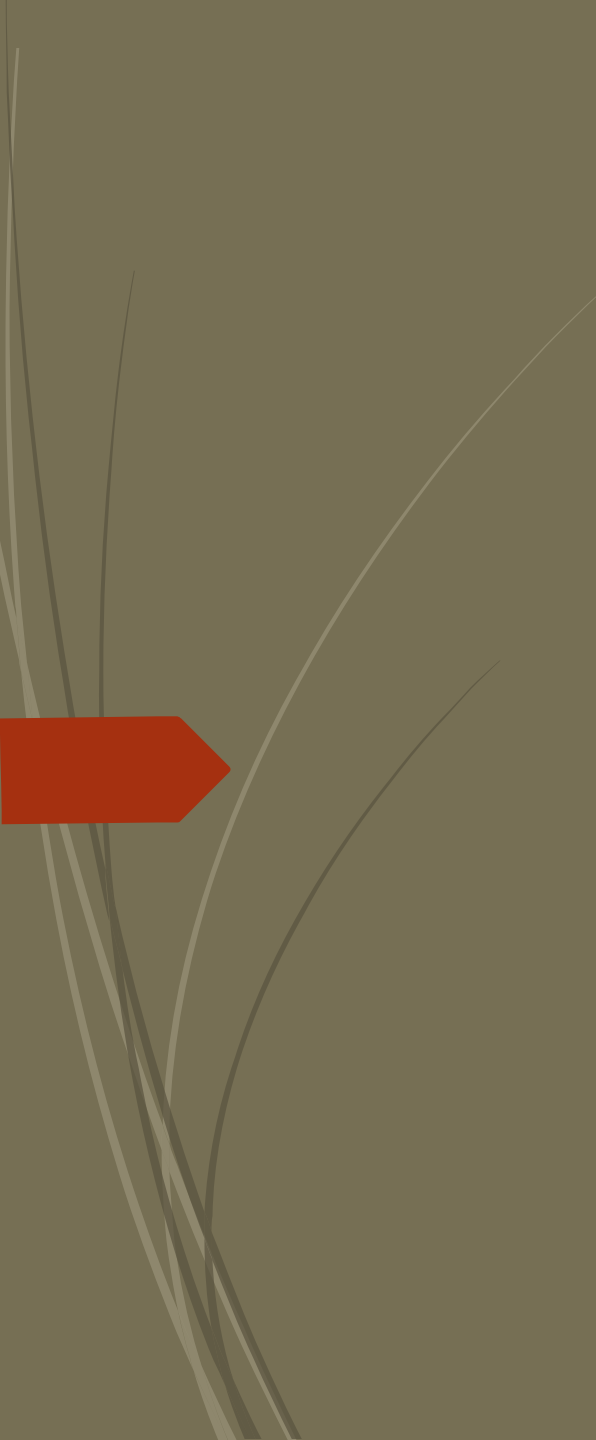




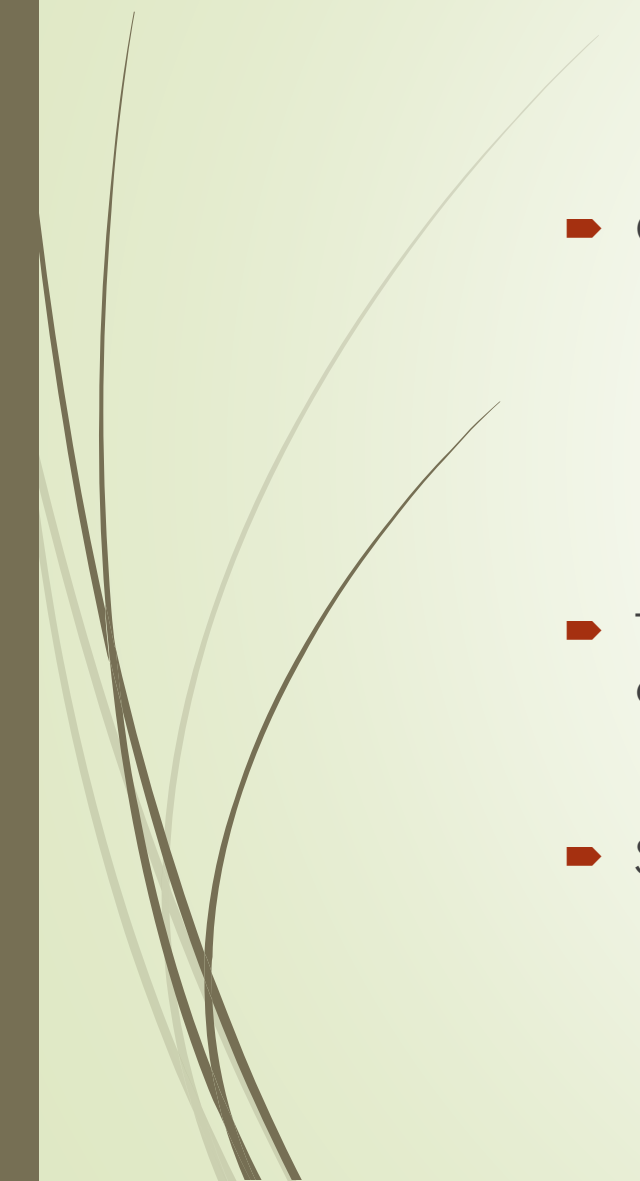
What are the opportunities and limitations of artificial intelligence within government agencies when improving the quality of services?

Abigail Davies - 2114472

Civil Service



Research Context



- Government Agency – DVLA
 1. Store data for over 50 million driver records [1]
 2. Record data more than 40 million vehicle records [1]
 3. Providing 350 services [2]
- The UK Government recognising the importance of moving with the continuous improved technology to keep up with society needs.
- Spring Budget of 2017 allocated £270 million to new technology [3].





Research Problem

- ▶ Technology is continuously improving and developing
- ▶ Businesses need to move with society needs
- ▶ Do the opportunities outweigh the limitations?





Research Aim & Objectives

The aim of this project is to identify the opportunities that have been explored and those that are yet to be explored, whilst recognising the limitations that are involved, in implementing artificial intelligence in government agencies.

- Recognise the importance of moving with society and implementing artificial intelligence to improve the quality of services.
- Identify current uses of artificial intelligence in government agencies.
- Explore what limitations stem from artificial intelligence and research whether they can be worked around and / or resolved.
- Find methods and techniques that government agencies can utilise in a safe and secure manner.
- Identify where there is need for artificial intelligence, e.g. backlogs, improved service time, etc.



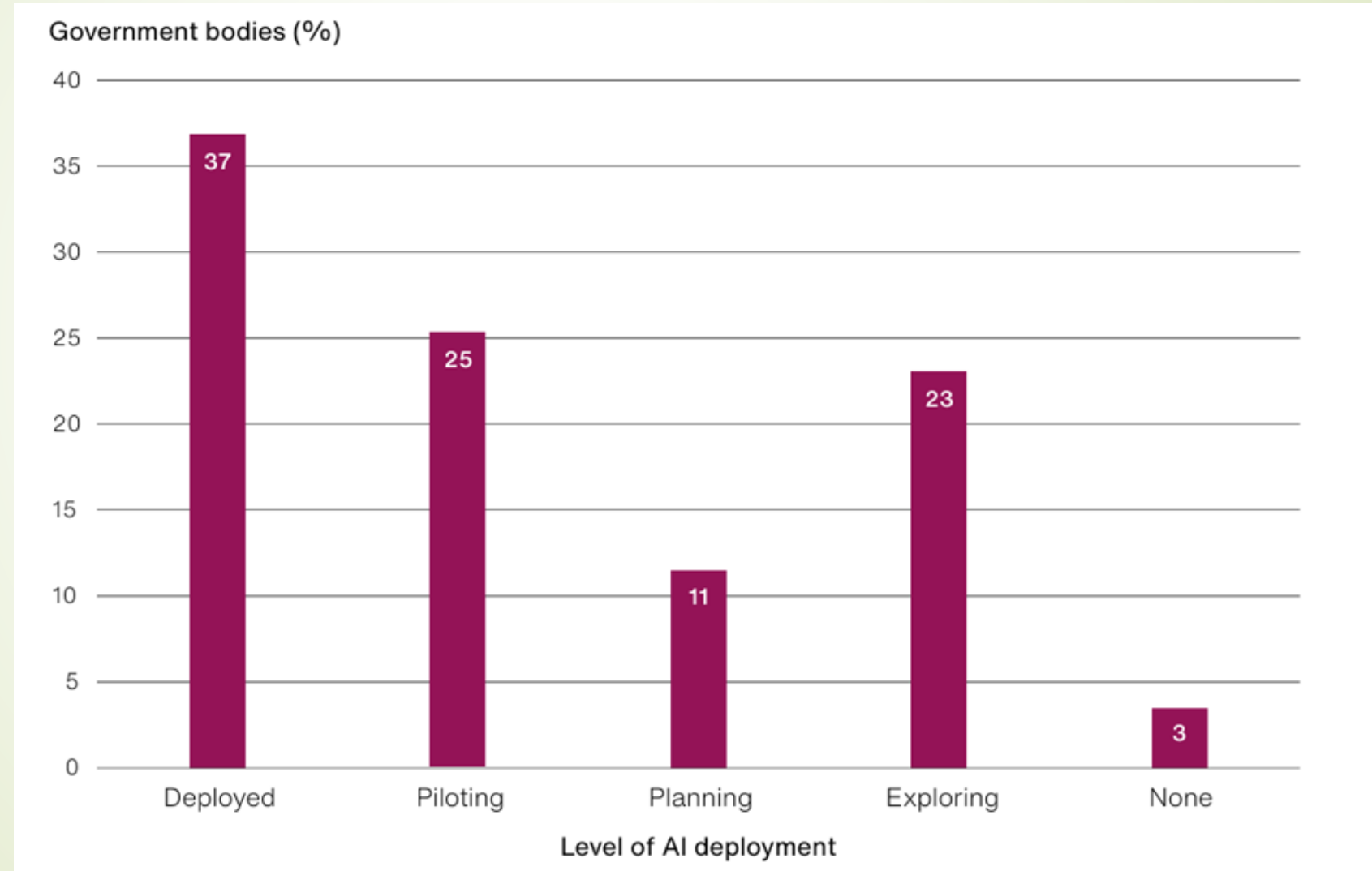


Literature Review

- Government has created aims in reference to artificial intelligence [4]
- Shortage of skilled people in government [5]
- Unable to implement some ideas due to legislation [6]
- Piloted artificial intelligence idea resulted in an award for Best Technology Partnership 2024 [7] [8]
- New bill being introduced[9]



Literature Review [continued]





Research/Development Methodologies

Research Methodology

- Phenomenological philosophy [11]
- Inductive approach [12]

Strategies:

- Literature review [13]
- Case studies [14]
- Survey and questionnaires [15]

Development Methodology

- Agile [16]





Resources/Materials

Hardware Resources

- Laptop / PC with internet access

Software Resources

- Microsoft 365 services, e.g. Word, PowerPoint, Excel, Forms
- Google Chrome or equivalent

Information Resources

- Library resources, e.g. books, articles, case studies



Project Plan

ALL	TASK NAME	DURATION
1	☐ Proposal	55 days
2	Background Research	28 days
3	Aim and Objectives	7 days
4	Identifying Research Methodology	7 days
5	Identifying Development Methodology	7 days
6	Resources and Planning	7 days
7	Personal Relection	5 days
8	☐ Research	65 days
9	Collect sources	21 days
10	Generate Questionnaires	5 days
11	Literature Review	14 days
12	Case Study Review	14 days
13	Questionnaire Result Review	7 days
14	Compare and Contrast Research Findings	14 days
15	☐ Idea	33 days
16	Plan Development Stages	7 days
17	Develop Idea	28 days
18	Test Idea	7 days

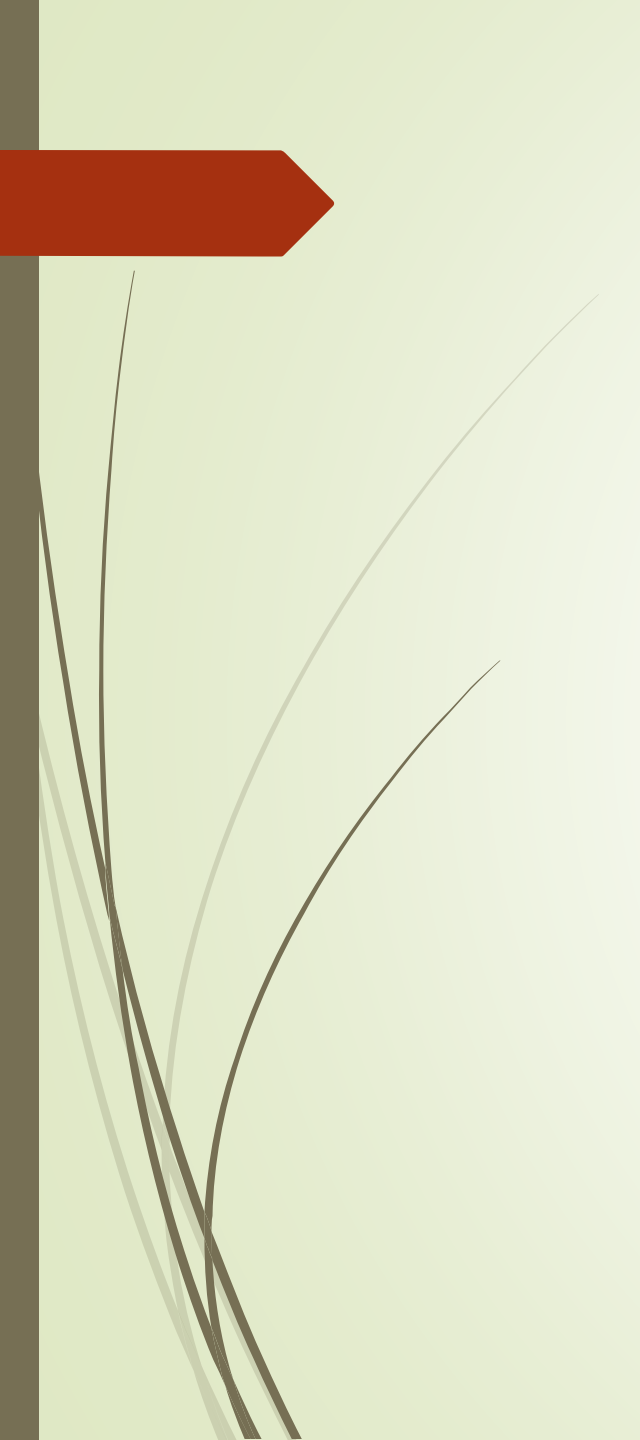


Thank you for listening



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Link to video on youtube:
<https://youtu.be/49yM2Ttg8qc>