Intelligent Assistants

Case Study: Enfield Council

Designing for complex service environments

Rocco Labellarte
Technology Advisor

ENFIELD Council

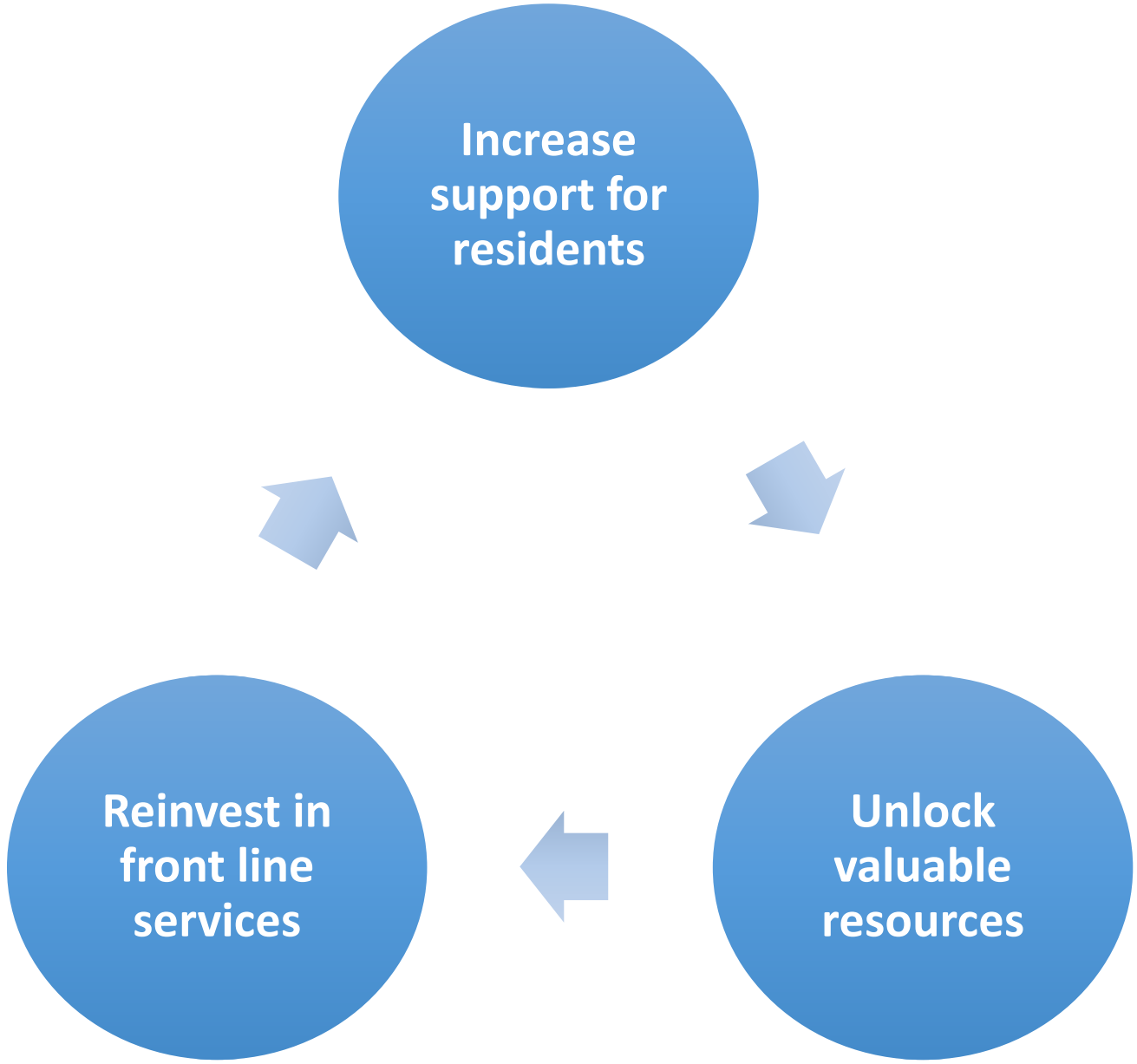
A few facts and figures

London Borough of Enfield

- One of 32 London Boroughs
- 324,500 population
- Over 40% of the area is green space
- Over 10,000 businesses provide 117,000 jobs

Our Goal

"Adding a digital employee to our team helps provide more choice to residents and improve service efficiency."



Where do intelligent assistants fit into council services?

What IA processes are Enfield developing

PLANNING PERMISSION & BUILDING CONTROL

Loft Conversions

Party Walls

Dropped Kerbs

Extensions

Solar Panels

Porches, Patios & Driveways

Underpinnings and Foundations

Fuel Tanks

Adverts and Signage

Garage Conversions

Fences, Gates and Garden Walls

Wind Turbines

Outbuildings

Listed Buildings

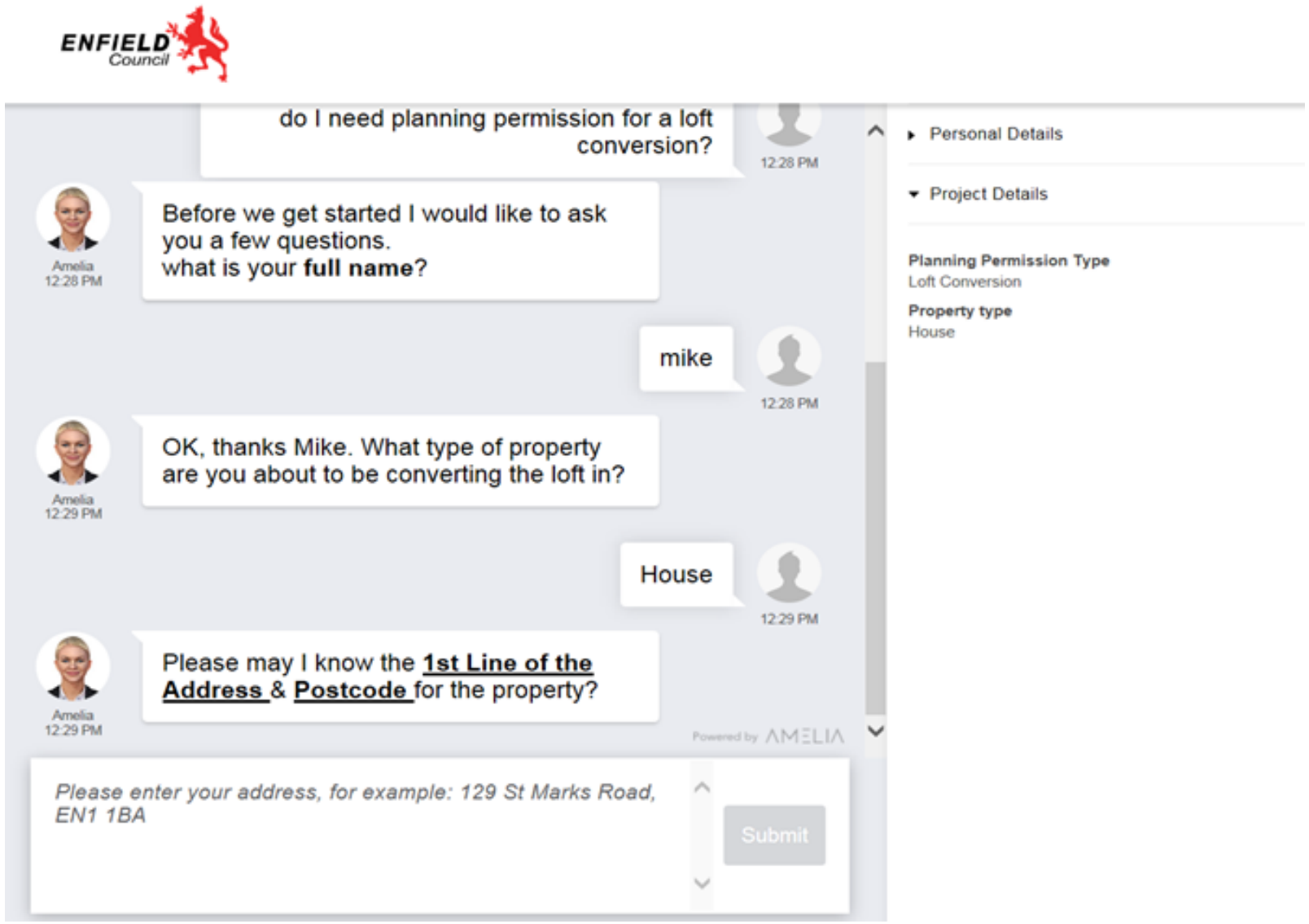
FINANCIAL ASSESSMENTS

ENVIRONMENTAL SERVICES

ASSISTED CARE & SELF DIRECTED SUPPORT

PAY IT – REPORT IT – REQUEST IT

Where are we today?



How to build IA in Local Government

SOME OF THE THINGS YOU WILL NEED TO CONSIDER

- Clarity on the type of AI (not IA) you need
- A clear understanding of the benefits
- A means to collect and process data
- Standardised business processes
- Natural language and reasoning skills
- Demographic sampling and testing
- API investment in line of business systems
- Exhaustive iterative testing with end users

THE LIST GOES ON

Intelligent Assistants Conference

Thank you for your time

Rocco Labellarte

Strategic Advisor for the Amelia Deployment Programme at London Borough of Enfield