



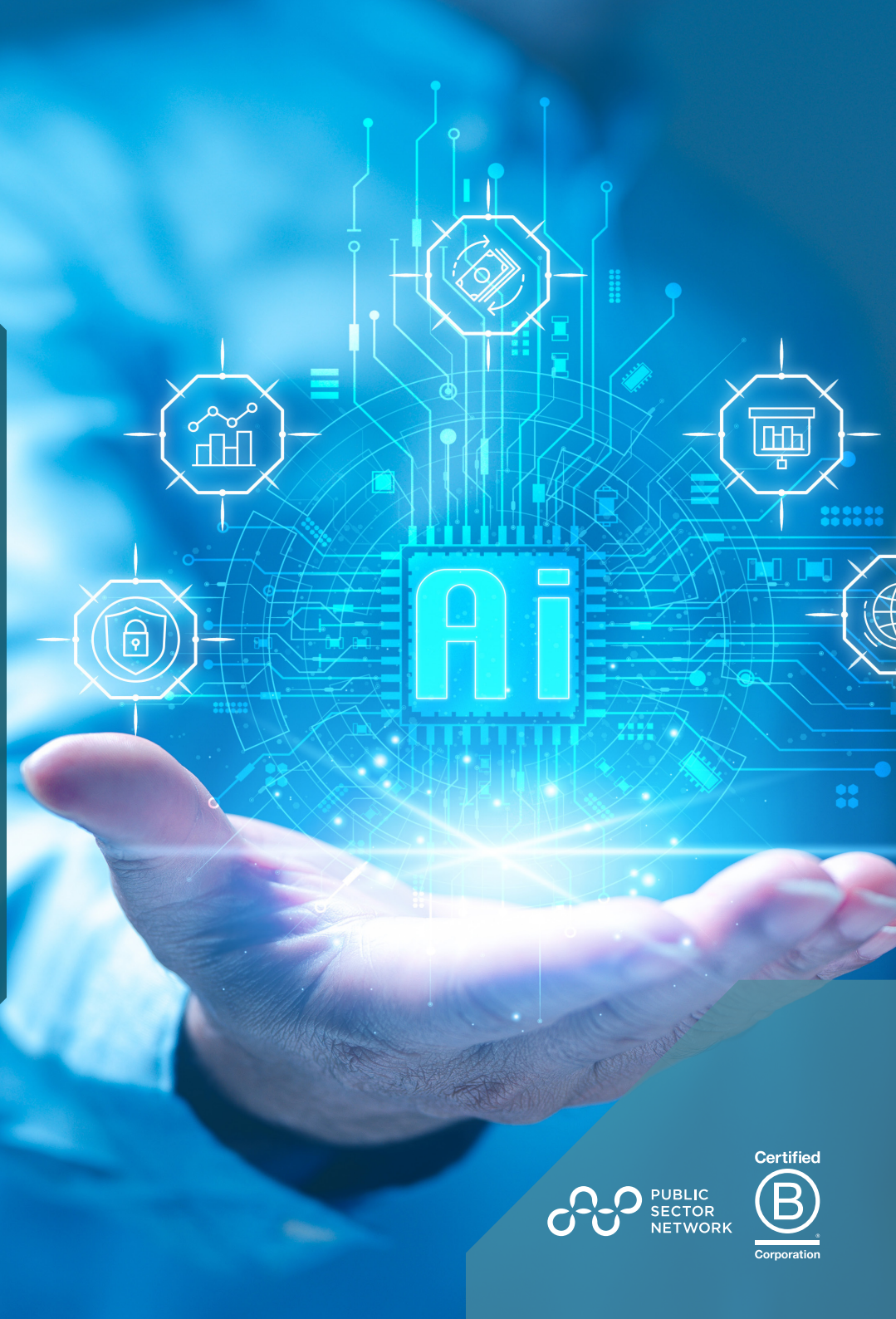
# AI Bootcamp for the Public Sector

ONLINE TRAINING



Facilitated by  
**DR. IAN OPPERMANN**  
Co-founder  
ServiceGen

Online → 7 & 8 August 2024



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## Overview

AI has once again become “cool new tech”, an exciting new way to address old challenges. We have largely been taken by surprise by the tremendous advances in capability of the latest Large Language Models (LLMs) and Generative AI. These new data driven, algorithmic tools have redrawn the frontier of what we thought Artificial Intelligence (AI) could do.

In the past, we have used AI to automate, navigate, detect anomalies, recommend next actions, pattern match, predict and explore “what if” simulation scenarios. The newer AI can do that and generate, synthesise, translate and intelligently tackle moderate complexity tasks. They can do this whilst being judged to “demonstrate” greater empathy and patience than human respondents in online environments constrained to text-based interactions.

What has changed is the way AI works and the size of the datasets used to train the AI. Generative AI is trained to “focus” and is training on datasets of unimaginable sizes to mere mortals, literally trillions of examples. This unsupervised training occasionally leads to some surprises. When presented with a supposedly factual response from your AI query, some results may refer to “real world” sources that simply do not exist. This scaled up version of an age-old adage of “garbage-in-garbage-out” leads to the modern twist “garbage-in-sometimes-hallucination-out”. Nonetheless, the responses from the latest generation AI tools, are pretty impressive, even if they need to be fact checked.

The reality is that AI is a use of data, a powerful one, but still one that relies on understanding data quality, provenance, fitness for purpose and some seemingly unexciting elements. If the data is not fit for the purpose that it is being used for, then there is no hope of getting something useful from the AI. Similarly, it is essential to understand how much you can rely on the output from your AI.

This workshop explores some historical and current uses of sophisticated AI. It explores some of the most recent types of AI and the associated challenges associated with it. It takes you just below the surface of AI to explore what a LLM is, and if time, some other classes of AI algorithm. It will also delve into data sharing frameworks which can be used with AI and gives an overview of an AI Assurance framework to help make AI really useful.

## Who Should Attend

Managers, Project Managers, Lead, Advisor, Administrators

- Data and Analytics
- Information Management
- Information architecture
- Data Engineering
- Data management
- Business Intelligence
- Business analysis
- Performance and reporting

## Learning Objectives

- Gain an understanding of the power, potential and peril of generative AI and LLMs
- Develop a basic understanding of the function of LLMs and generative AI
- Explore data sharing frameworks for AI
- Unpack Australia’s first Assurance Framework for general application of AI developed by the NSW Government
- Apply these frameworks in concept to real world AI projects
- Build fundamental skills in data science and AI

## Why Attend

- Take the next steps in your journey of making AI a core competency
- Break through the AI hype with knowledge of real-world use cases
- Influence decisions and help drive your organisation’s data-driven (and AI driven) transformation
- Benchmark against and learn from your peers
- Bring your own AI project / application with you to test against the data and AI frameworks

## Meet Your Facilitator



**DR. IAN OPPERMANN**  
Co-founder  
ServiceGen

Dr. Ian Oppermann is co-founder of ServiceGen, helping Governments accelerate digital service delivery. He is also an Industry Professor at the University of Technology Sydney (UTS). From 2015 to 2023, Ian was the NSW Government's Chief Data Scientist working within the Department of Customer Service where he held numerous roles including chairing the NSW government's AI Review Committee and Smart Places Advisory Council. He was CEO of the NSW Data Analytics Centre (DAC) from 2015 to 2019.

Ian is considered a thought leader in the area of the Digital Economy and is a regular speaker on data, broadband enabled services and the impact of technology on society. Ian has an MBA from the University of London and a Doctor of Philosophy in Mobile Telecommunications from Sydney University. Ian is a Fellow of the Institute of Engineers Australia, a Fellow of the IEEE, a Fellow of the Australian Academy of Technological Sciences and Engineering, is a Fellow and Past President of the Australian Computer Society, Fellow of the NSW Royal Society, and a graduate member of the Australian Institute of Company Directors.

## Preparation

**This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.**

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Current challenges you are facing

## Register Early & Save

Extra Early Bird	Early Bird	Standard Price
Register by 24 <sup>th</sup> May	Register by 21 <sup>st</sup> Jun	Register by 6 <sup>th</sup> Aug
\$795 + GST	\$995 + GST	\$1,195 + GST
Save \$400	Save \$200	-

**CLICK HERE TO REGISTER** 

\*Group Discounts Available - Contact Registration at [registrations@publicsectornetwork.com](mailto:registrations@publicsectornetwork.com) or Call on **(02) 9057 9070**

# Explore the Agenda

DAY 1 | Wednesday, 7 August 2024, 10:00am - 02:00pm AEST

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## 10:00am Welcome Opening Remarks

- Introductions
- Overview of the program
- Setting expectations
- Your AI projects?

## Module 1: What Just Happened? Exploring the opportunities and risks of modern AI

- 10:20am**
- Some recent news on generative AI and LLM to set the scene
  - Expanding your viewpoint - some interesting uses of data
  - Expanding your viewpoint - some interesting examples of AI
  - Reflections

## Module 2: A Beginners Look at AI (for Serious Business People)

- 11:00am**
- What is a LLM?
  - What is a CNN?
  - Some data considerations
  - Reflections

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**12:00pm Break**

## Module 3: Data Sharing Frameworks

- 12:30pm**
- Why are we talking about data?
  - Introducing data sharing frameworks
  - Some worked examples
  - Reflections

## Module 4: An AI Assurance Framework

- 1:00pm**
- What is AI Assurance?
  - Data issue, algorithmic issue or use issue? A mental model for applying AI
  - Dynamic tensions when thinking about uses of AI
  - Introducing the NSW AI Assurance framework
  - Some high level examples
  - Reflections

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**2:00pm Close of Day 1**

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## Explore the Agenda

DAY 2 | Thursday, 8 August 2024, 10:00am - 02:00pm AEST

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### 10:00am Welcome Opening Remarks

- Recap of Day 1
- Data Sharing Frameworks
- AI Assurance Framework

### Module 5: Applying the AI Assurance Framework - A worked Example

- 10:30am**
- A deeper dive into application of AI Assurance to a real world (or near world) application
  - Reflections

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### 12:00pm Break

### Module 6: An overview of AI and Data Standards

- 12:30pm**
- Why are we talking about standards?
  - AI Standards from ISO/IEC
  - Data and Digital Standards from ISO/IEC
  - Reflections

### Module 7: Applying the AI Assurance Framework to your AI Project

- 1:00pm**
- One example project offered for closer examination.
  - Reflections

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### 2:00pm Close of Day 2

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## *Feedback from earlier training sessions*

**“Very interactive and engaging, some very useful content.”**

**“Very relevant for me in my role, informative and well targeted, helpful information and resources.”**

**“It was great. I learned a lot and I feel I got value for money.”**

**“The course was detailed and informative. Well explained and had great interaction points.”**



## Get In Contact

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