



Deloitte.

Generative Artificial Intelligence (AI)

Deloitte combines our experience in AI and data analytics with our demonstrated experience working with Google Cloud products to help public sector clients unlock valuable insights from vast volumes of data to enhance operational efficiency and foster innovation in service delivery. With a deep understanding of the unique challenges and complexities faced by government entities, Deloitte's multidisciplinary teams collaborate closely with government stakeholders to create tailored solutions that address specific requirements and objectives to improve operations and citizen experiences.

Common applications of Gen Al



Back Office Operations

Create operational efficiency and streamline decision-making.



Constituent Engagement

Use intelligent self-service capabilities to deliver engaging experiences.



Report Generation

Automate manual reports and extract insights from diverse datasets.



Case Management

Analyze complex case data to streamline case management processes.



Knowledge Management

Increase information accessibility and collaboration.



Al Strategy, Planning & Value Generate strategic Gen AI vision using market competitor intelligence analyses

> Size opportunities for new revenue streams and cost-savings, build investment plan

> > Deloitte's Gen Al

> > > Offerings

Generate current state assessment, design security frameworks and architecture

Manage regulation, compliance reporting and ongoing security operations & monitoring

Assess talent readiness and impacts, redesign process / functions for human-in-the-loop

Evaluate & select model custom, OOTB - training techniques, Al-native data pipeline architecture

Conceptualize use cases,

solution build vs. buy vs.

Rapidly prototype with

organization environments

determine optimal

partner approach

labs and pilots in

Solution Architecture & Model Design

Workforce Transformation & Change

Monitor outputs (e.g.,

permissions, vendors

price-to-performance

including spend visibility

drift, observability),

performance,

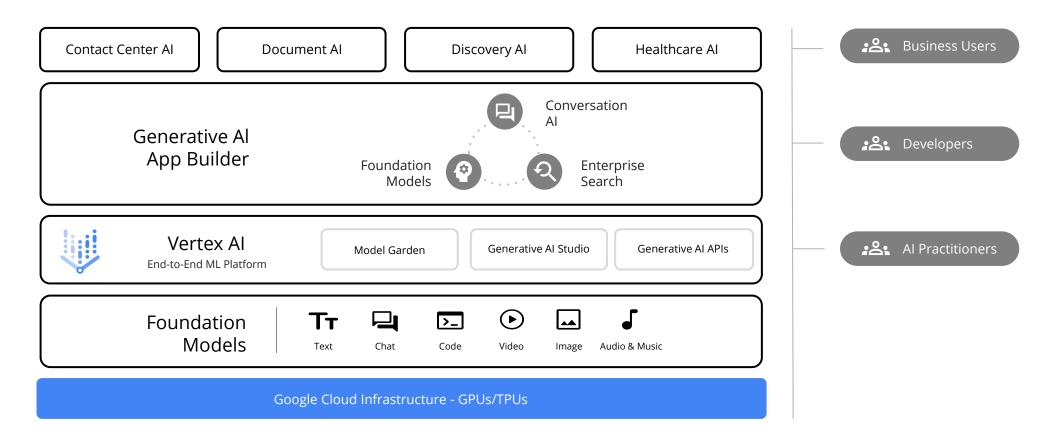
& cost controls

Optimize

operations & Cost Management

Trust, Security & Governance

Google's structure for creating and deploying generative AI models



In using Google's Generative AI offerings, organizations can benefit from:

An intuitive platform for all users

End users can leverage MakerSuite's browser-based, drag-and-drop tools to build foundational model applications while developers and data scientists can leverage Vertex Al and Generative Al App Builder to build ML models and Al applications at scale.

A library of foundational models

Google's foundation models are large Al models trained on enormous quantities of unlabeled data; these models are available to developers via an API to perform various tasks, such as recognizing, predicting, and generating text, images, software code, audio, and video.

Accelerators for development

Organizations can develop generative AI apps within minutes or hours using direct API access to foundation models and out-ofthe-box templates for major use cases including search, support, product recommendations and discovery, and media creation.

Models and applications founded on AI principles

Google established a <u>set of Al principles</u> that continually evolve to strengthen its safety guidelines which align closely with Deloitte's <u>Trustworthy Al™</u> framework by which an organization and its stakeholders can verify Al deployments are ethical and can be trusted.

Why Deloitte & Google Cloud

Deloitte helps organizations advance their digital transformation efforts. In 2023, Deloitte was named the Partner of the Year for Public Sector (Global), Services (North America), Security Specialization (Global), and the Generative Al Industry Solution which is a testament to our ability to develop innovative solutions that are tailored to meet the specific needs of an organization.

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