

Intelligent Assistants

Case Study: Enfield Council

Designing for complex service environments

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A few facts and figures

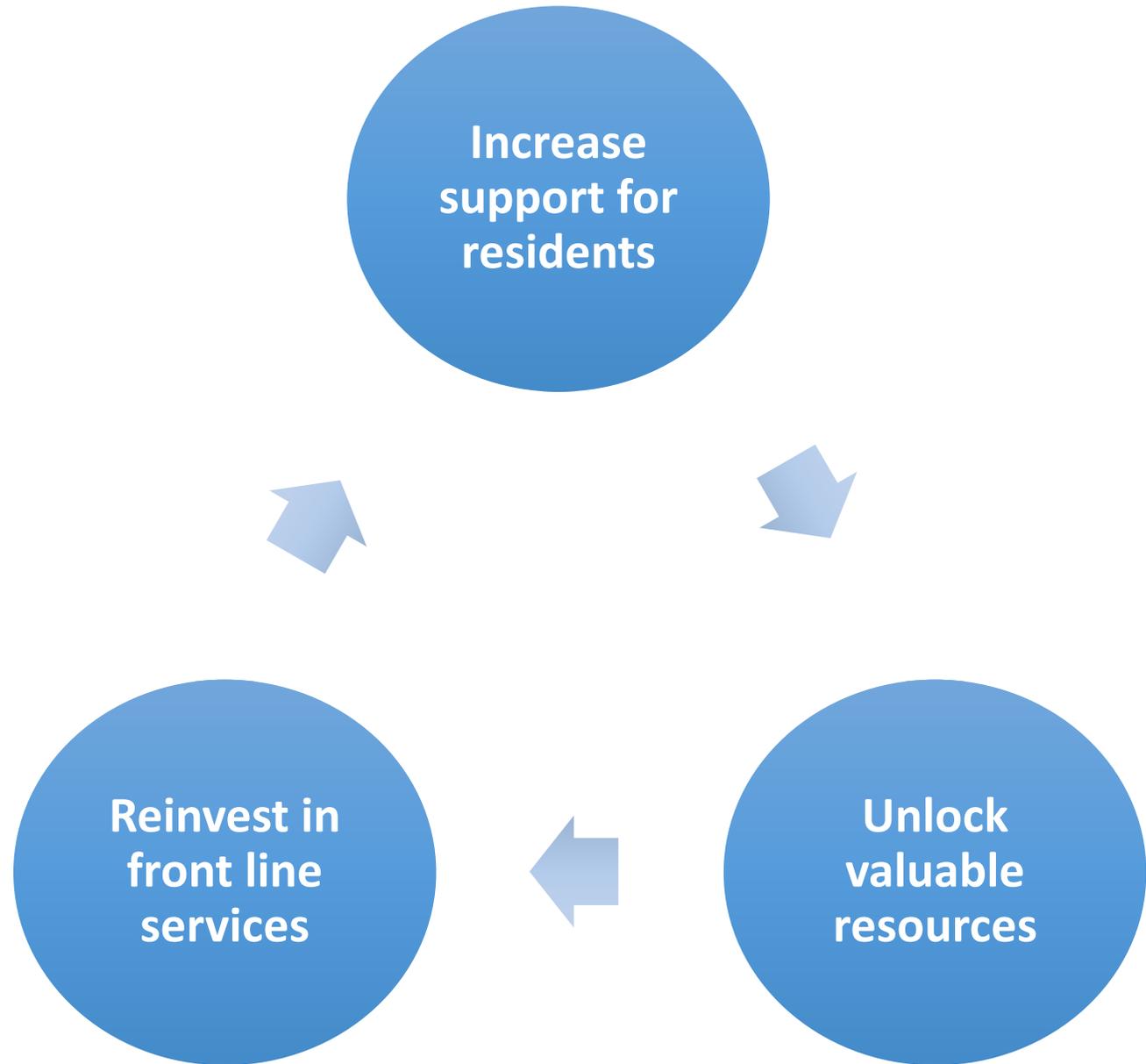
London Borough of Enfield



- 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?



do I need planning permission for a loft conversion? 12:28 PM

Amelia 12:28 PM
Before we get started I would like to ask you a few questions. what is your **full name**?

mike 12:28 PM

Amelia 12:29 PM
OK, thanks Mike. What type of property are you about to be converting the loft in?

House 12:29 PM

Amelia 12:29 PM
Please may I know the **1st Line of the Address & Postcode** for the property?

Powered by AMELIA

Please enter your address, for example: 129 St Marks Road, EN1 1BA

Submit

Personal Details

Project Details

Planning Permission Type
Loft Conversion

Property type
House



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

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