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Local Government Lessons Learned

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Think Big. Start Small.

Start Now!

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What we'll cover

- Roundtable Sessions

- AI Workshops

- Use Case in Action

- How to get Started

- Advice to Councils

- Lessons Learned

- Practical Steps & Resources

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We build powerful digital experiences for businesses and integrate them deeply into their core systems and processes.

Symphony3 has a purpose-built platform for businesses that is cloud-based, secure and scalable.

Partnered with **AWS** and **Arcanum** to deliver funded AI proof-of-councils to 8 councils across Australia.

2011
Established

120+
Local Govt projects delivered

55+
Integrations

30+
Platform clients

ARCANUM   aws   symphony3

BROKEN HILL
CITY COUNCIL

Shire of
Narrogin
Love the life

Corangamite
SHIRE

LGPRO
LOCAL GOVERNMENT PROFESSIONALS
THE**LEADING**VOICE

CITY OF GREATER
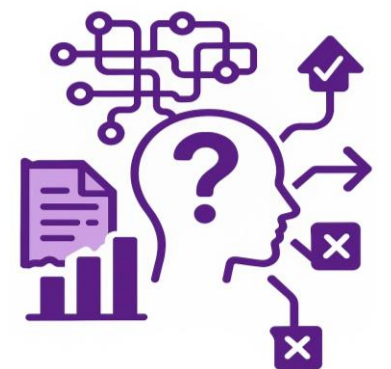BENDIGO

Macedon
Ranges
Shire Council

WARRNAMBOOL
CITY COUNCIL

moira
SHIRE

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Why is AI Important for Local Governments

- Tight budgets, rising expectations
- Problems are more complex
- AI can:
  - **Help** with the heavy lifting
  - **Empower** people
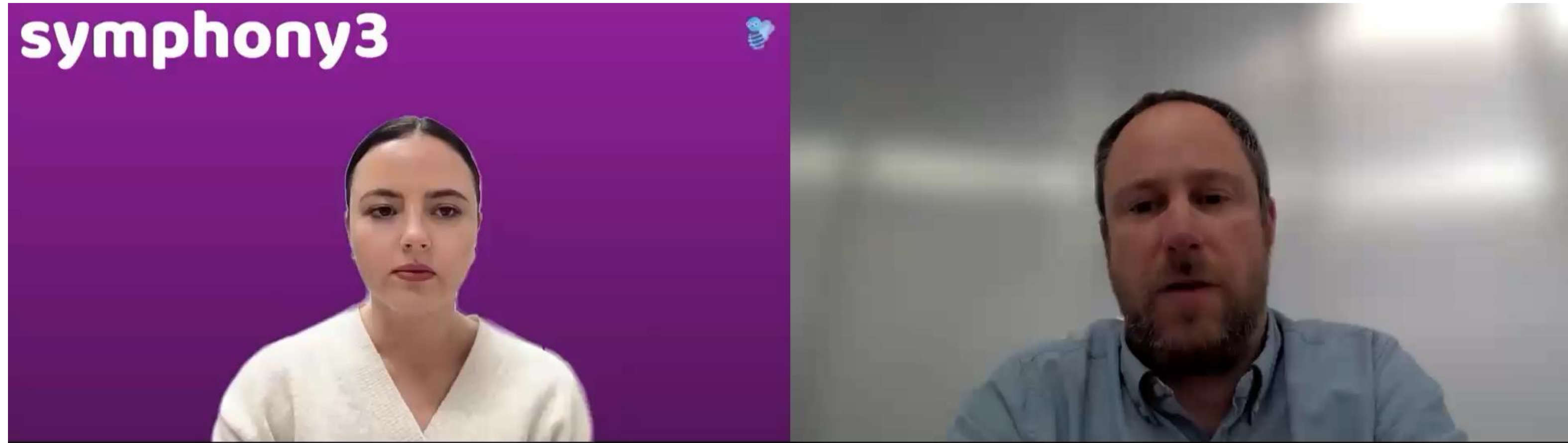 - **Drive** Innovation

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AI Pollinator Roundtables

- Collaborative sessions with senior leaders

- Explored:
  - AI opportunities
  - Risks
  - Governance
  - Shared learning

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What was your experience of the roundtables?

They were really beneficial, just, you

Steven Welsh – Manager Information Services Corangamite Shire VIC

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AI Workshops

1 Collaborated across Council Departments

2 Identified Pain Points

3 Chose a Focused Use Case

4 Mapped Current vs Future Process

5 Explored AI Capabilities & Limits

6 Managed Risks Early

PoC Use Cases

8 Councils

AWS Sponsored

8 AI Use Cases

PoC 1
Policy & procedure reviews

PoC 2
Heritage Planning Q&A

PoC 3
Standardise email responses

PoC 4
Standardise community feedback reports

PoC 5
Identify outdated policies
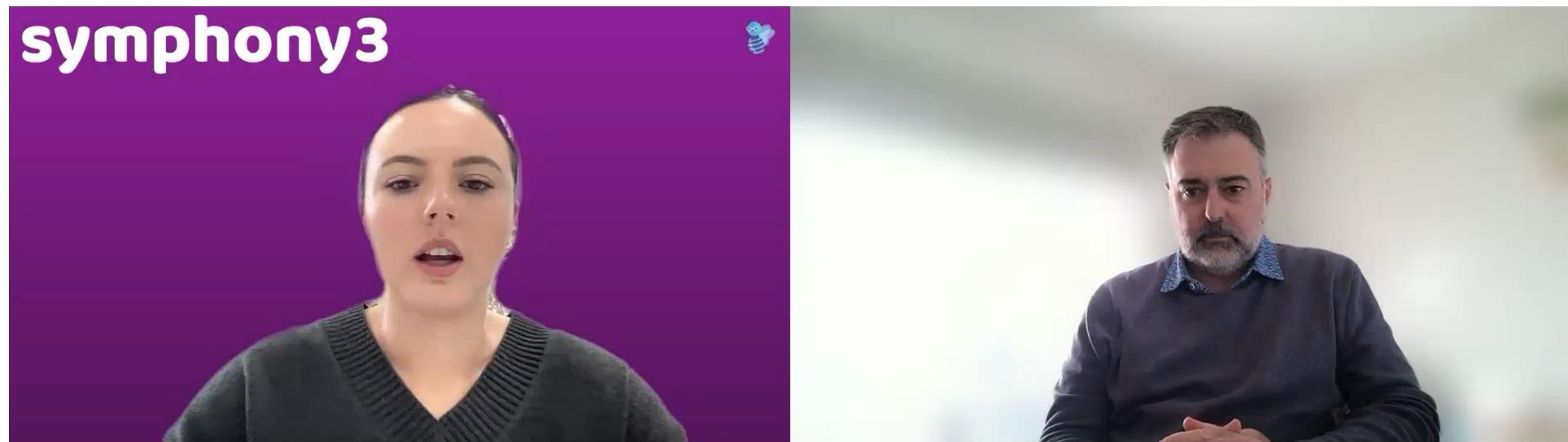
PoC 6
How to use Council Systems - Training Bot
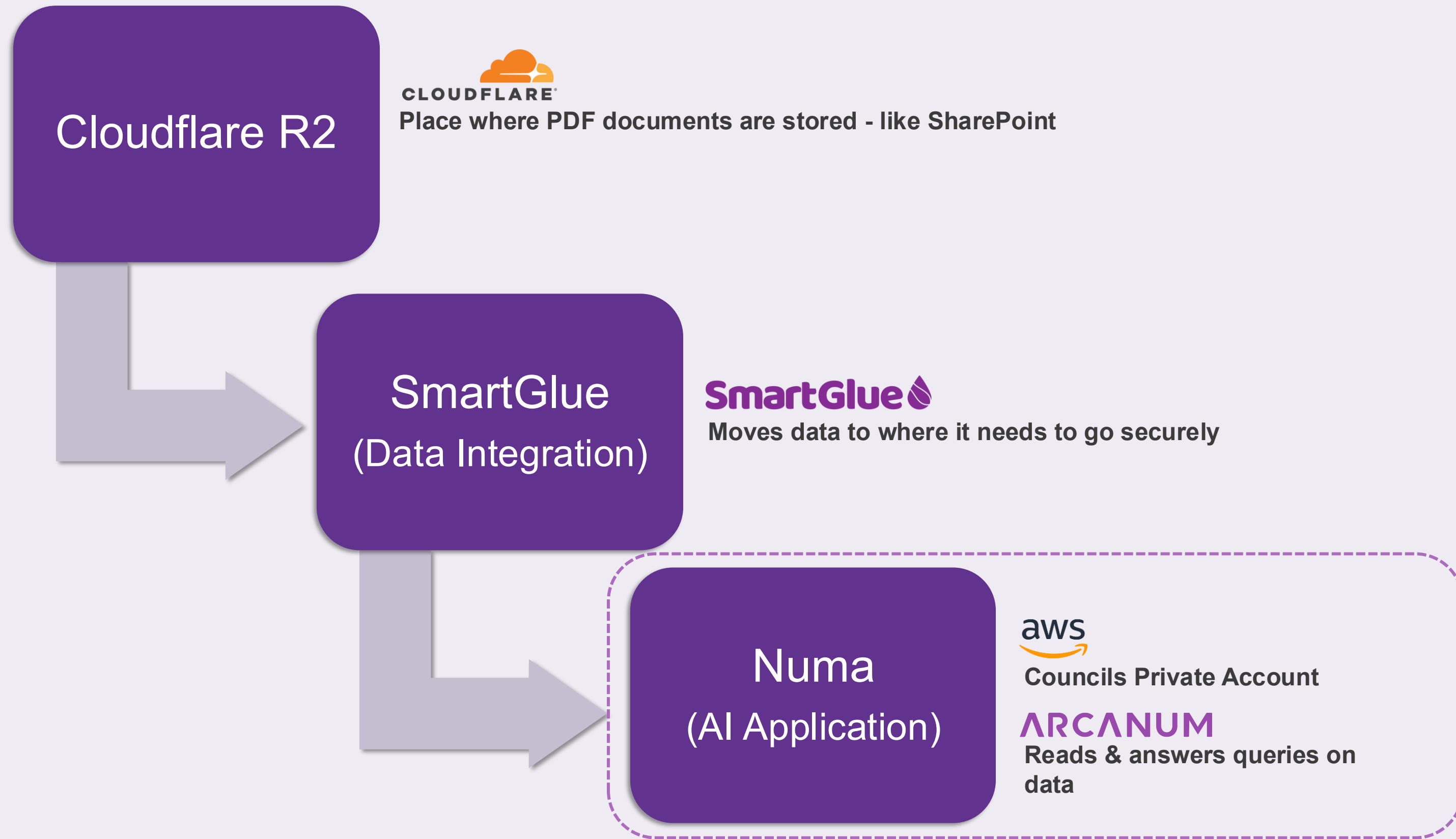
PoC 7
Parking Infringement Review

PoC 8
Quick Search Bot Q&A

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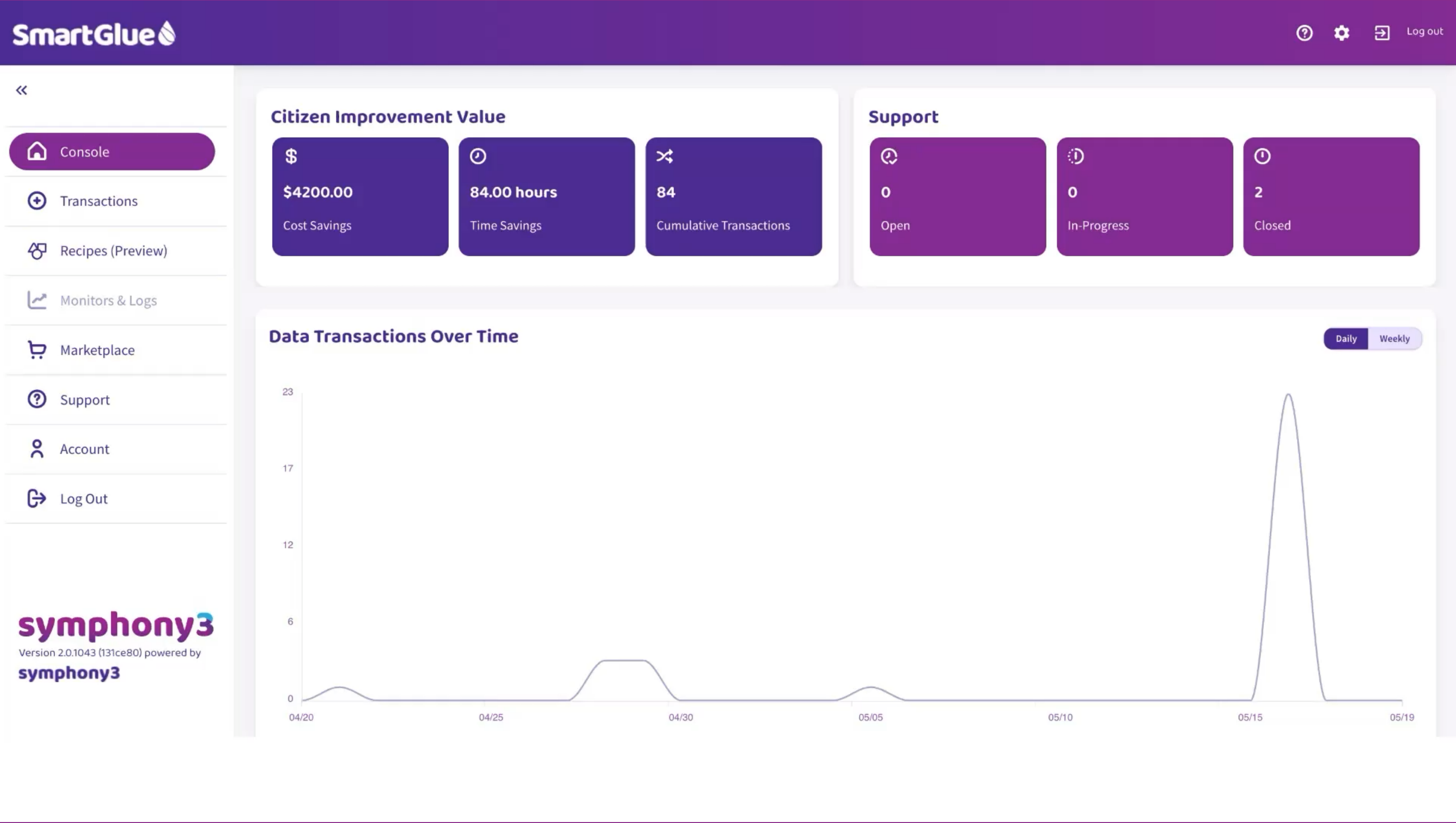
City of Greater Bendigo Use Case

**Evan Jardine – Coordinator IT Web & Analytics
City of Greater Bendigo VIC**

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City of Greater Bendigo Use Case - The Technical Stuff

Cloudflare R2

CLOUDFLARE
Place where PDF documents are stored - like SharePoint

SmartGlue (Data Integration)

SmartGlue
Moves data to where it needs to go securely

Numa (AI Application)

aws
Councils Private Account

ARCANUM
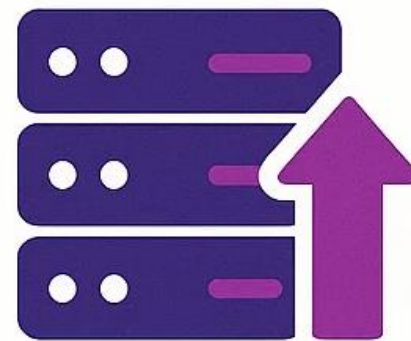**Reads & answers queries on data**

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City of Greater Bendigo Use Case Demo

Benefits of AI in Council

Strategic Asset Management

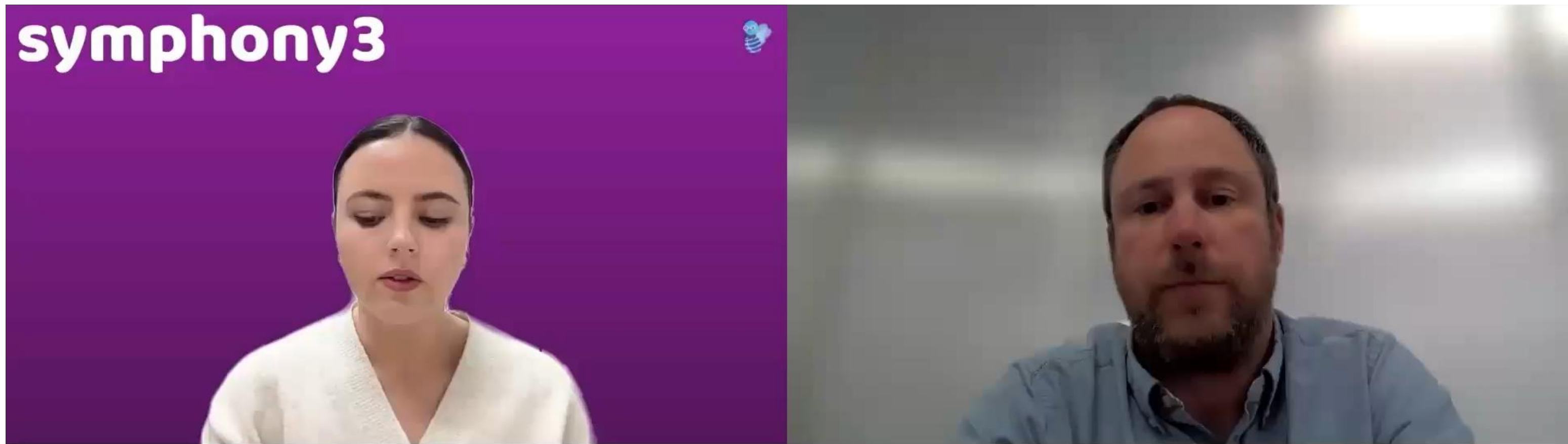**Scalable Service Delivery**

Smarter Learning and Knowledge Retention

Efficiency Gains

Benefits increase over time

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Key Lessons Learned By Councils

Start Now

Plan for Change – Not Perfection

Collaborate

Partner Early

Engage your Staff

Good Governance & Data

Think Big, Start Small

Start with the Problem

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What advice would you give to Councils beginning their AI journey?

Steven Welsh & Evan Jardine
Corangamite Shire VIC & City Of Greater Bendigo

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Think Big. Start Small.

Start Now!

Join us at the AWS Builders Lab on

Friday 6th June

Register via www.symphony3.com

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Shared Resources

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https://www.symphony3.com/ai-resources

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