



symphony3

Our Journey & Lessons Learned in AI Proof-of-Concepts

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What we'll cover

- Our AI journey with Councils
- How use cases were chosen
- What we are doing now and in the future
- Key lessons learned

Think Big. Start Small. Start Now.



Symphony3

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 to deliver funded AI proof-of-concepts to 8 councils across Australia.



Pollinator Roundtables

- Collaborative sessions with local councils
- Explored:
 - AI opportunities
 - Governance
 - Risks
 - Shared learning



AI Workshops

1

Collaborated across Council Departments

2

Identified Pain Points

3

Choose a Focused Use Case

4

Mapped Current vs Future Process

5

Shared AI Capabilities & Limits

6

Managed Risks Early



PoC Use Cases

 **8**
Councils

 **AWS**
Sponsored

 **8**
Repeatable
Use Cases

PoC 1
Policy &
Procedure
Q&A

PoC 2
Heritage
Planning
Q&A

PoC 3
Quick Search
Q&A

PoC 4
How to use
Council Systems -
Training Bot

PoC 5
Standardise
Email
Responses

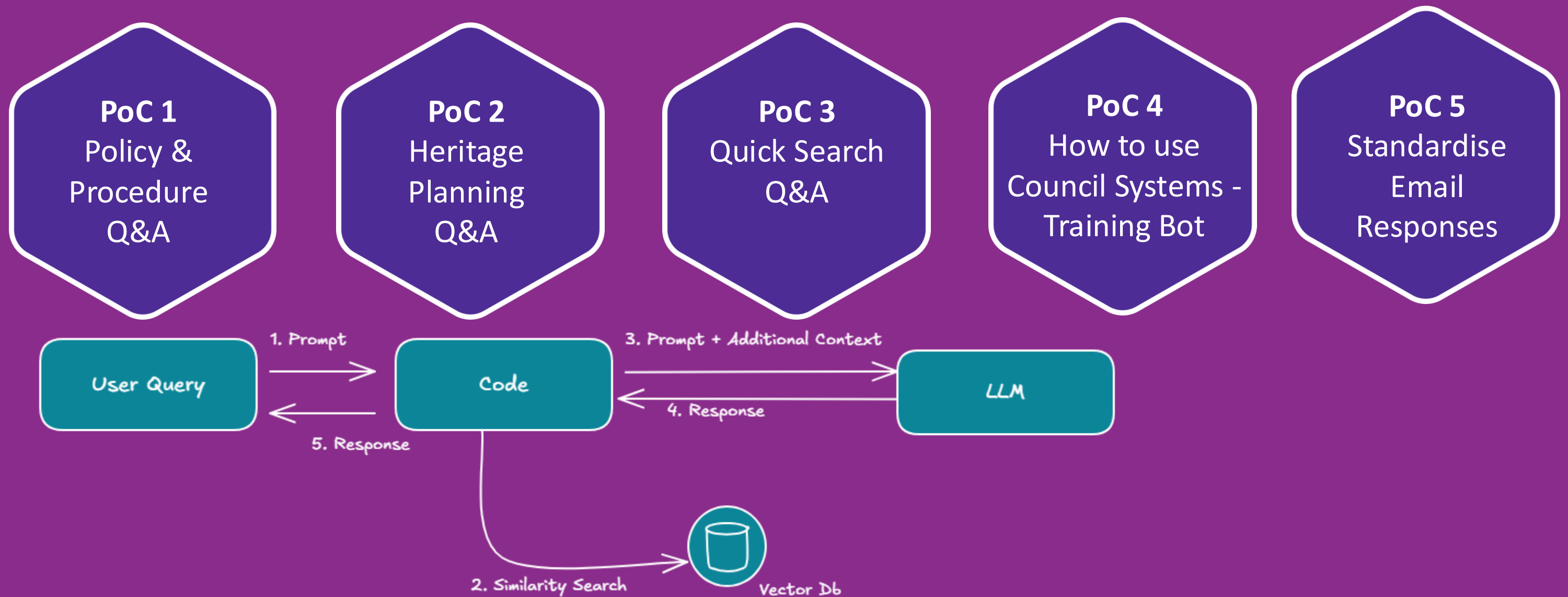
PoC 6
Identify
Outdated
Policies

PoC 7
Parking
Infringement
Review

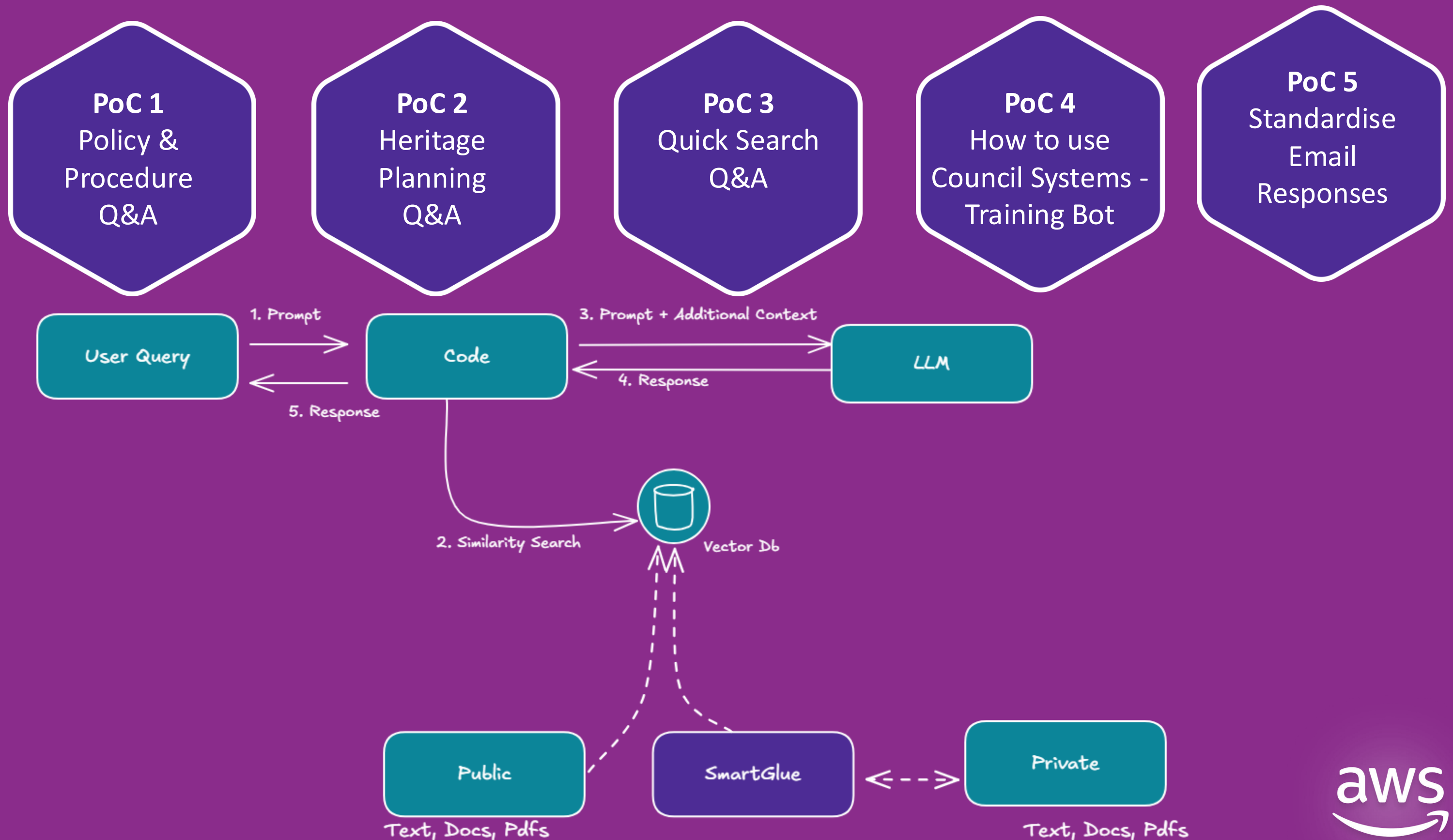
PoC 8
Standardise
Community
Feedback
Reports



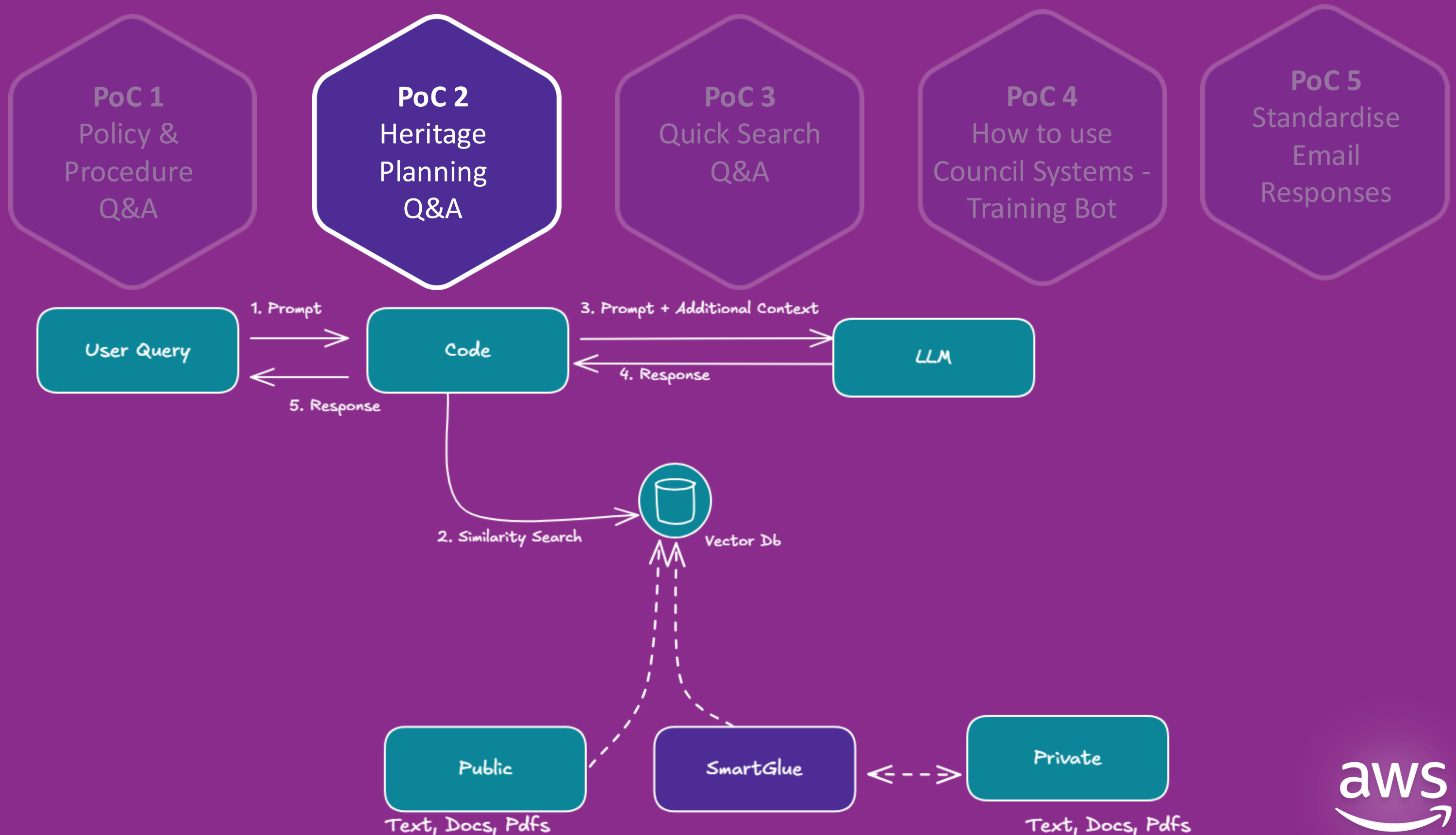
Retrieval Augmented Generation



Retrieval Augmented Generation



Retrieval Augmented Generation



Retrieval Augmented Generation

The screenshot displays the BeetrixAI Beta web interface. On the left is a sidebar with navigation links: Chat (selected), Data sources, Settings, and Log out. The main chat area shows a user prompt: "Compare the significance criteria used in the 1993 Bendigo Heritage Study with the 2020 Incorporated Plan". The AI response provides a detailed comparison of the two studies' criteria.

BeetrixAI Beta

Chat

Data sources

Settings

Log out

Compare the significance criteria used in the 1993 Bendigo Heritage Study with the 2020 Incorporated Plan

I'll analyze and compare the significance criteria from both documents based on the provided search results.

1993 Eaglehawk & Bendigo Heritage Study Criteria:

1. Illustrative Criteria
 - Sites may illustrate:
 - Scientific or technological achievement
 - Creative achievement
 - A particular building use or way of life
 - Cultural/aesthetic choice of many (style, fashion)

2020 Heritage Incorporated Plan:

The plan uses simpler classifications:

1. Place Categories:
 - Contributory place: Contributes to heritage precinct significance
 - Non-contributory place: Does not contribute to precinct significance
2. Key Elements:
 - Significant feature/element: Features identified as contributing to heritage significance
 - Focus on physical elements and features that contribute to heritage value

Key Differences:

1. Level of Detail:

The 1993 study had more detailed and structured evaluation criteria, while the 2020 plan uses broader classifications focused on implementation.
2. Purpose:
 - 1993 Study: Focused on identification and assessment of heritage significance
 - 2020 Plan: Focused on practical planning implementation and permit exemptions
3. Approach:
 - 1993: More academic/research oriented with multiple evaluation layers
 - 2020: More streamlined for planning and regulatory purposes

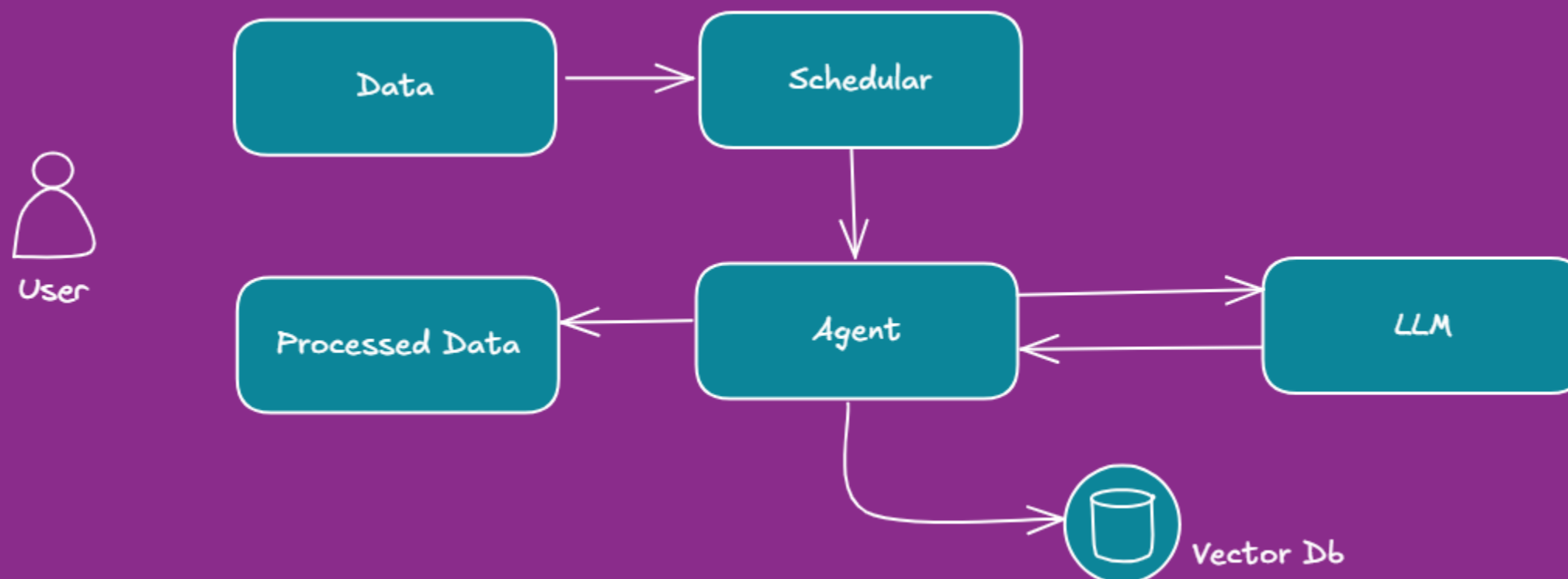
Sources:

- Eaglehawk & Bendigo Heritage Study documentation (Source 4, 9)
- Greater Bendigo Heritage Incorporated Plan 2020 (Source 8)

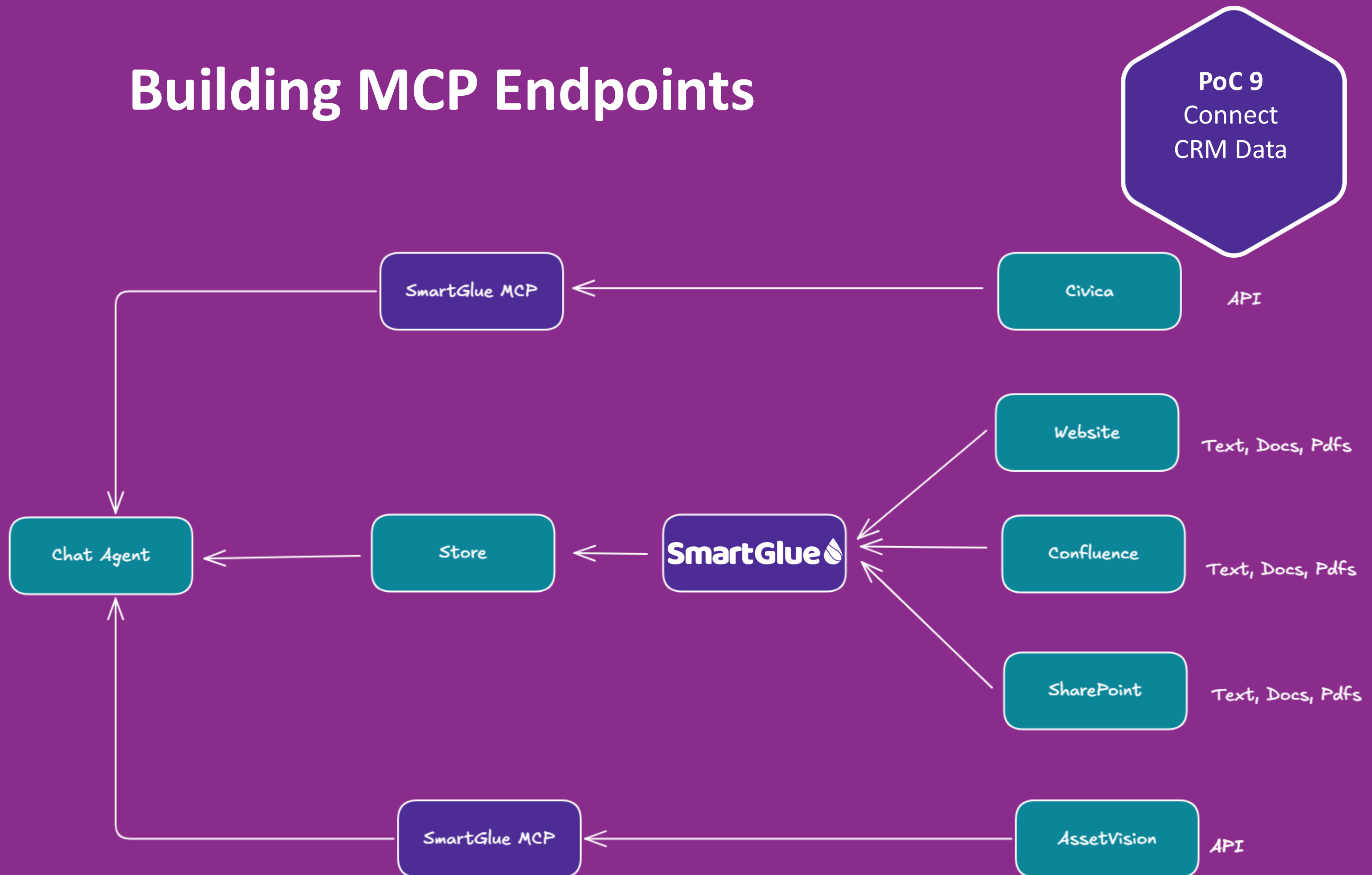
Ask Anything

Attach Search Connect data

Agents



Building MCP Endpoints



Reusability



WARRNAMBOOL
CITY COUNCIL

PROOF OF CONCEPT

INFRINGEMENT REVIEW AGENT

The Challenge

- 20-30 daily parking fine reviews
- Complex review process
- Inconsistent decision-making
- Increased volume during holidays

Our Solution

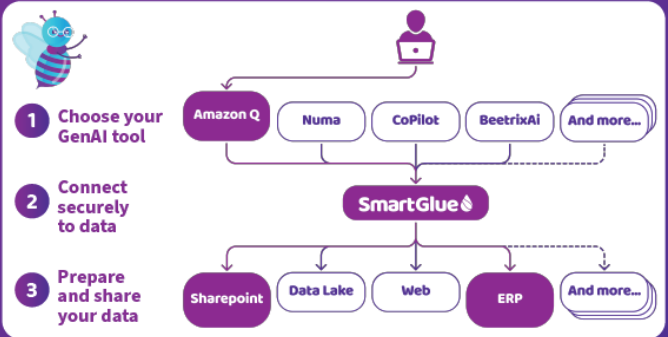
AI-powered tool that:

- Assists with infringement reviews
- Analyzes vehicle history and legislation
- Recommends appropriate actions
- Ensures fair, consistent assessment

Benefits

- Faster review processing
- Consistent decision-making
- Reduced staff workload
- Better error detection
- Scalable during peak periods

Built with Flexibility in mind, empowering your employees and citizens is easy as 1, 2, 3:



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moirá
SHIRE

PROOF OF CONCEPT

POLICY REVIEW LIFECYCLE AGENT

The Challenge

- Time-consuming policy maintenance
- Difficult tracking of legislative changes
- Inconsistent policy language
- Resource-intensive review process

Our Solution

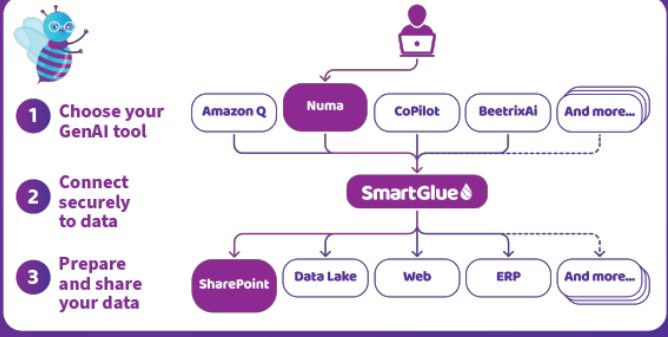
AI-powered tool that:

- Identifies policies needing updates
- Tracks legislative changes
- Assists in drafting clear language
- Streamlines the review process

Benefits

- Faster customer response times
- Improved staff efficiency
- Consistent information quality
- Reduced workload

Built with Flexibility in mind, empowering your employees and citizens is easy as 1, 2, 3:



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BROKEN HILL
CITY COUNCIL

PROOF OF CONCEPT

KNOWLEDGE BASE AGENT

The Challenge

- Information scattered across multiple sources
- New staff struggle to find policy information
- Colleagues disrupted by frequent questions
- Policies constantly changing

Our Solution

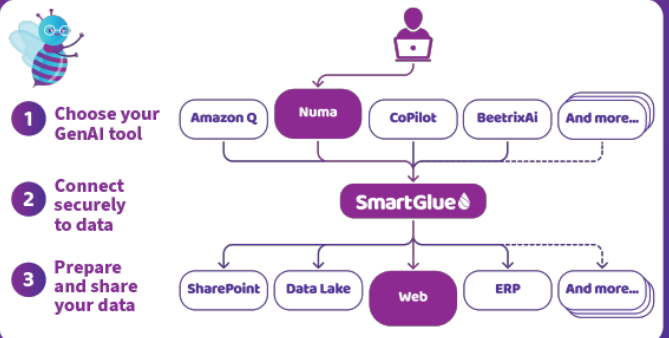
AI-powered tool that:

- Answers staff questions about policies
- Provides clear, accurate information
- Sources from multiple documents
- Stays updated with policy changes

Benefits

- Instant access to accurate information
- Reduced disruption to colleagues
- Faster onboarding for new staff
- Consistent policy interpretation

Built with Flexibility in mind, empowering your employees and citizens is easy as 1, 2, 3:



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CITY OF GREATER
BENDIGO

PROOF OF CONCEPT

PUBLIC DOCUMENT SEARCH AGENT

The Challenge

- Manual searching through heritage documents
- Time-consuming document reviews
- 24-hour response time to customer queries

Our Solution

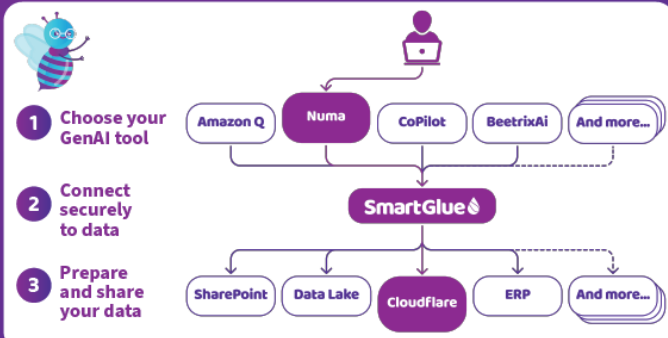
AI-powered tool that:

- Quickly finds relevant information in documents
- Generates draft email responses
- Reduces manual effort

Benefits

- Faster customer response times
- Improved staff efficiency
- Consistent information quality
- Reduced workload

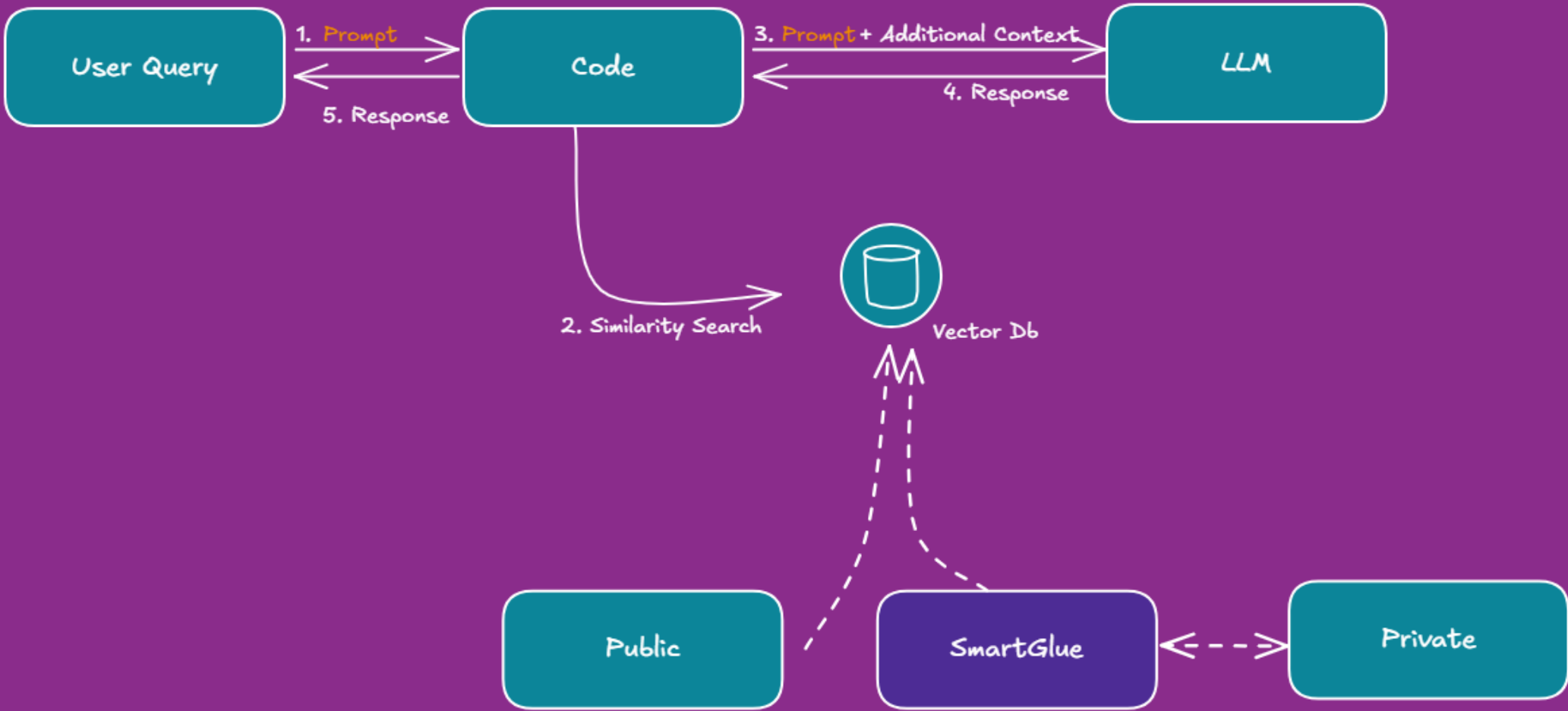
Built with Flexibility in mind, empowering your employees and citizens is easy as 1, 2, 3:



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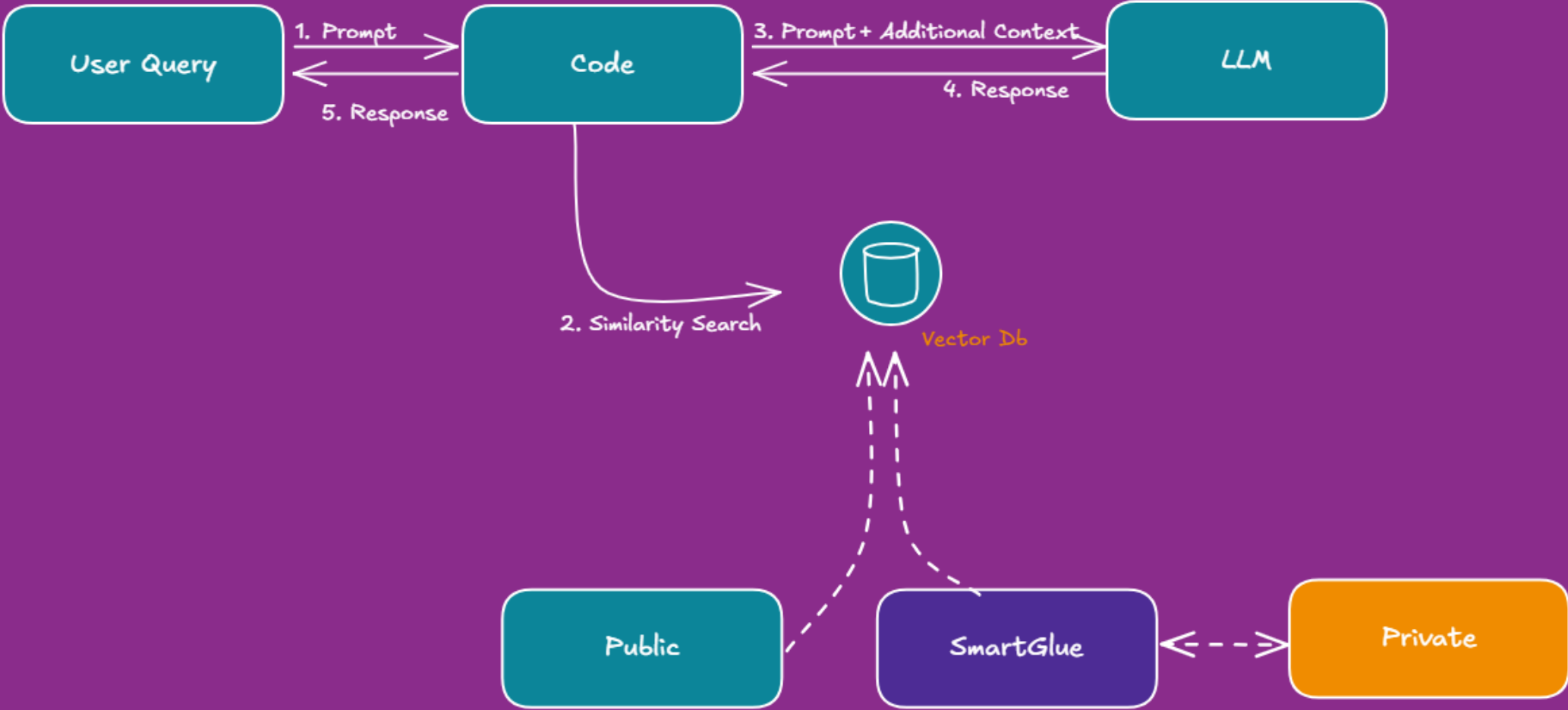
Learnings

Issue	Solution
Prompt Injection	Add guard against Prompt Injection



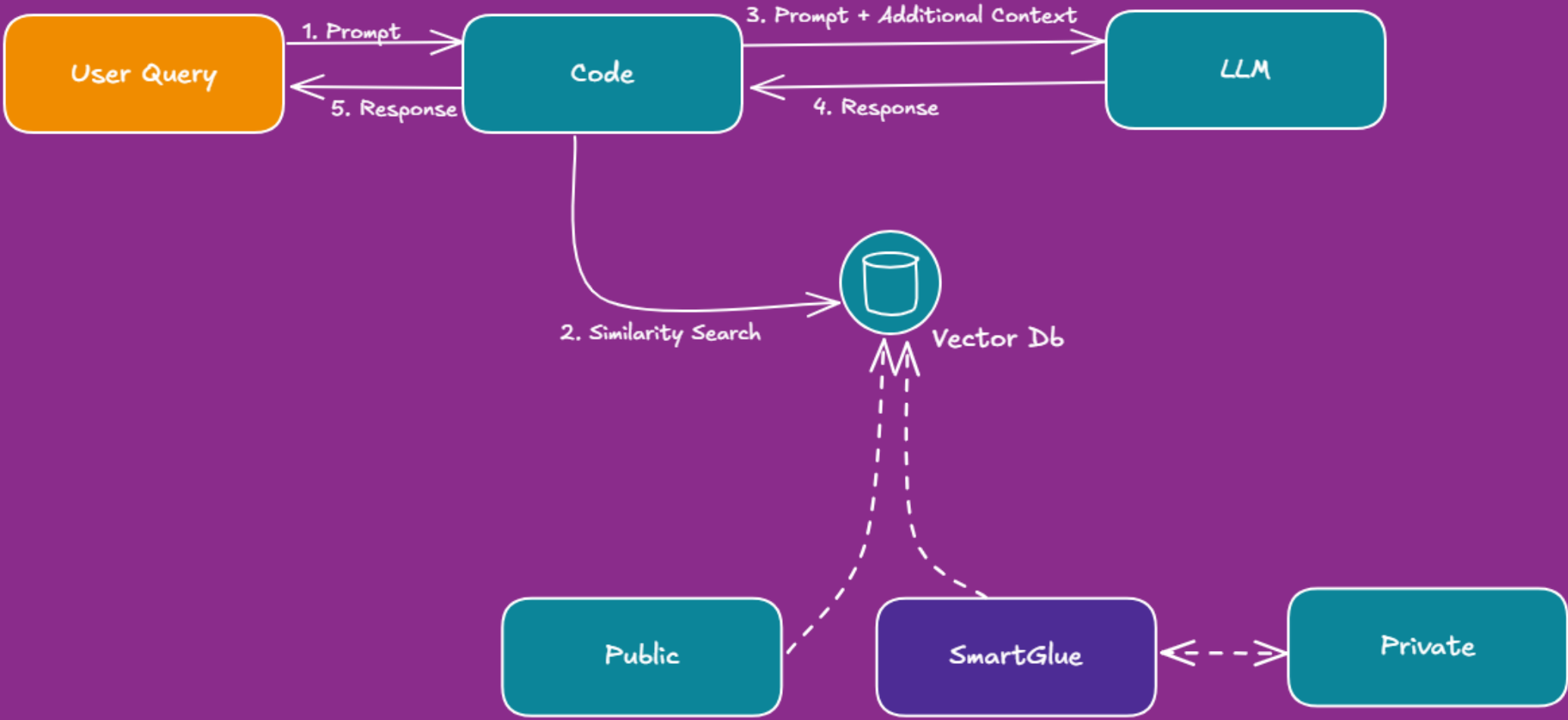
Learnings

Issue	Solution
Data & Model Poisoning Solution	Add Audit Trails



Learnings

Issue	Solution
Consumption	Track input and output tokens



Resources



LLM Apps TOP 10
Risks & Mitigations -
OWASP



Symphony3 AI
Resources



AI Roundtables



LinkedIn – Sekhar V

Questions?

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