Microsoft

TRANSFORMING

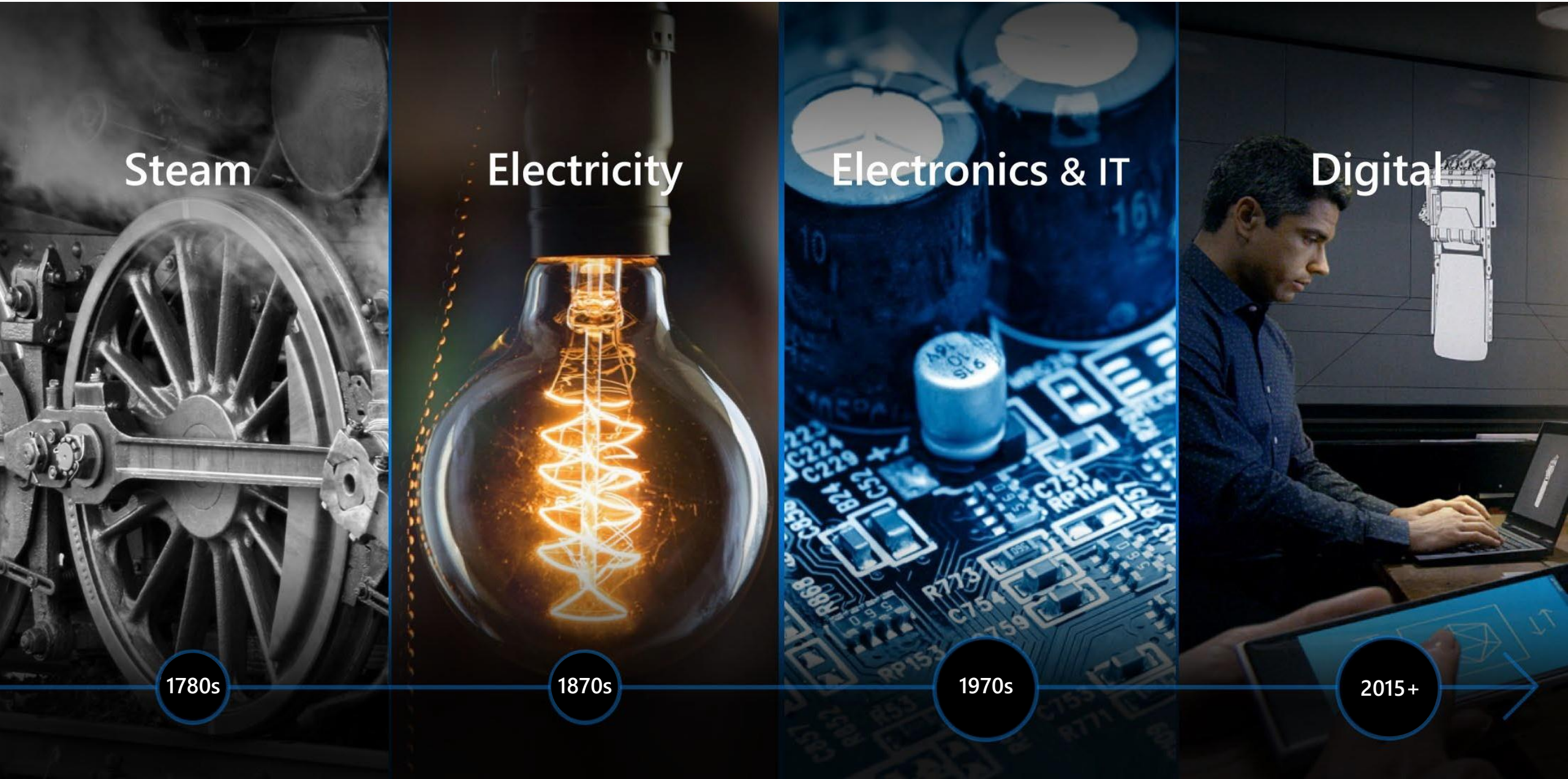
Public Sector for the digital age

Kostas Loukas

General Manager, Public Sector

Central & Eastern Europe

Digital Disruption and the 4th Industrial Revolution



Technologies transforming government

Big Data and Open Data

Manage data wisely to drive productivity, increase mobility, and innovate new digital services across and between multiple departments and agencies and to a broader set of citizens and stakeholders

Security

Achieve a balance of security and citizen empowerment, with effective security controls across identity, device, data and apps, and infrastructure. Protect data against unauthorized access, detect attacks and breaches, and respond and adapt to prevent it from happening again

Analytics, Machine Learning, Artificial Intelligence

Bring greater wisdom into analysis and service delivery with on-demand cloud-based compute power. Enable a digitized redesign of existing processes to deliver new, more flexible services

Internet of Things

Connect infrastructures to make emergency systems more efficient, or reduce service response times across devices, cloud, analytics, and backend systems

"To be efficient and effective in today's complex, interlinked and fast-changing environment, governments need to redesign their structures and processes to capitalize on a new set of actors and tools,"

World Economic Forum
Future of Government Report

Modern government challenges

Changes in services, policy, and citizen requests require more responsive agencies

Large, expanding volume of data increasing complexity and storage costs

Unstructured data limits ability to analyze and take action

Data security, privacy and regulatory requirements are of paramount importance

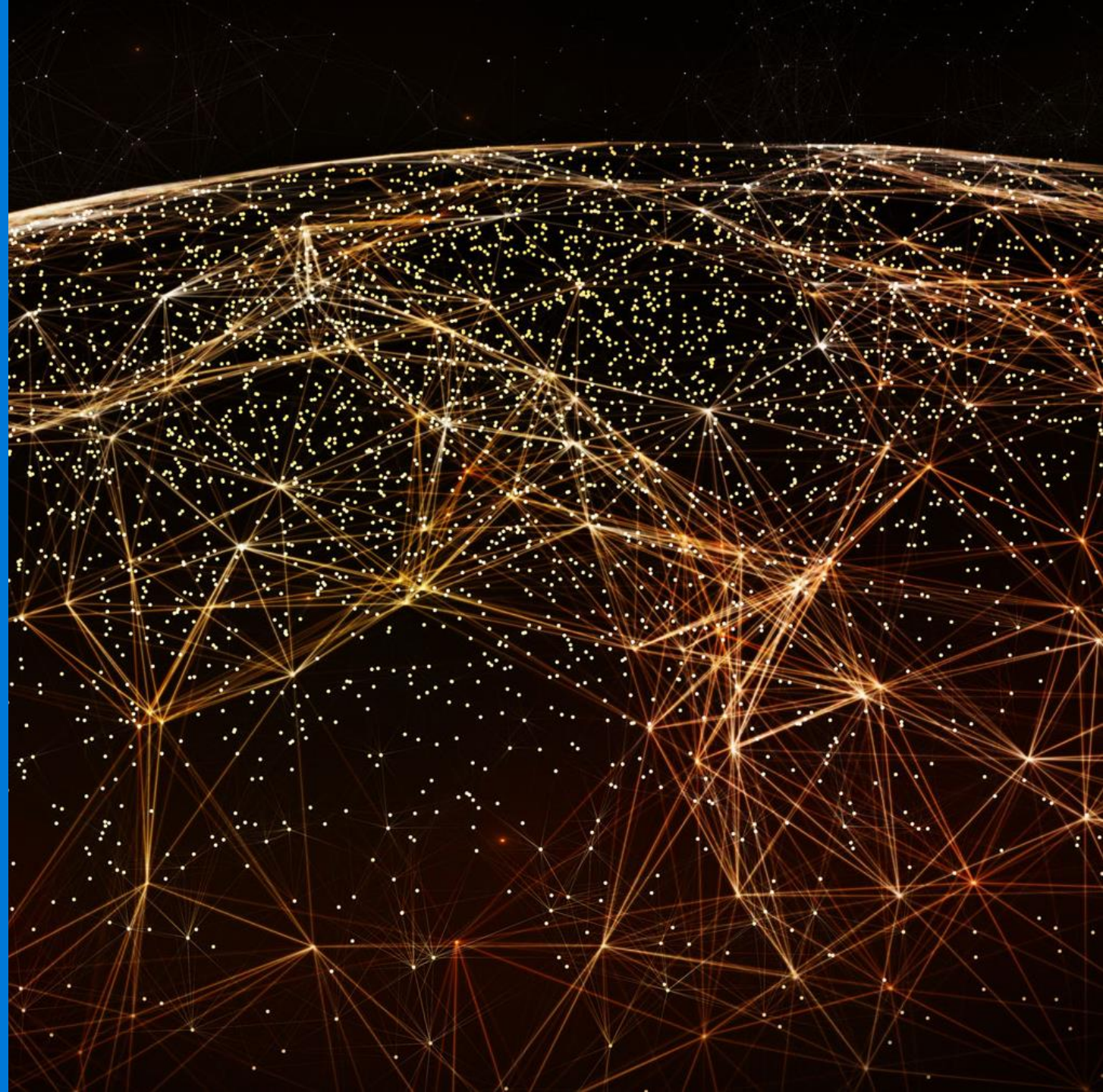
Empower every person and every organization on the planet to achieve more

Microsoft AI

Amplifying human ingenuity with intelligent technology

Our values and principles

- Enable people
- Inclusive design
- Build trust in technology



Our strategy is to build best-in-class **platforms** and productivity services for an **intelligent cloud and an intelligent edge** infused with **artificial intelligence** ("AI").

Microsoft
Form 10-K 2016

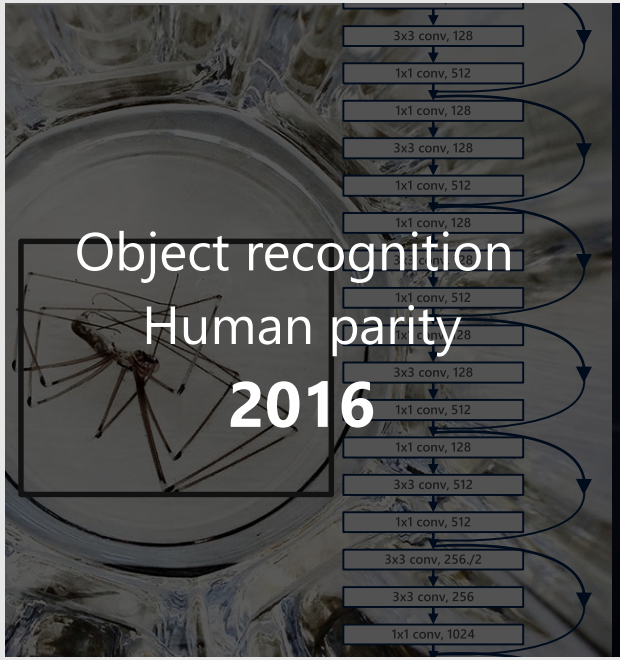
Microsoft AI advancements

96%
RESNET vision test
152 layers

5.1%
Switchboard speech
recognition test

88.493%
SQuAD reading
comprehension test

69.9%
MT
research system



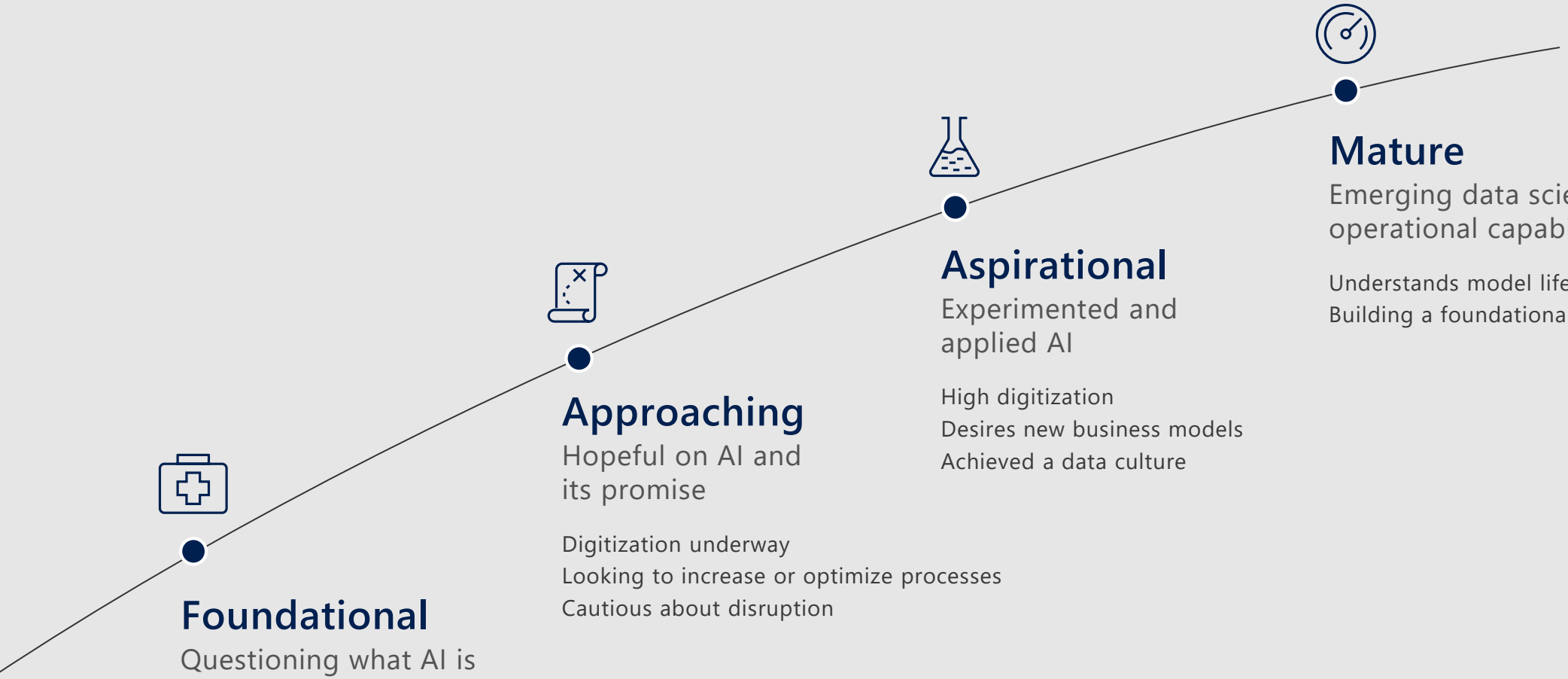
Object recognition
Human parity
2016

Speech recognition
Human parity
2017

Machine reading
comprehension
Human parity
Jan 2018

Machine translation
Human parity
March 2018

AI maturity is critical to success



Foundational

Questioning what AI is and how to apply it

Wrong expectations or disappointment
Low digitization
Basic analytical capabilities

Approaching

Hopeful on AI and its promise

Digitization underway
Looking to increase or optimize processes
Cautious about disruption

Aspirational

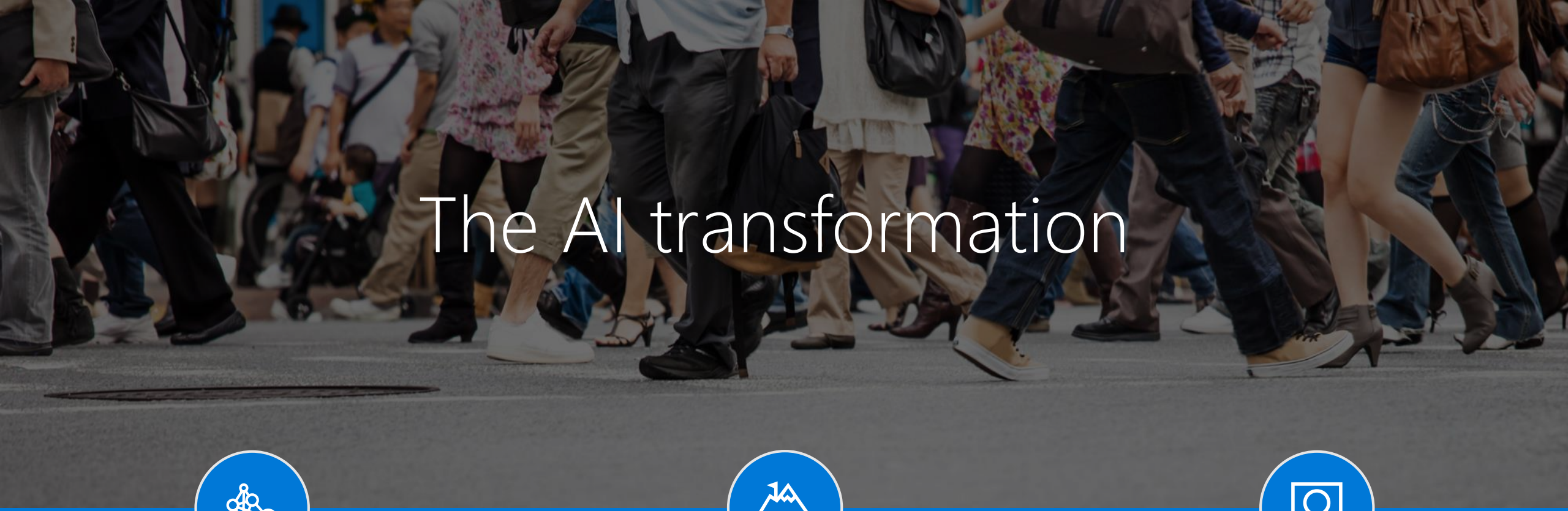
Experimented and applied AI

High digitization
Desires new business models
Achieved a data culture

Mature

Emerging data science and operational capability

Understands model lifecycle and management
Building a foundational data architecture



The AI transformation

Digital Agents

Transform your engagement with citizens and employees

Intelligent Apps

Leverage AI to create the future business applications

Business processes

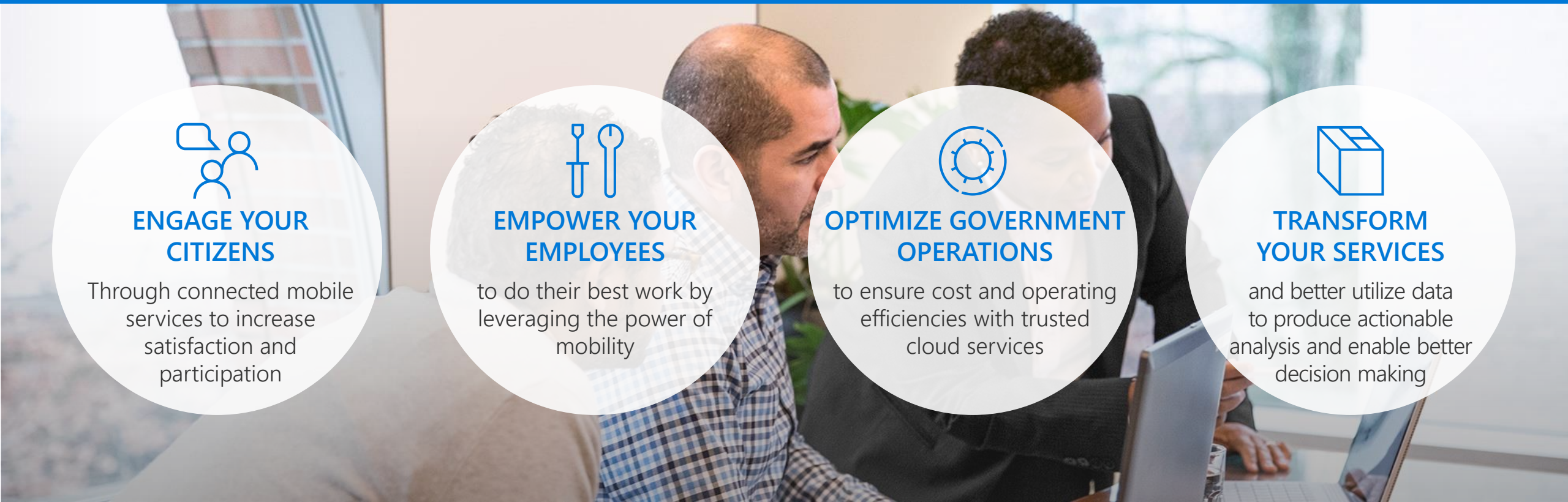
Transform critical business processes with AI

Source: Forrester, IDC

Digital transformation is essential to sustaining a competitive advantage in Government

Meet your mission

Protect your sensitive information



ENGAGE YOUR CITIZENS

Through connected mobile services to increase satisfaction and participation

EMPOWER YOUR EMPLOYEES

to do their best work by leveraging the power of mobility

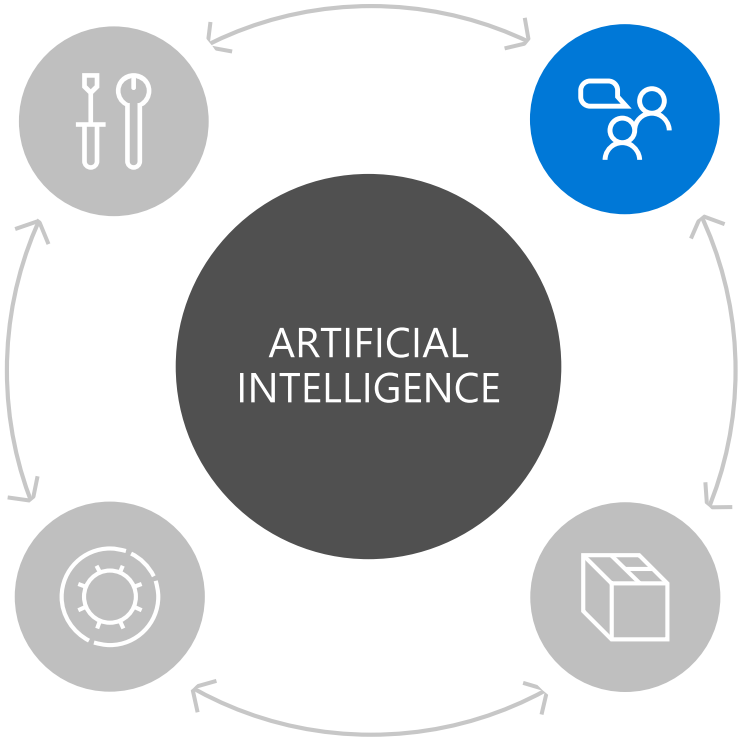
OPTIMIZE GOVERNMENT OPERATIONS

to ensure cost and operating efficiencies with trusted cloud services

TRANSFORM YOUR SERVICES

and better utilize data to produce actionable analysis and enable better decision making

Digital transformation & AI



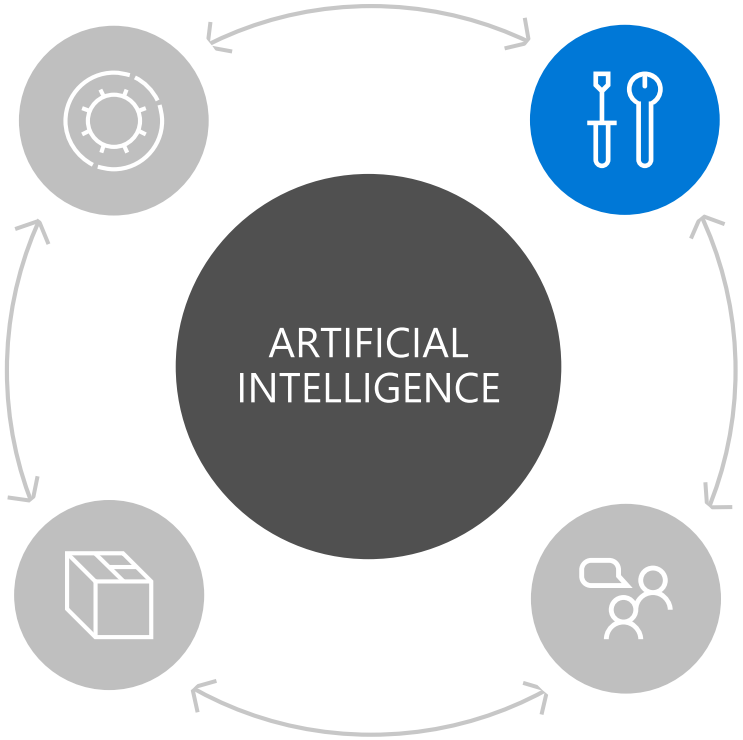
Engage your citizens/patients

Conversational agents

Customized experiences

Customer analytics

Digital transformation & AI



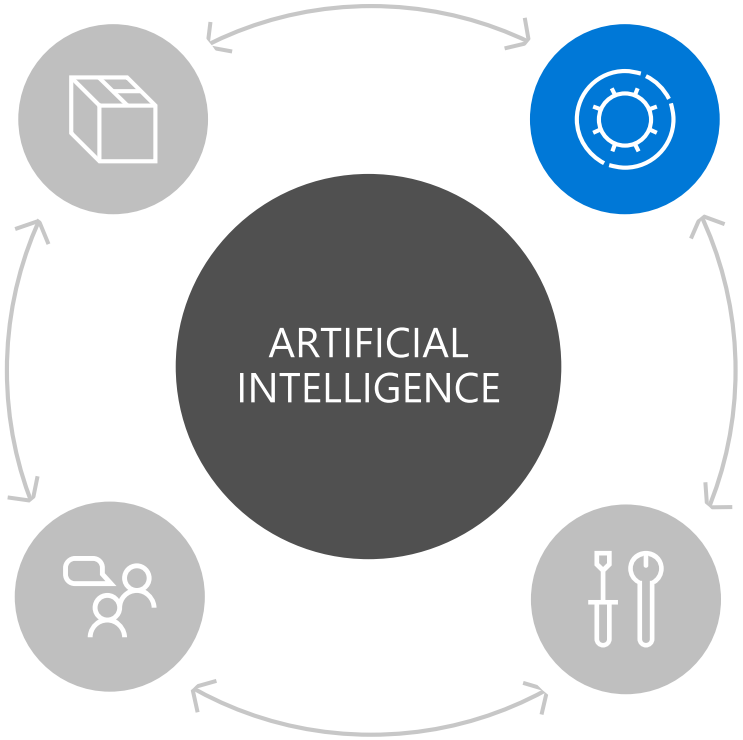
Enable your employees

Employee productivity

Business data differentiation

Organizational knowledge

Digital transformation & AI



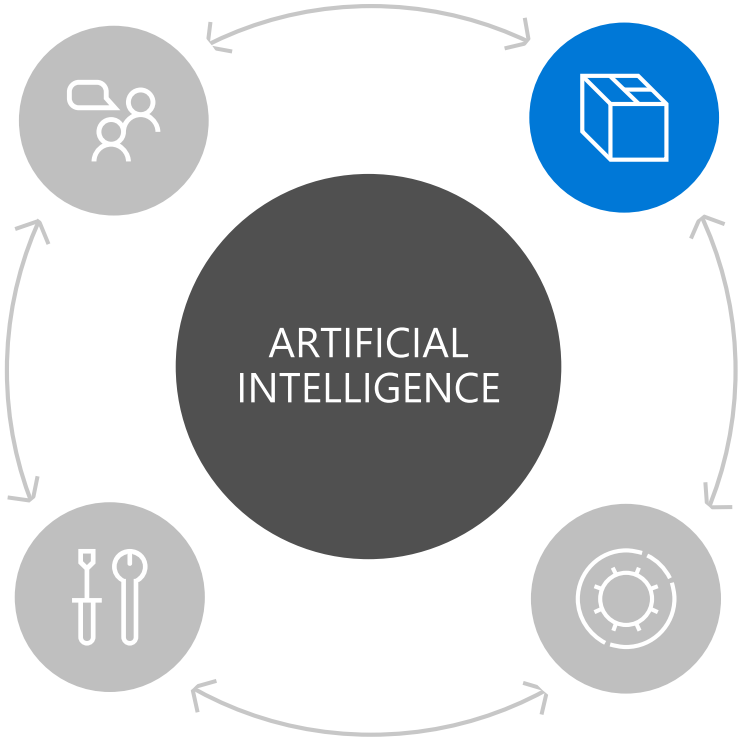
Optimize your operations

Intelligent predictions

Operational efficiency

Deep insights

Digital transformation & AI



Transform your services

Product innovation

Differentiated experiences

New scenarios

"Our customers and society expect us to maximize the value of technology while also preserving the values that are timeless."

—Satya Nadella

THANK YOU.