



AI: A Positive Risk for the Municipal Work Environment



CIGFARO
Chartered Institute of
Government Finance, Audit & Risk Officers

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What is AI

- **What is AI?**

Artificial intelligence (AI) is the simulation of human intelligence processes by machines, especially computer systems.

- **Machine learning**

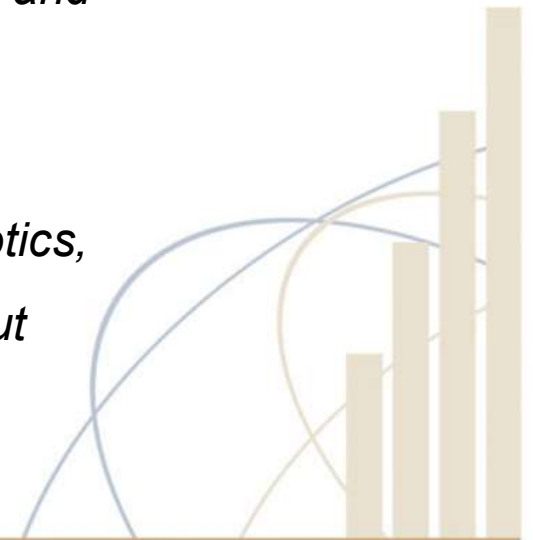
The use and development of computer systems that are able to learn and adapt without following explicit instructions

- **Natural language processing**

The application of computational techniques to the analysis and synthesis of natural language and speech

- **Automation**

Automation is the application of technology, programs, robotics, or processes to achieve outcomes with minimal human input



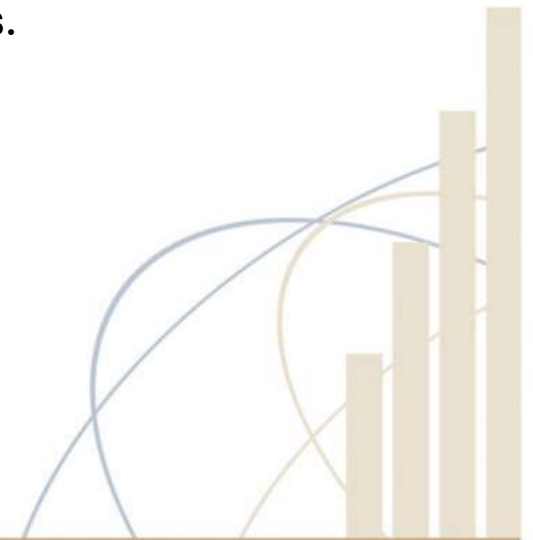
Why Municipalities Should Adopt AI



- Increased efficiency.
- Better service delivery.
- Data-driven decision-making.

AI's Positive Impact on Municipalities

- **Improved Decision Making**
 - AI helps in data analysis to make informed policy decisions.
- **Automation of Repetitive Tasks**
 - Example: Automating administrative duties, freeing up human resources.
- **Enhanced Citizen Services**
 - Chatbots, AI-driven public health tracking, virtual assistants.
- **Optimizing Resource Allocation**
 - AI can help track energy consumption, waste management, and traffic optimization.



AI as a Positive Risk



- **Risk in the Context of AI**
 - Change always carries a certain level of risk, but AI's potential outweighs these risks.
- **Embracing the Risk for Progress**
 - AI brings a shift in the way municipal departments function. While challenging, it creates room for innovation.
 - AI can improve efficiencies but also requires investment in training and adapting systems.

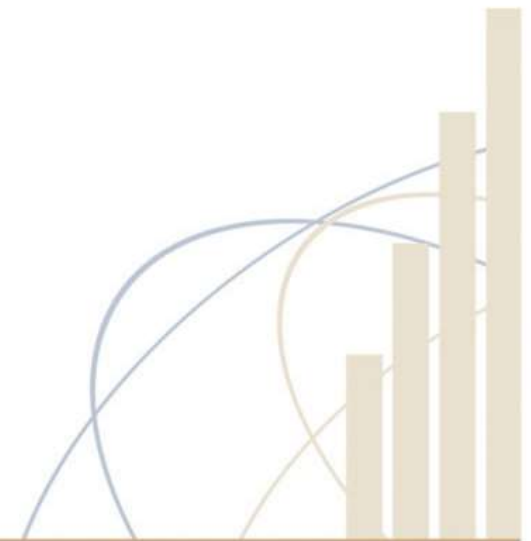
Mitigating the Risks

- **Addressing Concerns**

- Data privacy and security: Implementing strong encryption and cybersecurity measures.
- Job displacement: Reskilling and upskilling employees for AI-enhanced roles.

- **Creating AI-Friendly Policies**

- Establishing guidelines for ethical AI use.
- Transparency in AI-driven decision-making.



Collaboration between AI and Humans



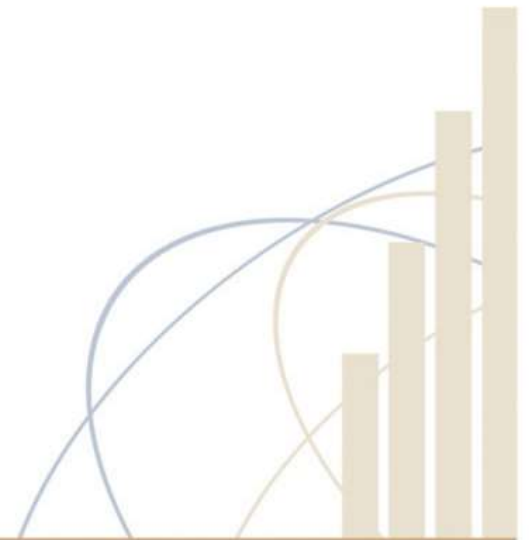
Preparing the Workforce for AI Integration

- **Reskilling Programs**
 - Training municipal staff in AI, data literacy, and advanced technologies.
- **Encouraging Innovation**
 - Fostering an environment where employees can experiment with AI solutions.
- **Involving Stakeholders**
 - Engage municipal leaders, employees, and the public to ensure the implementation of AI aligns with their needs.

AI supports municipal employees to focus on strategic work and citizen engagement

Closing

- AI presents opportunities for municipalities to improve efficiency and services.
- With the right tools, training, and ethical frameworks, AI can be a positive risk in transforming the municipal work environment.

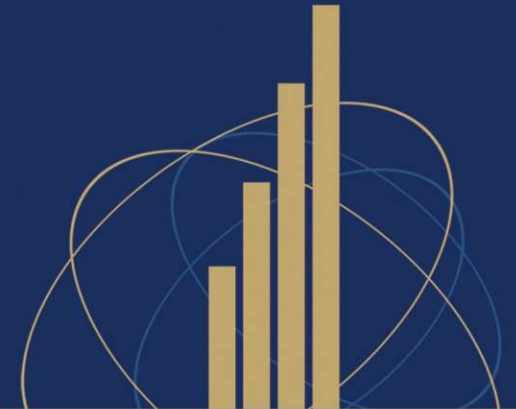


Questions?





Thank You!



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