

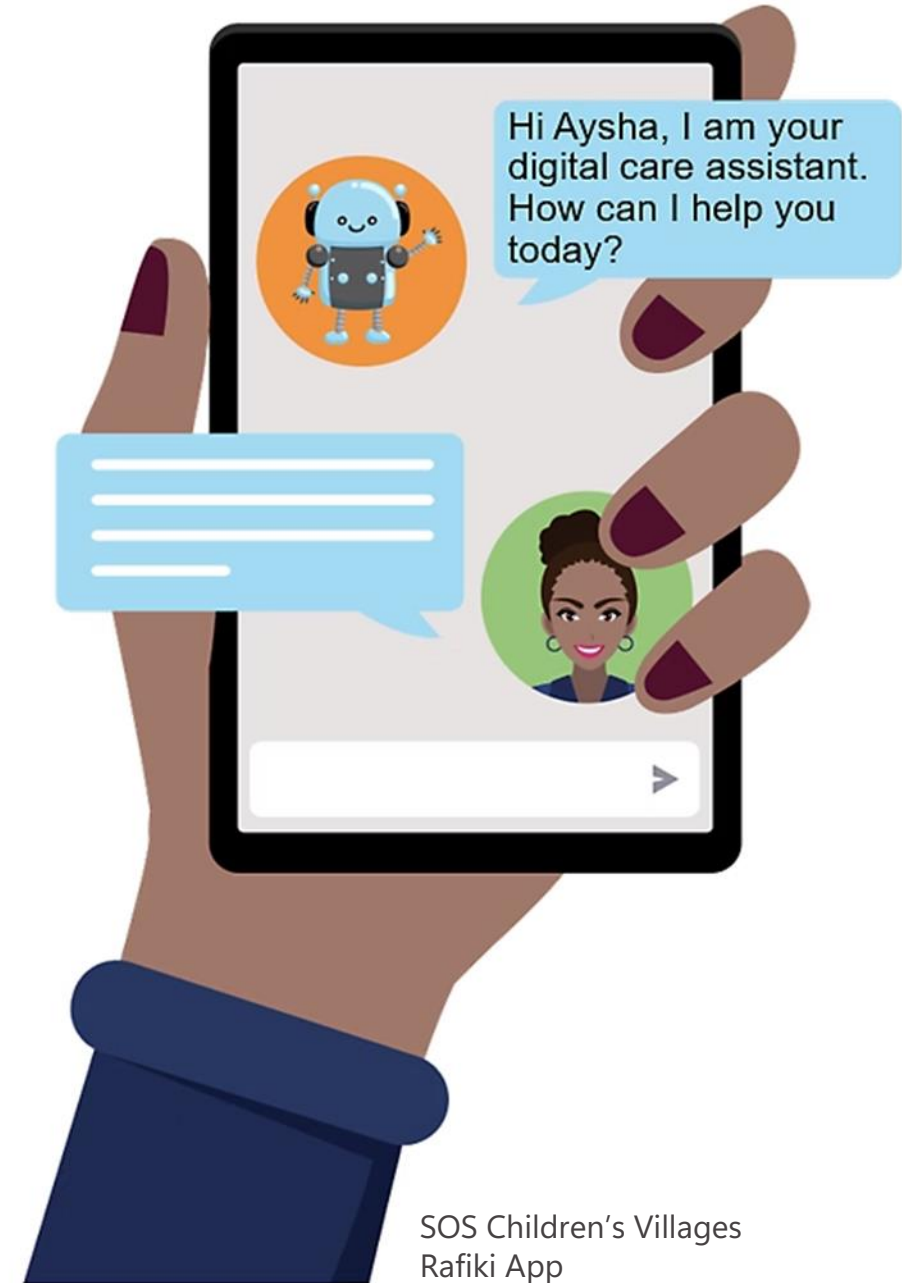


# How digital solutions can empower individuals

Matt Bishop  
Industry Advisor, Microsoft Worldwide Public Sector

“...smartphones help refugees  
...create meaning  
and...continuity between  
their present, their past and  
their expected future.”

Claudia Lintner  
Free University of Bozen-Bolzano



SOS Children's Villages  
Rafiki App

“For Sicilians living in Milan, the smartphone helps them to accept that Milan is the place where they reside, because they can simultaneously also remain in ‘their land’ (mia terra) of Sicily, the site of their memories and dreams.”

The Global Smartphone:  
Beyond a youth technology





It's a mindset shift. We are hardwired to think about using technology in a certain way—we see a search box and we assume we're dealing with a search engine. The unlock is when we realize it's not a tool but a new kind of team member.

Conor Grennan  
Chief AI Architect, NYU Stern School of Business



Empower every person and  
every organization on the  
planet to **achieve more**



# Empower Every Person...

Self Assessment

Building Communities

Access to information

Personalised Support

Removing Barriers

Increasing Confidence



Linking to the past



# Themes

## **Removing barriers to self reliance**

- Navigating new environments
- Creating connections / shared experiences

# Ideas

- Help in navigating new countries / towns / accommodation
- Removing cultural / language barriers
- Utilising commodity technology







Nice to see you, Matthew. What's new?

Message Copilot



Quick response ▾



# Themes

## **Increasing confidence**

- Tools for communities
- Dealing with trauma
- Increasing empathy

# Ideas

- Mental health support
- Personalised access to information
- Navigating official processes and information

# The impact of Microsoft Reflect



The Stour Academy Trust

"With Reflect helping students understand their emotions, we observed an **immediate improvement** in student growth and contentment while learning."

"The reality is that children with the most needs often won't go and speak to an adult. Now, with Reflect, **we can track a child's emotions over time and pick up on key issues.**"

**Toni Hamilton**  
Digital Teaching and Learning Lead

### New check-in

Preview

☒ How are you feeling today?

☐ Overall, how did this week feel for you?

☐ Choose a research-backed question from the gallery

☐ Custom question

+ Ask why they're feeling that way

Add an option to specify reasons for the emotion. ⓘ

🗨️ Respondents' names will not be recorded.

Settings

Cancel

Create check-in

# Themes

## **Enabling self reflection and assessment**

- Moving beyond providing information to person-centred services
- Supporting a conversation and relationship

# Ideas

- Mental health self assessment
- Shared assessments as part of peer mentoring
- Applied to all core areas of self reliance?





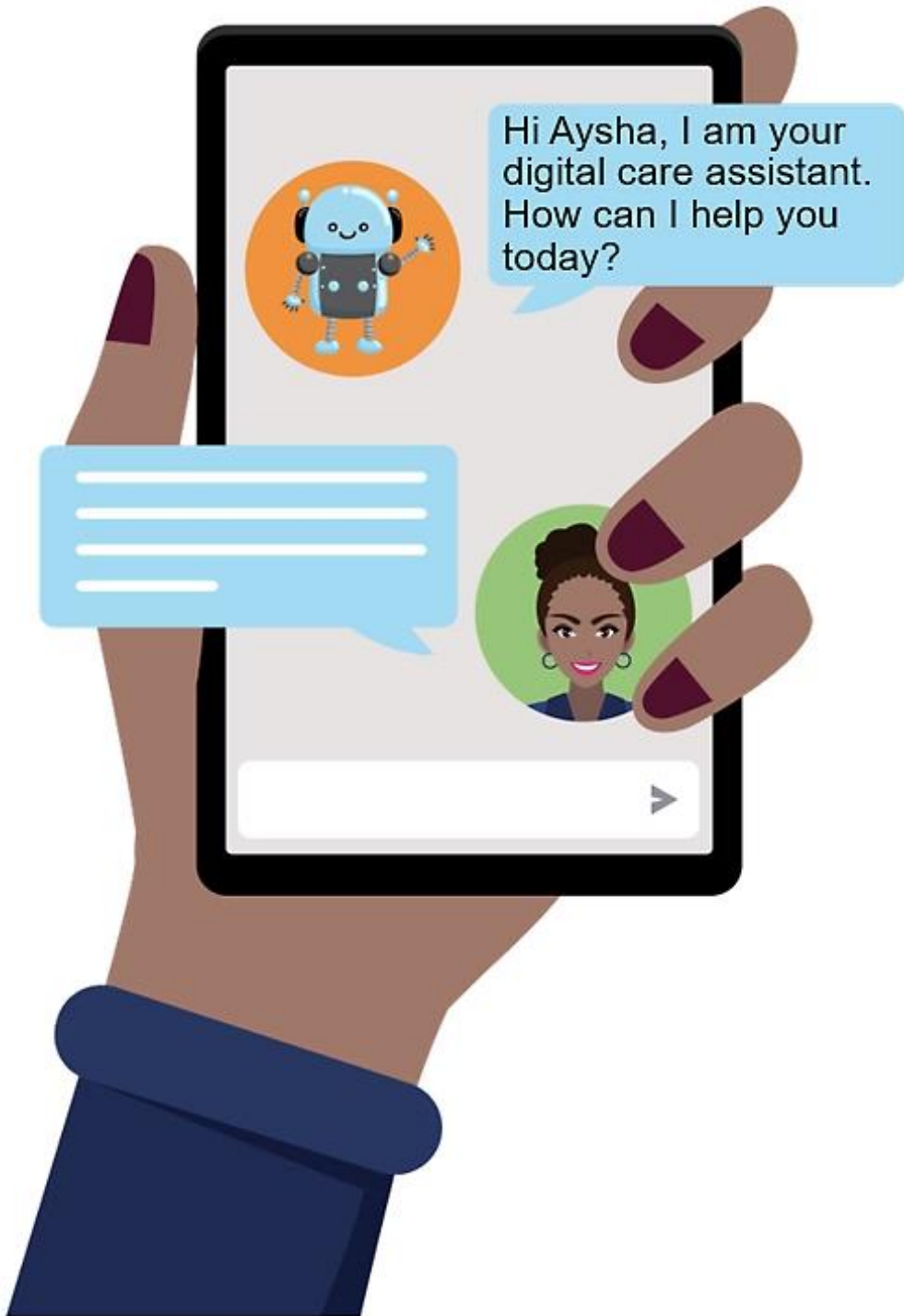
# Themes

## **Building in-person communities using digital technology**

- Platforms for creating a possible future
- Different (shared?) language for expressing a desired future

# Ideas

- Ownership of next steps
- Enabling different ways to express needs
- Re-purposing of existing technologies



SOS Children's Villages helps children in more than 130 countries and offers childcare training to parents and caregivers. When the nonprofit needed to expand training beyond the classroom, it used Microsoft Azure Bot Service and Azure Cognitive Services to build a multilingual digital care assistant. Parents and caregivers now have constant access to instant support, and non-IT staff can easily maintain FAQ content. The nonprofit is scaling the bot to support more languages and communities to help even more parents deliver the healthy, loving care children need.







Vingåkers  
kommun



Municipality Vingåker has enabled elderly people to chat with each other in meetings hosted digitally by the public library, which provides support to citizens and elderly people to help them become more familiar with digital technologies. Now, the healthcare team is able to interact with the elderly via these digital channels, without them needing to meet in real life. The feelings of loneliness and isolation were also reduced as the elderly were able to participate in local events and cultural activities which were programmed into their daily agendas.



# Themes

## **Personalised support**

- Topics that are the most relevant to an individual's self reliance
- Building local networks of support
- Connecting to other services

# Ideas

- Digital assistants that give tailored advice
- Using existing platforms to provide services
- Creating places where connections can be made



"Access to knowledge is a public good and a human right. And now, with audiobooks, Microsoft AI is helping us expand our reach to whole new audiences. Our library is more accessible than ever."

—Greg Newby, Director and CEO, Project Gutenberg Literary Archive Foundation

The oldest digital library and a leading distributor of free eBooks, Project Gutenberg wanted to make its collection more accessible to a broader community of members, including people who have visual impairments and those around the world who might not have access to traditional libraries. To achieve this goal, the organization collaborated with Microsoft on an AI-driven solution to create audiobooks at scale, creating nearly 5,000 new audio books.



“The use of Microsoft technology has allowed us to enable open justice, where the pillars of transparency, innovation, citizen collaboration, and accountability help us be at the vanguard of Legal Tech.”

—Aurelio Pedro Vázquez Sánchez, Director of Data Strategy and Digital Transformation of the General Unit for the Administration of Legal Knowledge, SCJN

The Supreme Court of Justice of the Nation (SCJN) wanted a way to provide the public with digital access to the court’s historical documents and other data to research cases, resolutions, precedents, and their legal consequences. They digitized millions of physical files and built a legal search engine for the public using language models created with artificial intelligence and Azure cognitive services.



# Themes

## **Access to information**

- Providing new access to existing (hidden) information
- Tailoring content for the context of the user

# Ideas

- Case data as well as published information
- Providing content → answering questions
- Real-time





# Themes

## **Linking to the past**

- Providing information that tells the story of where we have come from
- Connecting threads - Linking past to current situation
- Visualising the journey

# Ideas

- Curating your own story
- Visualising the journey through the official processes
- Sharing the story with others, linking stories together





# Empower Every Organisation...

Empowering decision-makers

Working in real-time

Connecting threads

Understanding what's next

Scaling people











"AI is going to play a significant part in the way that we operate in the future. It's going to continue to allow us to maximize the impact that we make for every dollar we get, do more with less reach, serve more people, and empower more of our Greyshirts on a daily basis,"

Sheng-Te Yang, VP of Data and Technology, Team Rubicon.



# Themes

## Scaling people

- Understanding the picture in real-time
- Understanding the skills and desires of service users, volunteers, staff, etc.
- Bigger impact with the same resources

# Ideas

- 360° view of people
- Matching skills and needs
- Visualising people



## Attorney General's Office in Brazil uses generative AI to assist teams in performing tasks



*The assistant has the role of generating summaries and analysis of processes, which can often be long and have several pages, and assist in the preparation of appeals and decisions. AI is being used to become a copilot of our teams.*

– Eduardo Lang  
Director, Legal Intelligence and Innovation Department  
AGU

# Themes

## **Understanding what's next**

- Using data to explore possible next steps
- Reducing the burden of repetitive tasks
- More focus on the right challenges

# Ideas

- More personalised guidance through official processes
- Potential service choices informed by data
- First version of forms filled out for applicants







**Copilot**  
by Microsoft

# Themes

## **Working in real-time**

- Decisions based on up-to-date information and insights
- Increasing engagement
- Positive outcomes

# Ideas

- Tailored information to enable better informed choices
- Connection to others – shared experience



Climate change • Climate change refers to long-term shifts in temperatures and...



# Themes

## **Empowering decision-makers**

- Using data that only governments / large organisations can collect
- Tailoring advice / support based on context
- Digital technologies addressing physical challenges

# Ideas

- Challenges relating to place / location – housing, employment
- Opening data sets to inform personal decisions
- Building communities that support each other





# Operation Paramount

“...I pay tribute to Sergeant Russ Massie of Thames Valley Police, and the work he has led on Operation Paramount...”

Kerry McCarthy MP, Debate on establishing national policy guidelines in respect of children with a parent in prison, House of Commons, 21<sup>st</sup> May 2024



1. Envision
2. Experiment
3. Build something





# Thank you