

AGENDA ITEM DETAILS

Subject: Educational Presentation

Background

Artificial intelligence (AI) promises to change all aspects of our lives, including how people work. As an employer, it's incumbent upon ERS to examine the possibilities that this new technology presents. In this presentation, Albert Gauthier, Senior Director Digital Platforms, Data & Analytics, Artificial Intelligence, ERP, and Community Development, with Gartner, will talk about how AI will infuse everything that is done at work and at home. He will discuss AI, including generative AI, and how workplaces should address these new technologies..

Gartner Consulting is an independent firm considered to be a leader in technology research, data and tools. ERS contracts with Gartner to help evaluate emerging technologies.

ERS currently has an enterprise project to develop an acceptable use policy and a review of potential AI technology providers. The project is also identifying business use cases throughout the agency where AI could make a process more efficient.

Currently there is a robotic process automation project underway in the finance division. This RPA project will automate one or more processes significantly reducing the manual efforts involved in reconciliation and payment processing. While this is not a generative AI project, it represents one of the many opportunities offered by AI.

Of course, there are many considerations when moving forward with new technology, including the ability to secure data. Much of ERS' data is subject to stringent state and federal laws and could not be shared in an open AI environment.

ATTACHMENTS:

1. Exhibit A – Albert Gauthier Bio
2. Slides – Educational Presentation