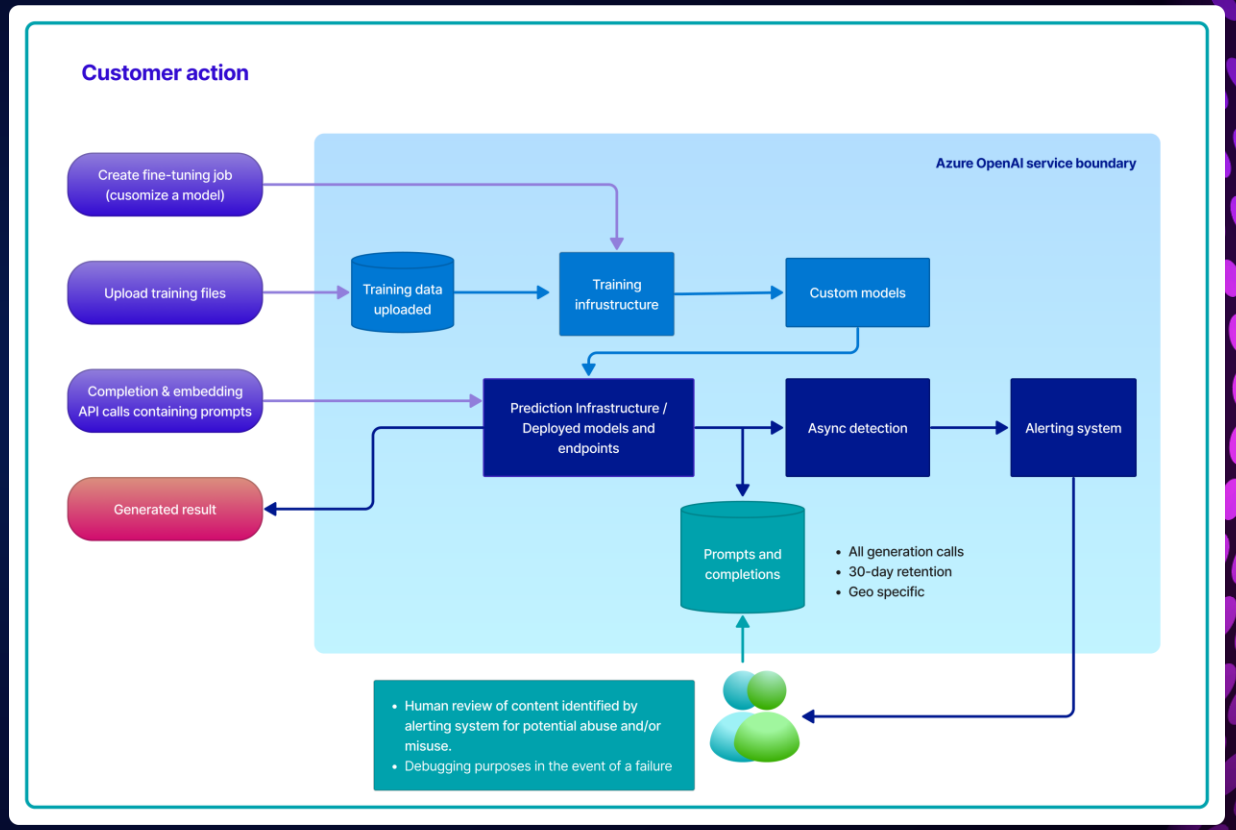
Your data is not used to train
the foundation models

Your data is protected by
the most comprehensive enterprise
compliance and security controls

Privacy and Security in Azure OpenAI Service

https://learn.microsoft.com/en-us/legal/cognitive-services/openai/data-privacy

- Authorized Microsoft employees will have access to **prompts and responses** that triggered automated systems for the purpose of investigating and verifying **potential abuse**
- You can request the ability to **opt out** of both data logging and the human review process. This allows trusted users with low-risk scenarios to have the data and privacy controls they need
- Additional training data uploaded can be stored and **encrypted** at rest with Microsoft Managed keys or Customer Managed Keys
- Azure OpenAI has consistent **terms** with other Azure AI Services



Azure OpenAI Service | Capabilities & Use Cases in Government

Content Generation

- Drafting correspondence in public entities
- Process automation meets natural language

Summarization

- Call Center support automation
- Data summaries based on human-language prompts
- Enhance audit management, clearance and inspection

Code generation

- Support writing code to accelerate development work within Government workforce
- Code documentation

Semantic Search

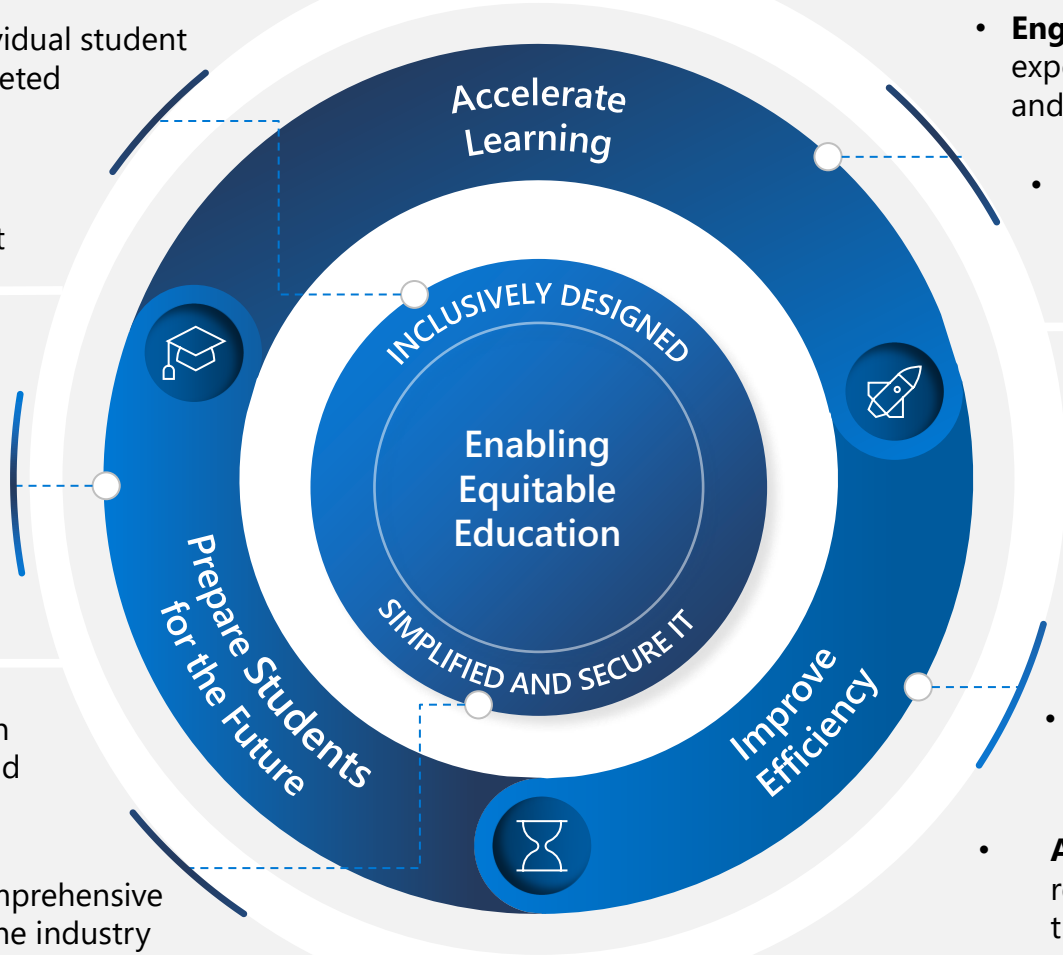
- Knowledge management for cross department collaboration
- Assist the public with complex forms and processes

Opportunities for AI in Education

- **Personalize learning** based on individual student needs with tailored content and targeted coaching to support improvement
- **Improve accessibility** with translation, captioning, read-aloud, and voice input

- **Build AI literacy** among staff, educators, and students to encourage responsible usage and effectively advance learning
- **Equip students** with the skills they'll need to thrive in the future of work

- **Defend at machine speed** with gains in quality detection, speed of response, and ability to strengthen security posture
- **Protect your data** with the most comprehensive compliance and security controls in the industry



- **Engage learners** by providing interactive experiences, a jump-start to creative processes, and real-time feedback
- **Analyze data efficiently** and deliver actionable insights from unstructured data across diverse sources of information

- **Create and customize content** for lesson plans, quizzes, rubrics and more for any topic, in any language, for any level
- **Enhance support services** with the ability to answer FAQs, recommend resources, and provide personalized information

- **Unlock productivity** and save staff time spent writing, searching, editing, and analyzing
- **Automate processes** for administrative or repetitive tasks such as managing IT helpdesk tickets, course scheduling, and more

4

What are your reflections from today?

1. What questions are outstanding?
2. What concerns do you have?
3. What’s the biggest opportunity in your country?