



AI in Transformation & Delivery Optimization

El on BDM

June 2025



DRAFT – SUBJECT TO CHANGE

Contents

01

AI to Accelerate the Development Process

02

Measuring Efficiencies & Value

03

Innovation in CX / UX Powered by AI



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“

John and Jessica Opening Remarks

”

The overall vision for the EI on BDM Build and Implement Program is to incorporate the **three focus areas** shown below **into each release**

Service Migration



Moving the benefits to Cúram

Service Transformation



Raising the bar and driving transformational value

Enhancements



Improving and enhancing the platform

AI is incorporated into program scope through **two main avenues**

01

Solution Innovation

- Leveraging AI to improve organizational performance by transforming employee experiences and improving productivity
- Identifying areas for automation across benefits delivery

02

Delivery Optimization

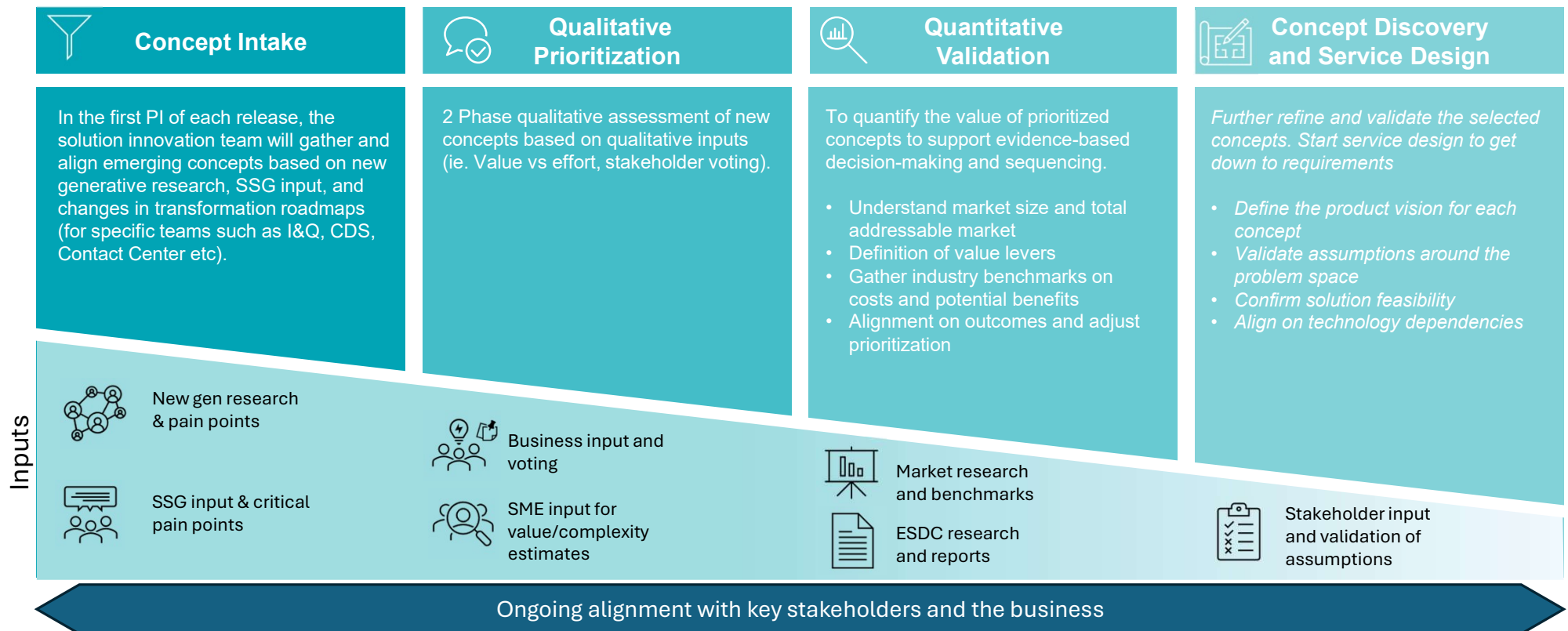
- Augmenting and accelerating the development efforts required to deliver
- Purpose-built AI tools to be leveraged in all stages of the development cycle, leading to shorter timelines, and lower costs

Concepts chosen based on expected value

Solution Innovation: Prioritization process for transformation

The concept intake process ensures a consistent and inclusive approach to prioritization, aligned with EI on BDM outcomes and principles, so that all voices are heard, and the highest-value ideas move forward. This process will take place during the first P1 of each release.

AI concepts are prioritized in alignment with our existing process and evaluated based on value to the EI program



Delivery Optimization: Identifying Opportunities across the Program

Our vision for the EI BDM program is to leverage AI as a capability across all areas of our program to expedite timelines, improve quality, enable better predictability, and deliver overall cost optimization.

★ Our Secondary Focus Area Solution Strategy Optimization

***Improving how we conduct
Solution Management,
Innovation, and Architecture***

Examples:

- ADO readiness checker
- Curam capability checker
- Product process map generator
- AI tools for feature writing and user story creation
- Stitch.AI, Uizard – concepting and visualization

★ Our Primary Focus Area Solution Delivery Optimization

***Improving how we build code,
deliver testing, and conduct
refactoring***

Examples:

- Accenture Benefits Rules Generator (ABRG)
- Mainframe code documenter (CAST)
- Automated Test Script Generator
- Usability Testing (e.g., WevoPlus)
- Translation

Governance Optimization

***Improving how the program can
optimize program governance***

Examples:

- Release Planner
- Agile Ceremony Assistant

Change Optimization

***Improving how the program can
optimize change management***

Examples:

- Agile SAFe Coach
- Skills.AI

☑ Improved Quality of Delivery

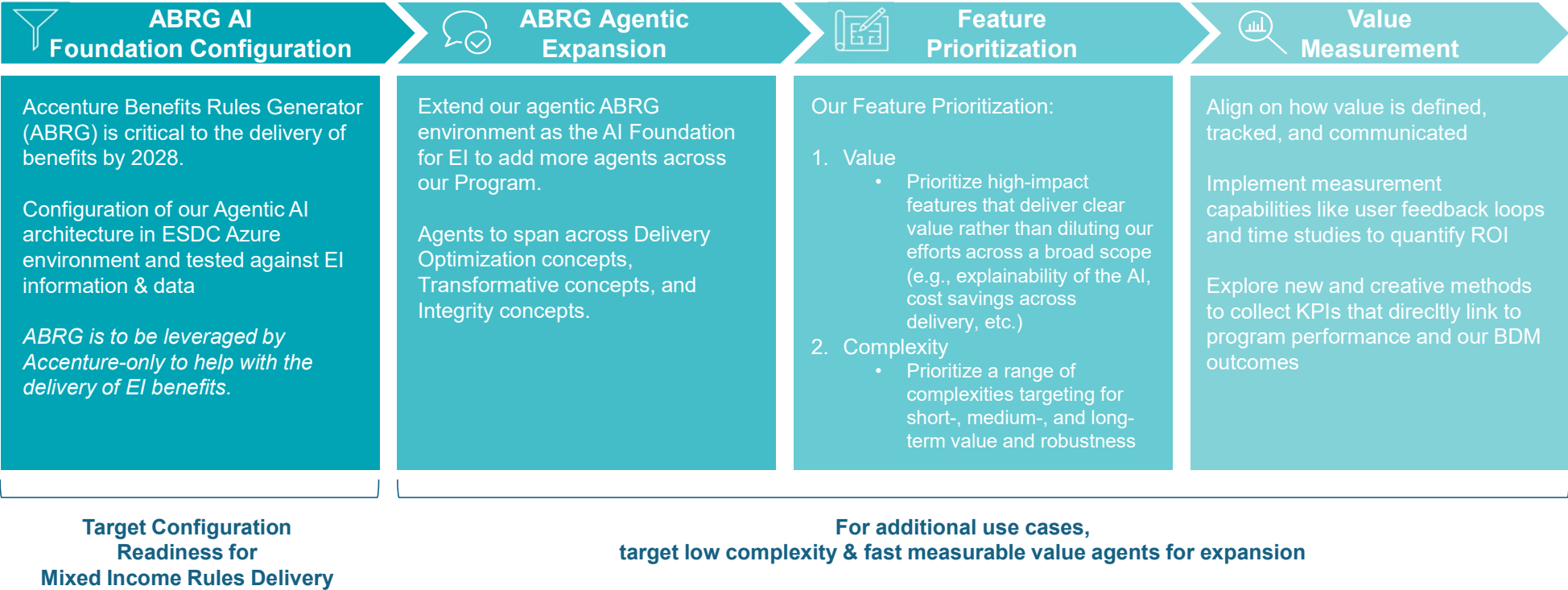
☑ Accelerated Schedule

☑ Better Predictability

☑ Cost Optimization

Delivery Optimization & AI: Our Approach

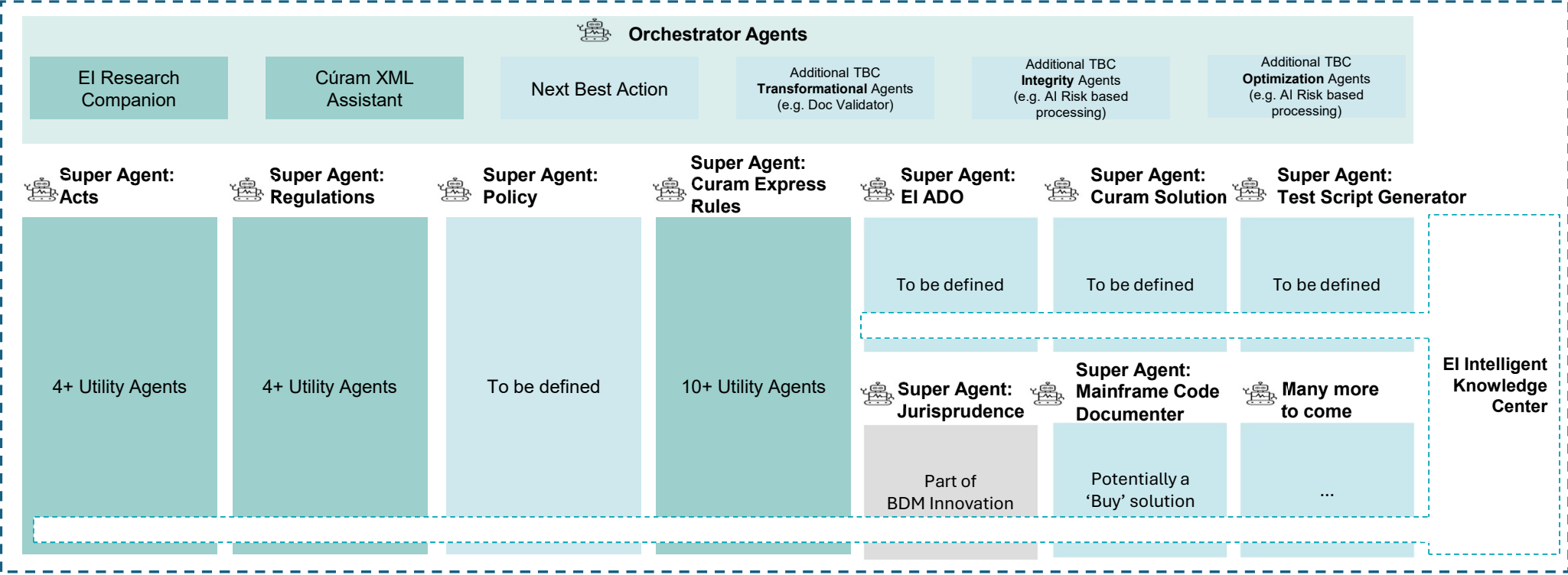
Accenture Benefits Rules Generator (ABRG) is critical to deliver benefits by 2028. In addition, we will deploy a value-driven Agentic expansion through ABRG to enable additional AI use cases for EI.



Our Proposed AI Agentic Landscape via Accenture Benefits Rules Generator (ABRG)

Our AI agentic landscape can expand across Transformational, and Delivery Optimization concepts with ABRG as the foundation. It comprises of 3 main agent types: orchestrator, super agents and utility agents which can be shared for efficiency across multiple use cases

Part of ABRG Foundation



Overview of Agents

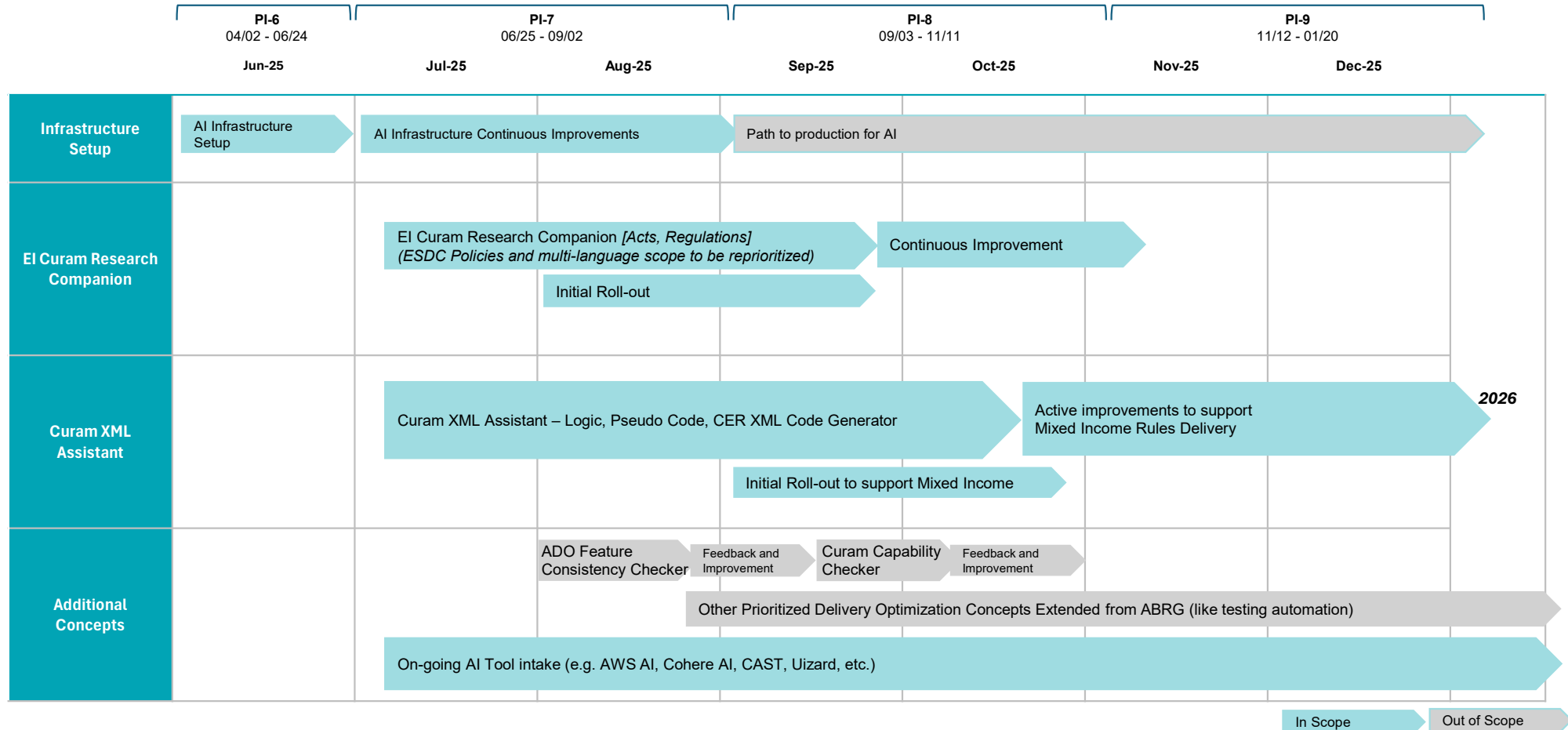
- Super Agents** can handle complex, multi-step tasks and can reason, plan, and act over time, coordinating between various tools or domains within the knowledge space
- Utility Agents** support super agents to understand the specific knowledge space better and can be used across multiple super agents
- Orchestrator Agents** understand the user need and help direct to the right Super Agent(s).

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EI ON BDM | DELIVERY OPTIMIZATION

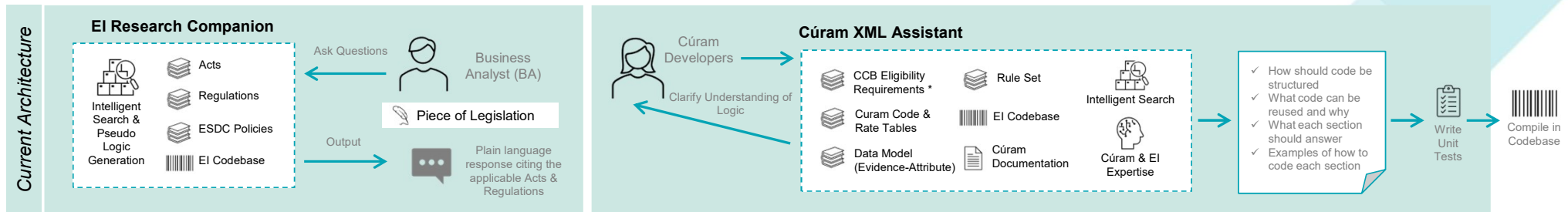
Delivery Optimization Roadmap – Our view until Dec 2025

The delivery optimization roadmap will continue to evolve as we collect additional requirements and re-prioritize our backlog. The below is the latest view with respect to Delivery Optimization. ABRG is to be extended with additional concepts as we move forward.



Our Initial Product Ecosystem of ABRG

We will configure the EI Research Companion and the Cúram XML Assistant Orchestrator Agents with its respective Super Agents and Utility Agents supported by the EI Intelligent Knowledge Base to address known challenges within EI Cúram delivery and EI claims processing.



EI Intelligent Knowledge Center

Our AI leverages a custom-built, governed knowledge repository that includes optimized documents for efficient search and precise accuracy (e.g., EI Act, Regulations, Rate Tables, Rulesets, etc.). Our knowledge base is enriched with additional metadata to make search easier and more accurate.

- ★ ESDC-specific and up-to-date data
- ★ Increase speed and relevance
- ★ Track AI thought process from ESDC source documents

EI Research Companion [Orchestrator Agent]

The EI Cúram Research Companion has access to all Policies, Acts and Regulations within EI, and provides users with the ability to ask questions, identify requirements, and get answers in plain language.

As a Cúram and/or EI Analyst I can:

- See relevant legislation in an easy-to-understand format
- Reduce the time it takes to search through documents
- Examine underlying legislation related to claims
- Get specific definitions and descriptions of items in the legislature and policies
- Identify edge-case scenarios within legislation and regulations to surface uncommon conditions

Cúram XML Assistant [Orchestrator Agent]

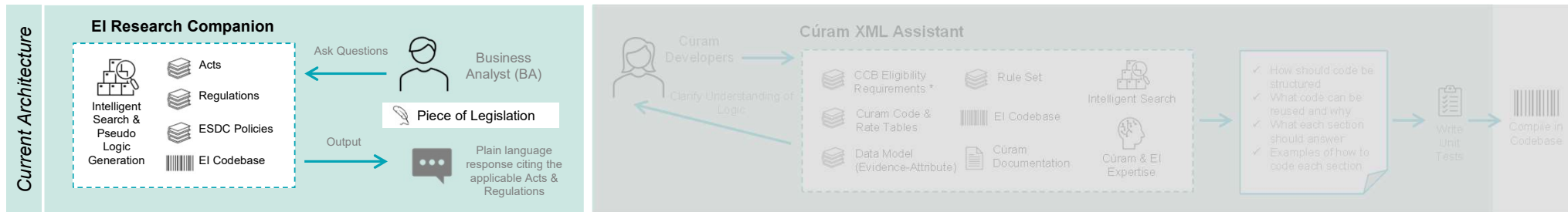
The Cúram XML Assistant is a development assistant that helps to re-use, structure, and write Cúram XML code.

As a Developer I can:

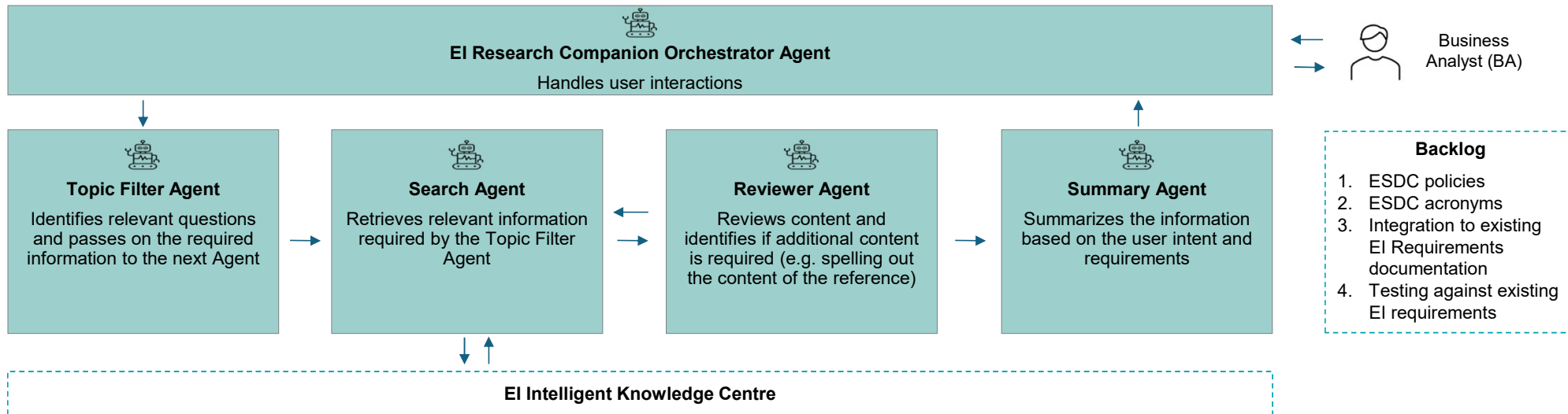
- Generate and enrich new CER XML code tailored to specific rules and conditions
- Locate and reuse existing CER code segments to quickly identify the right areas for modification
- Enforce standardized CER coding patterns to maintain consistency across all team members
- Get assistance quickly and efficiently when I am less experienced

ABRG Demo – EI Research Companion Agentic Architecture

Our modular agentic architecture enables the reusability of our utility agents to handle queries to our EI Intelligent Knowledge Centre. Also, each agent has a specific purpose for our users.

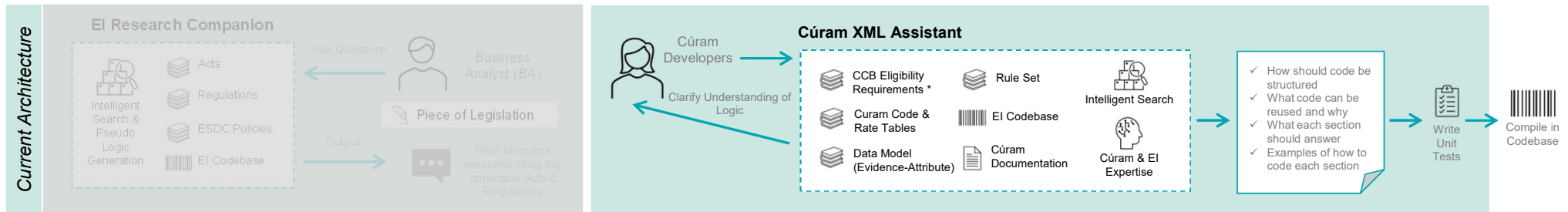


EI Research Companion

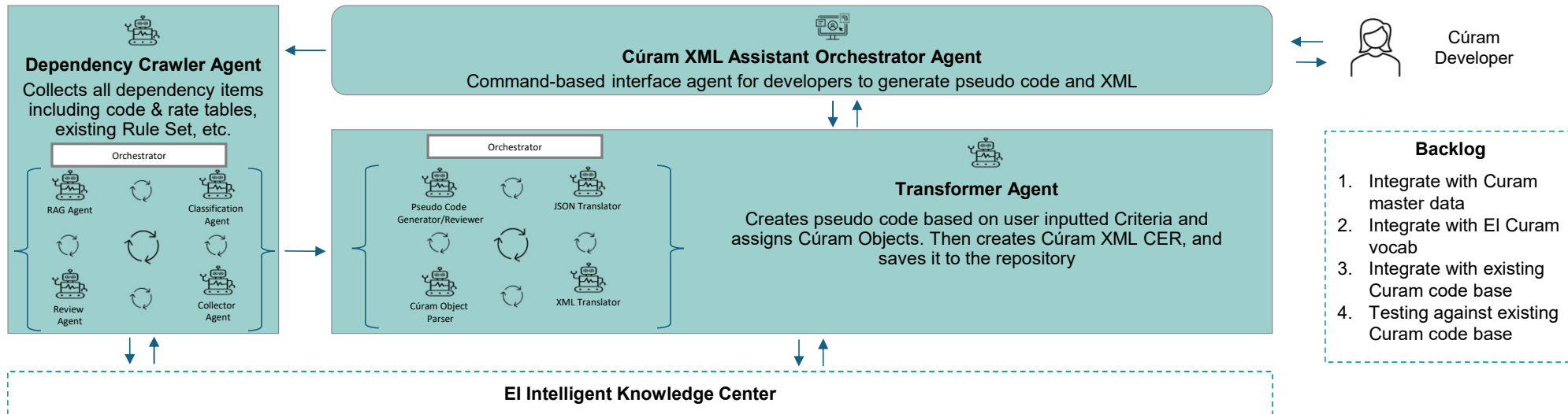


ABRG Demo – Cúram XML Assistant Agentic Architecture

Our modular agentic architecture enables the reusability of our utility agents to handle queries to our EI Intelligent Knowledge Centre. Also, each agent has a specific purpose for our users.



Cúram XML Assistant



Governance Considerations for Responsible AI and Testing

As we stand-up and scale tools like ABRG, we will need to consider governance across responsible AI and testing – in alignment with governance across BDM and EI Program

Accenture Environment for ABRG

Unit Testing

Focuses on **testing individual components in isolation**. This includes testing every component of our solution such as

- **Agents that crawl repositories** and their **dependencies** (parsers, indexes, databases),
- **Agents focused on Cúram** CER code understanding,
- **Operational elements** such as chat history

Development Integration Testing

Test the integration of AI agents to ensure the flow of communication is working seamlessly (including chat history)

- **Catch** any unaddressed **edge cases**,
- Ensure there is **no loss of context** between agents and completion time is below 5 minutes

ESDC Environment for ABRG

System Integration Testing

Validate end-to-end interaction between the AI Agents and the Azure infrastructure components such as

- Security policies,
- Databases for chat history,
- Storages,
- Cache implementations,
- Prompt registry and
- Containers within the ESDC environment

User Acceptance Testing

Validate the AI solutions with Cúram developers ensuring it reduces their development time

- Measure **real-use performance**,
- Adjust based on Cúram developers' feedback
- Test against Cúram

To be Discussed: NuEnergy / AI COE / BDM Innovation

Monitoring

Continuous monitoring for accuracy and drift of our AI applications

Governance

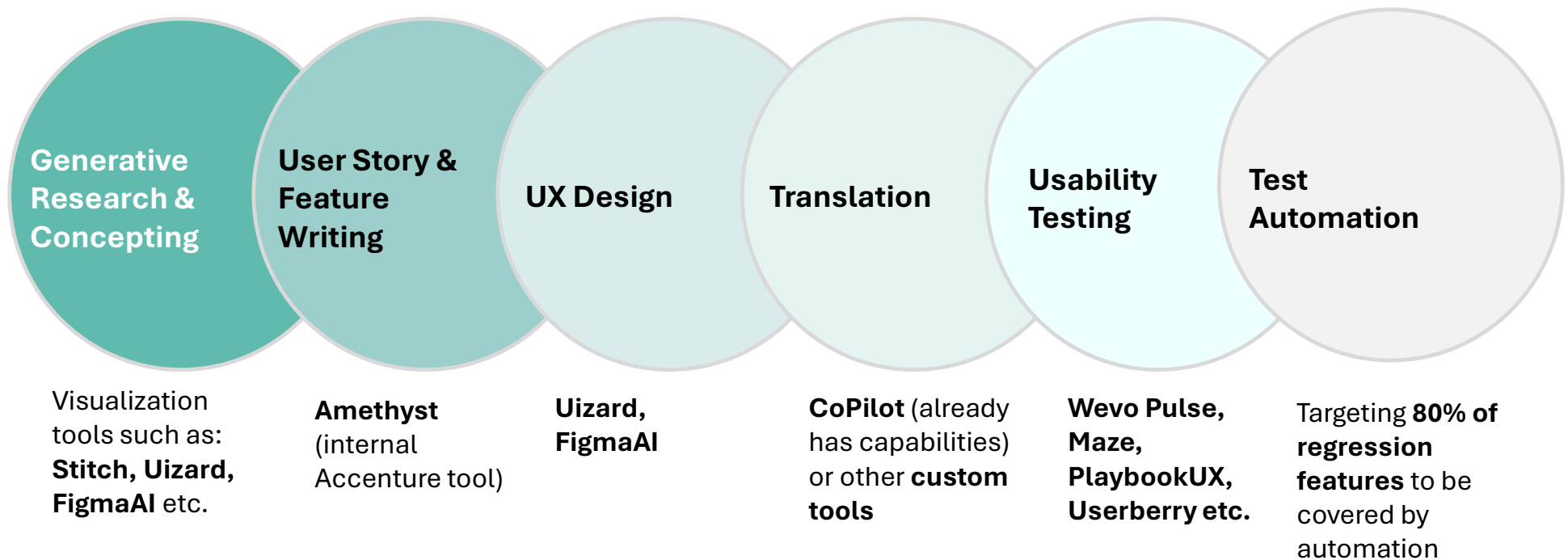
Ongoing governance of Responsible AI across our 8 areas of risk

Production Build

Build and deploy with agile mindset to iterate via user feedback beyond MVP

Other Areas of Opportunity within Solution Strategy & Delivery

The below tools include those that we are already leveraging within our delivery today and considerations to be implemented in the future



Key Discussion Questions

1. Are you aligned with the roadmap for the remainder of FY25'? What additional areas should be prioritized on the roadmap?

2. How do we address some of the risks / challenges below?

- Expediting AI tool intake
 - Azure / AWS AI tools intake
 - 3rd party AI tools hosted within Canada
 - 3rd party AI tools hosted outside of Canada
 - Tools using unclassified data
 - Open-source python libraries
- Production environment's infrastructure set-up and AI approvals
- AI cloud strategy
 - Decisioning path for which AI use cases lives on Azure vs AWS
 - Do we want to introduce new technology to bridge Azure and AWS AI together?

3. What other governance considerations need to be incorporated as we roll-out our delivery optimization tools?



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Innovation powered by AI

Our Value Aspirations for AI Delivery Optimization

There is an opportunity to realize cost savings, accelerated program delivery, and increased quality improvements

Target for ABRG (Initial Impact): ~30% cost savings from productivity

What we have seen with other partners and where opportunities exist in our deployment of delivery optimization tools:



acceleration of project delivery for testing and ticket resolution



improvement in quality of test coverage

RE2



operations cost savings from automation and AI

Slide 18

- 1** **[@Errington, Rob] - section i'm referring to**
Kim, Thomas, 2025-06-16T15:08:10.990
- RE2** **I would change this to simply Test Coverage and not Unit Test Coverage**
Errington, Rob, 2025-06-17T23:51:24.268
- 2 0** **done**
Kim, Thomas, 2025-06-18T13:22:44.962

Automation of IT Operations at Global Insurance Client

35% of tickets auto resolved through 145+ active batch jobs that provides end-to-end self healing capabilities.



Call For Change

- Risk of reduced conversion from opportunities to sales due to critical systems unavailability
- Increased IT cost due to fragmented Business and Siloed IT operations which also impacts critical business decisions
- Policy Records Management Issues impacting customer satisfaction
- Data Inconsistency in Policy and downstream systems affecting the over all reporting for Financial statement



Our Approach

- Integrated Monitoring Command Center
- **145+** Active batch Jobs monitored through GenWizard Batch 360 that provides a centralized monitoring and E2E self healing implemented
- **AI/Machine Learning:** GenWizard Automatic Ticket Resolver (ATR) solved **35%** of tickets and performing auto assignment of **19K** Incidents via Genwizard Automatic Ticket assignment (ATA)
- **Intelligent Data Insights:** Leveraged GenWizard Intelligent Opportunity Miner and Virtual Data scientist for Intelligent Ticket Processing and data insights and identify automation opportunities
- **52 use cases** implemented in Guided Ticket Resolver **enabling faster ticket resolutions** through reuse of knowledge
- Business Disruption Predictor implementation helped predict critical business events proactively



Value Delivered

- **\$500K** of annual savings due to the automation
- **35%** of tickets auto resolved
- **100%** SLA compliance on Application Availability
- **39%** reduction of incidents via Proactive Problem Management

This use case is identified into our backlog and is currently prioritized for future Releases

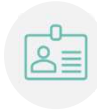
Expedition of Migration via Gen AI Based Planning at North American Financial Institution

Building the confidence to embark on tough modernization programs by working with complex legacy systems with lack of documentation & understandings



Call For Change

- Risk of using old, outdated technology and software that is hard to update or integrate with modern systems.
- Lack of documentation around how the legacy system worked made it hard to understand, maintain, and improve
- Many prior failed attempts at improving the old code without introducing many manual interventions to avoid errors



Our Approach

- Deployed reverse engineering through GenWizard to generate code explanation, sequence diagrams, and pseudocode
- Deployed forward engineering through GenWizard to create user stories, architecture diagrams, design documents, user interface, master data, test cases, test scripts, and test data
- Deployed forward engineering to support development by creating pseudocode and initial code base



Value Delivered

- 10% increase in sprint pace for one application modernization
- Confidence generated to embark on the transformation via high quality detailed designs
- Achieved the following accuracies:
 - Reverse Engineering: ~85%
 - User story Generation: ~55%
 - UI Generation: ~70%
 - Code Generation: ~30%
 - Test Case, Test Script & Test data Generation : ~60%

This use case is identified into our backlog and is currently prioritized for post ABRG for Developer support

Value Measurement Overview for Delivery Optimization

The following value drivers are to be considered when measuring value for delivery optimization. We will continue to iterate and identify new ways of measuring and tracking value



Improved Delivery Quality

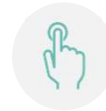
- Reduce human error
- Generate consistency
- Enable expert clarifications
- Improve data quality
- Personalize change mgmt



Accelerated Schedule

Time savings due to the automate the initial creation and continued support of building:

- Features
- Functional & Technical docs
- Wireframes
- Codebase
- Test cases & testing
- Reporting



Better Predictability

- Conduct automated tests during DevOps
- Automated system healing
- Curam change impact assessor



Cost Optimization

- Scale delivery with agents
- Apply automation to Support and Operations

Value measured through 1) controlled time studies, 2) product performance reporting, and 3) user feedback sessions
Outcomes will inform scaling and product iteration decisions

Measuring AI-Driven Impact Across Transformational Concepts

As we move forward, we will look to measure the impact of AI-based transformational concepts against our EI on BDM outcomes

Improved Client Experience

A world-class, integrated, and responsive service delivery experience accessible to all

BDM OUTCOMES

- Services and benefits are bundled
- Seamless transition between programs and services
- Client expectations in digital service are exceeded
- All clients who are eligible for benefits receive them
- Clients and partners can easily provide and access information

QUANTIFIABLE METRICS

- 1 Callbacks / Churn
(e.g., cost reduction in reduced callback / churn)
- 2 Reduced Timelines
(Increase in productivity)
- 3 Client Experience
(e.g., NPS, CSAT)

Improved Program Quality and Integrity

An organization that embeds quality and integrity in service design

BDM OUTCOMES

- Clients and partners can easily provide and access information
- Fraud prevention is embedded throughout benefits delivery
- Eligibility decisions and benefit payments are accurate and consistent
- The benefits delivery system is stable and reliable
- Technology-enabled and data-driven environment to deliver service excellence

QUANTIFIABLE METRICS

- 1 Reduced Timelines
(Increase in productivity)
- 3 Client Experience
(e.g., NPS, CSAT)

Improved Organizational Performance

A workforce that has the authority, skills, tools, and training to deliver service excellence

BDM OUTCOMES

- Technology-enabled and data-driven environment to deliver service excellence
- Employees receive timely training and guidance to meet operational needs

QUANTIFIABLE METRICS

- 2 Reduced Timelines
(Increase in productivity)
- 4 Employee Engagement
(attributable better technology and training / workload)

Improved Employee Experience

A workforce motivated to grow with ESDC

BDM OUTCOMES

- Redundant work is eliminated to focus on value-added activities
- Organizational culture that values and retains diverse workforce
- Employees have access to a variety of work and career development opportunities

QUANTIFIABLE METRICS

- 2 Reduced Timelines
(Increase in productivity)
- 4 Employee Engagement
(attributable better technology, experience and satisfaction, and less redundant work)

Improved Response to Legislative & Policy Changes

An organization that rapidly adapts policy to the changing needs of Canadians and evolving government priorities

BDM OUTCOMES

- Policy decisions are evidence-based and timely
- Organization proactively identified and response to those in need
- Policy changes are configured and implemented quickly

QUANTIFIABLE METRICS

- 1 Callbacks / Churn
(e.g., cost reduction in reduced callback / churn)
- 2 Reduced Timelines
(Increase in productivity)
- 3 Client Experience
(e.g., NPS, CSAT)

Enhanced Transformation Capabilities

An organization that ensures innovation and continuous improvement is embedded in the way we work

BDM OUTCOMES

- New capabilities are scalable and made available across the department and GoC

QUANTIFIABLE METRICS

- 5 Scaled ROI Projection
(Based on projected impact of the capability to other relevant areas of BDM / ESDC)

The value levers above are strategically aligned with the different **commitments laid out by the Minister of Citizens' Services**. As such, it is important to achieve a balanced portfolio of experiments across these objectives

Key Business Case Metrics Overview

The following metrics can be an indicator of value against are two primary opportunity areas can be measured through controlled testing and experimentation

Cost Savings



Reduction in Callbacks / Churn

Measuring the effectiveness of a new solution / tool to reduce the **need for clients to call** ESDC for the same issues / query, delivering on the goal of first contact resolution

POTENTIAL OUTPUTS

- **Return-on-Investment** (5-year projection)
- **Payback Period**
- **Productivity Multiplier** (How much more productive agents within the usual time)



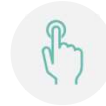
Timeline Reduction (Productivity)

Measuring the effectiveness of a solution / tool in **creating efficiencies, accuracies, and consistency** within processes and reducing the time required to complete a task (e.g., applications, research)

POTENTIAL OUTPUTS

- **Return-on-Investment** (5-year projection)
- **Payback Period**
- **Productivity Multiplier** (How much more productive agents within the usual time)

Client & Employee Experience



Client Experience / Public Trust (e.g., Client Satisfaction Score)

Assessing the improvements in **client satisfaction** when interacting with different BDM channels (e.g., contact centers, website) brought about by the AI tool / solution

POTENTIAL OUTPUTS

- **Testimonials / User Feedback** (Qualitative insights)
- **Total # of clients supported** (for eligibility awareness and / or application submission)



Employee Engagement

Measuring the improvements in **employee engagement** driven by new and better tools and ways of working, primarily aiming to improve **employee retention**

POTENTIAL OUTPUTS

- **Return-on-Investment** (5-year projection)
- **Reduction in Employee Attrition** (Higher engagement projected to drive better retention)

Value Measurement for All AI Transformation: Business Metrics

The following table can be leveraged to identify the different components and data elements that will be critical to quantify the value of a given concept

Key Business Metric	Value Driver(s) <i>Depending the use case, these value elements could be delivered</i>	Potential Data Requirements <i>Critical data points that need to be collected to project the value of the use case</i>
Reduction in Callbacks / Churn	<ul style="list-style-type: none"> Reduction in frequency of calls per client Reduction in duration of calls per client 	<ul style="list-style-type: none"> Reduction of total calls per client (%) Reduction of total hours on call per client (%) Avg. resource salary (\$)
Timeline Reduction (Productivity)	<ul style="list-style-type: none"> Reduction in time to process work items (e.g., benefits application, appeals, etc.) Reduction in time to complete specific tasks (e.g., document search) Reduction of rework due to quality, errors, inconsistencies of work 	<ul style="list-style-type: none"> Reduction in time to complete tasks (%) Reduction of rework (%) Avg. resource salary (\$)
Client Experience / Public Trust (e.g., Client Satisfaction Score)	<ul style="list-style-type: none"> Improvement in Satisfaction Scores (Ease and Effectiveness)* 	<ul style="list-style-type: none"> % change of people rating 4 or 5 out of 5 for ease of finding about their eligibility to benefits % change of people rating 4 or 5 out of 5 for effectiveness of service when completing an application User testimonials / qualitative feedback
Employee Engagement	<ul style="list-style-type: none"> Reduction in Employee Attrition through better tools and ways of working Employee engagement scores (e.g., engagement surveys) 	<ul style="list-style-type: none"> % change in employee attrition (1-year period) Cost of employee attrition (e.g., re-recruiting, training costs)



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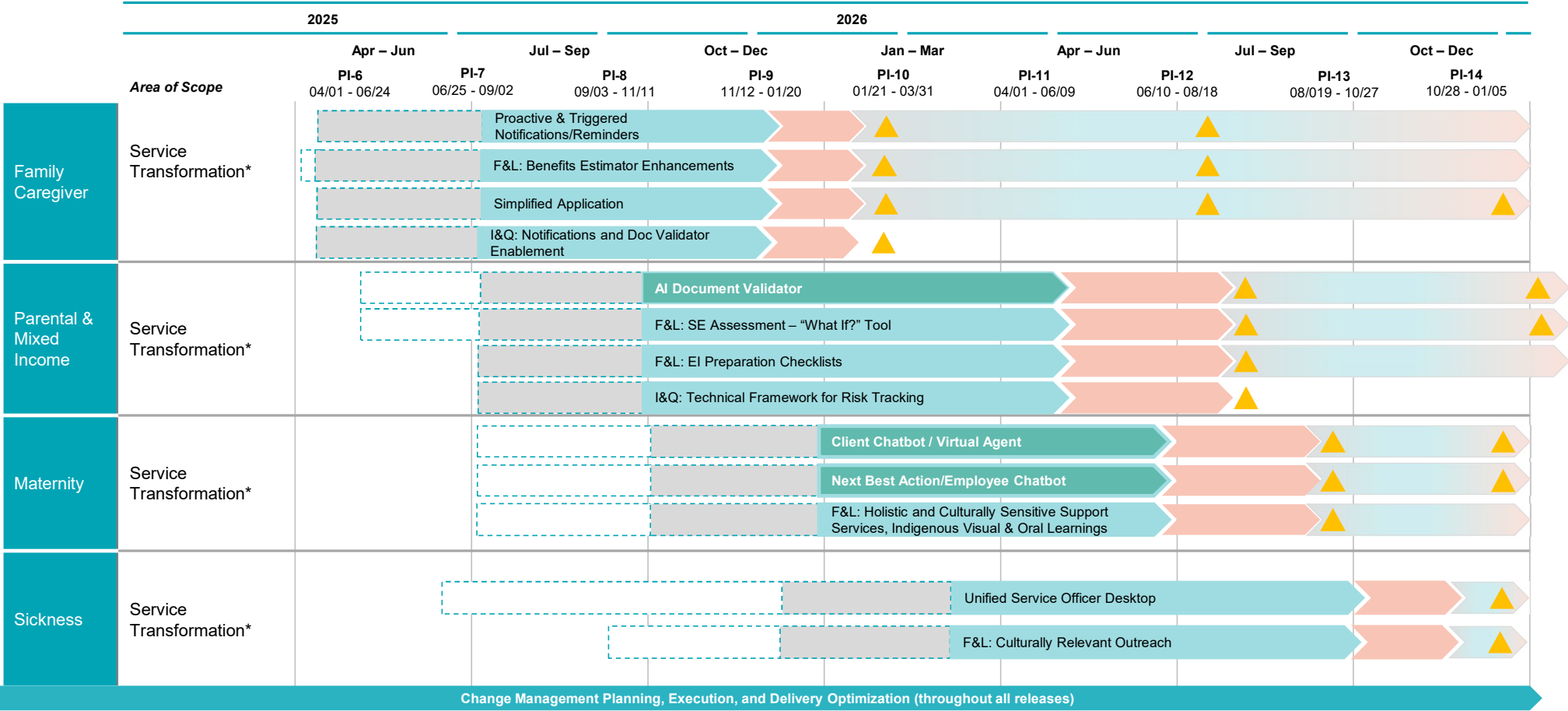
03

Innovation in CX / UX Powered by AI

Our Cohort 1 Roadmap is the starting point for opportunities to innovate the CX & UX

Concepts powered by AI

We’ve identified opportunities to use AI to deliver transformative experiences



*Transformation concepts are not dependent on the benefit releases. **Release dates shown are target release dates, actual release dates to be determined in PI planning.

Slide 26

RN1 Figure out how to show benefit agnostic releases not tied to benefit rows
Norenberg, Ryan, 2025-05-22T20:52:09.725

Client

Employee

SERVICE TRANSFORMATION CONCEPT

AI Document Validator

Description: Enhance the document validation process using OCR and AI to automatically scan uploaded documents for accuracy and completeness. The tool will deliver real-time validation feedback to clients, reducing uncertainty and improving confidence during the submission process. It will also assist agents by extracting and highlighting key information, improving review efficiency and validation accuracy.

POTENTIAL NET ANNUAL SAVINGS AT SCALE
\$2-4M

PLANNED RELEASE: R4 (Parental & Mixed Income)

PRIMARY BENEFIT

Improved Employee Experience
Improved Client Experience
Improved Organizational Performance

PRIMARY OUTCOME

3.1 - The EI process is streamlined and automated wherever possible

PRIMARY CAPABILITY

Improved Organizational Performance

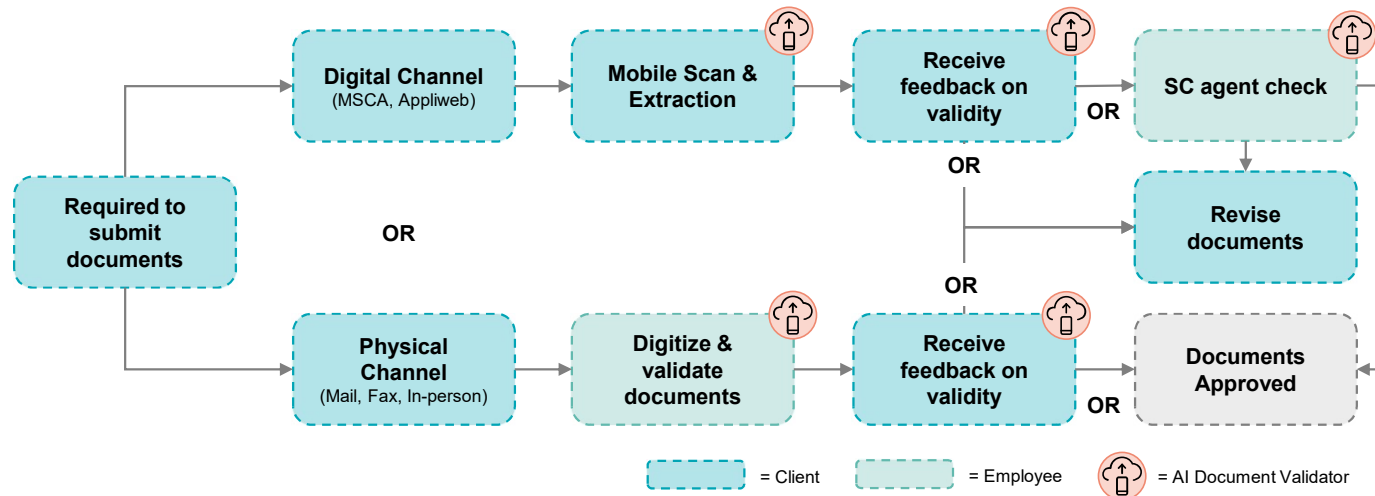
PAIN POINTS*

Lack of Transparency: Clients face unclear submission requirements, leading to non-compliant submissions, repeated visits, and challenges for self-employed individuals unaware of additional document needs.

Cost and Accessibility Barriers: High costs for medical document requests and limited access to medical professionals create friction, especially for self-employed clients living paycheck to paycheck.

Delays and Manual Processing: Prolonged document validation timelines, manual processing inefficiencies, and lack of system oversight result in delays and increased workload for Service Officers and clients.

FUTURE-STATE USER JOURNEY



RISKS AND DEPENDENCIES

- **Accuracy:** OCR model may misread or fail to extract key information, leading to validation errors, delays, or incorrect decisions.
- **Trust:** agents may not trust the accuracy of the tool. Clients may be hesitant to upload sensitive documents to an AI system.
- **Third party dependency:** Success depends on the performance, scalability, and pricing model of third-party OCR/AI platforms.

*Pain points gathered summarized from generative research

**Technology feasibility to be validated with SMEs

Client

Employee

SERVICE TRANSFORMATION CONCEPT

Client Chatbot & Live Chat

Description: Improve the EI experience for clients through a tiered digital support model that combines an AI-powered chatbot for instant, self-serve responses with a live chat option for more complex or nuanced questions.

- AI chatbot** for 24/7, self-serve assistance with plain language guidance.
- Live chat** for complex or personalized questions. This approach simplifies navigation, reduces reliance on phone calls, and improves both accessibility and service efficiency.

POTENTIAL NET ANNUAL SAVINGS AT SCALE
\$2-5M

PLANNED RELEASE: R5 (Maternity)

PRIMARY BENEFIT

Improved Organizational Performance
Improved Client Experience

PRIMARY OUTCOME

- The EI application process is streamlined and designed with clear, client-friendly language to improve efficiency and user experience.
- The EI process is streamlined and automated wherever possible

PRIMARY CAPABILITY

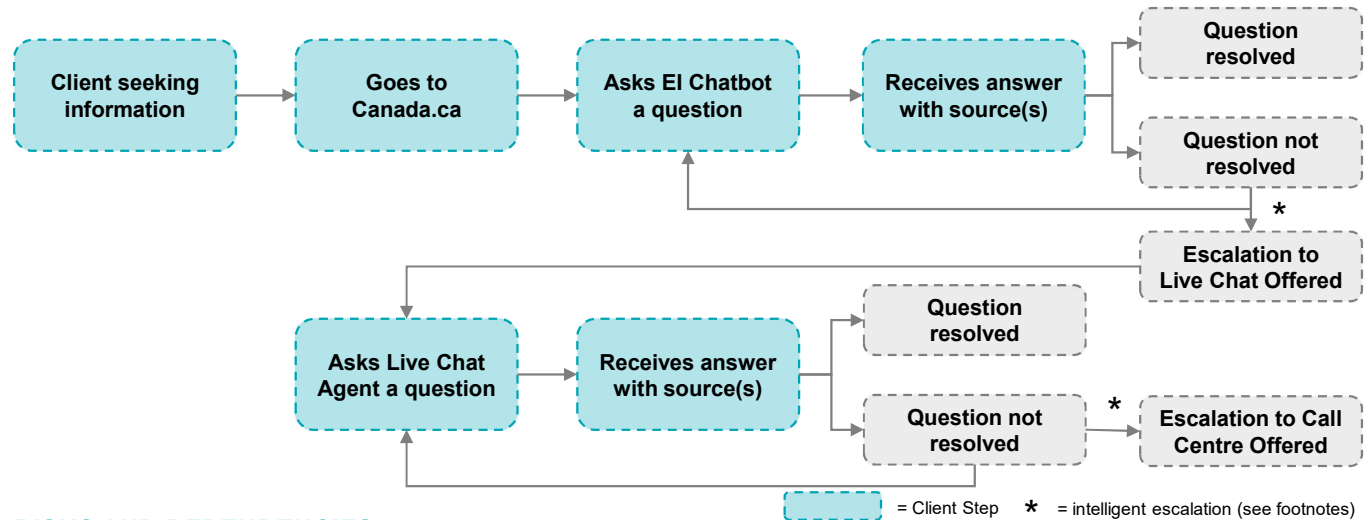
Client Management

PAIN POINTS*

Information clarity: Clients struggle to find clear, accurate information about EI due to fragmented content and complex language on Canada.ca.

Limited support channels: Many clients need alternative support options beyond calling—such as chat or text—due to accessibility needs, time constraints, or communication preferences.

Call center strain: High call center volumes with clients reaching out for informational requests. Call center agents can only manage one caller at a time, restricting scaling potential.

FUTURE-STATE USER JOURNEY**RISKS AND DEPENDENCIES**

- Dependency with CDS team's** chat bot roadmap.
- Responsible AI Concerns:** hallucinations, model drift, insufficient guardrails (concerns amplified due to client-facing nature)
- Public trust:** users may not trust inputting information into an AI tool or may not trust the accuracy of the tool's output, potentially lowering usage and impact
- Difficulties deploying via gradual ramp-up:** given the broad target user demographic and high traffic location of the tool, a creative method for MVP deployment must be devised
- Responsible AI approvals:** AIA, Privacy, Security, Legal
- Data sources:** correct data sources must be in-place early in the development

*Pain points gathered summarized from generative research
**Technology feasibility to be validated with SMEs

Intelligent Escalation: determines the right time and manner to transfer a conversation to the next service level. This ensures users get the help they need efficiently, without wasting agent resources.

AI Backlog – Service Transformation Concepts for Future Consideration (Cohort 2+)

Concept	Description	Indicative Features*
Multi-Language Support	This is a capability to enable translation of content on pages and in forms to the client's preferred language. Likewise, it can be used by service officers to translate client responses that are provided in a language other than English or French.	<ul style="list-style-type: none"> Google translate API to dynamically translate website content
Appointment Scheduler	Currently SC Centre appointments are only available for Biometrics Collection and Passport Services, additional ESDC appointments are available for Service Request Forms. This attribute would look for Service Canada appointments to be available for all ESDC services. For clients who have created an account, the appointment scheduler can be used to schedule a consultation with a qualified service officer regarding an application at their preferred date and time. A more sophisticated version of the scheduler may also qualify the nature of the inquiry, so that it can be triaged effectively and have the right/best officer assigned to fulfill the appointment request.	<ul style="list-style-type: none"> Ability to schedule consultation with qualified service officer at clients' preferred date and time Triage based on the nature of the inquiry to have the best officer assigned to fulfill the appointment request Smart calendar integration through AI scheduling assistants
Live Agent Assist	AI Agent(s) embedded into the Service Officer experience aimed at performing tasks behind the scenes to help Service Officers during the call.	<ul style="list-style-type: none"> Service officers can prompt an agent to go and find relevant information without context switching Summarizing call notes after the call is complete
Real-Time Recommendations (Client-Facing Version of NBA tool)	Real time suggestions and recommendations during client interactions with the application or MSCA site to reduce user experience friction.	<ul style="list-style-type: none"> Inline tool tips to provide recommendation on what information is relevant to the client for their needs Navigating client to contextually relevant MSCA links to assist with applying for benefits
Workforce Productivity	Call centre optimizations by analyzing workforce utilization and efficiently balancing call needs with available officers Resource allocation & scheduling	<ul style="list-style-type: none"> Dynamically update call supply based on Service Officer availability and the types of calls they are on Forecast utilization rate trends to plan for workforce needs
AI Agent Application Processing	Client facing AI Agent to gather relevant information for the client to seamlessly progress through the application.	<ul style="list-style-type: none"> AI assisted application completion Translate application for client in desired language
Voice-to-Text for Notes & Transcripts	Enable Service Officers to easily capture notes and call details from client interactions both on the call and offline. Integrate with Next Best Action for automatic capture of next steps.	<ul style="list-style-type: none"> Real-time transcription through natural language processing Call transcripts and summaries through services such as Amazon Transcribe
Reverse Text-to-Voice for Status Inquiries	Create a more accessibility-friendly way for clients to get updates on application status by leveraging text to speech.	<ul style="list-style-type: none"> Provide clients with status summaries, combining multiple updates into a single message Adjustable voice preferences (e.g., speaking rate)

*Features listed are tentative and subject to change; possibility to combine these concepts into other product roadmaps

How do we implement AI and drive adoption: 6 considerations for success

01

Tech + Business Tightly Integrated

Close coordination and alignment is required between business and technology across levels to enable strategic value capture.

Otherwise, we increase the likelihood of building AI-solutions that are not fit for the business context.

04

Build a Solid Technical Foundation

Before launching multiple experiments, establish a strong technical foundation that enables flexibility and scale.

This includes model benchmarking, defining a build vs. buy strategy, designing your reference architecture, standing up a multi-model Gen AI Sandbox with control towers.

02

Deploy No Regrets, Experiment with Strategic Bets

Achieving strong ROI requires an enterprise-wide strategy to AI.

First tackle high value, high feasibility Gen AI use cases. Then make strategic bets on longer-term plays that are core to your organization's DNA.

05

Set Realistic User Expectations

As your organization gets ready to pilot Gen AI tools, clearly communicate to users that testing might be bumpy, the solution won't be perfect, and their continuous feedback is critical to optimizing performance.

Additionally, be realistic about adoption and time to realize value and benefits.

03

Enforce Responsible AI By Design

Responsible AI principles, governance and technical controls are critical to limiting foundation model risks and challenges. Bias, security, privacy, interpretability should be addressed early in the planning and design of a use case, not left as an afterthought. Ensure all employees are data & AI literate.

06

Invest in Skilling & Training

Ensure EDSC team members are equipped with the tools and training to support their journey in using new tools through a customized training program.

Plan for a phased roll-out with opportunities for continuous coaching and feedback

Discussion Questions

1. Where do we see the biggest opportunities for AI in driving CX / UX transformation?

2. What is missing from our current backlog of opportunities?

3. How do we balance delivering on the foundation vs. transforming early?

4. How do we support employees through training, skilling, and change management to adapt to new ways of working?

Additional areas of Accenture AI that ESDC can tap into

Below is a targeted set of capabilities that we believe will be relevant and valuable for ESDC

ECOSYSTEM PARTNERS

Microsoft:

- 25+ years of teaming up with Microsoft (Accenture, Avanade, Microsoft) to deliver across successful cloud, Data and AI and other projects
- 57K+ projects delivered for over 13K clients with 163K+ Microsoft skilled resources
- Collaborate with Microsoft to get Investment funds (ECIF) for innovation or new tools adoption

AWS:

- 15+ years of strategic partnership focused towards driving innovation, cloud transformation and driving business value
- 1200+ completed projects and 100k+ workloads deployed across Data & AI, Cloud Migration etc.
- Collaborate with AWS to get AWS credits or investments for new Data and AI tools adoption

Cohere:

- 500+ trained resources for client projects
- Embedded in Accenture solutions like Reinvention Console, AI Tutor for LeanVantage, Treasury Early Alerts etc.

SECURITY AND RESPONSIBLE AI

Accenture's RAI Foundational Pillars are augmented to Address Risks of Generative AI



- **Accenture's RAI Governance Framework:** Knowledge Centre governance, AI governance, and Op model

Responsible AI in PROD & Operations:

- **Red Teaming:** Bring Red teaming asset to subject AI solutions to malicious inputs and simulated attacks to identify vulnerabilities and assess robustness
- **Adversarial Testing:** Improve safety, enhance application robustness and support Responsible AI Development
- **Ongoing Evaluation:** AI assisted RAI evaluation capability to ensure continued accuracy and responsible use of AI

ACCENTURE ASSETS

Processing.AI for AI based Documents Processing: Cloud agnostic platform with pre-trained models and pipelines to process and extract a variety of documents. Key Features:

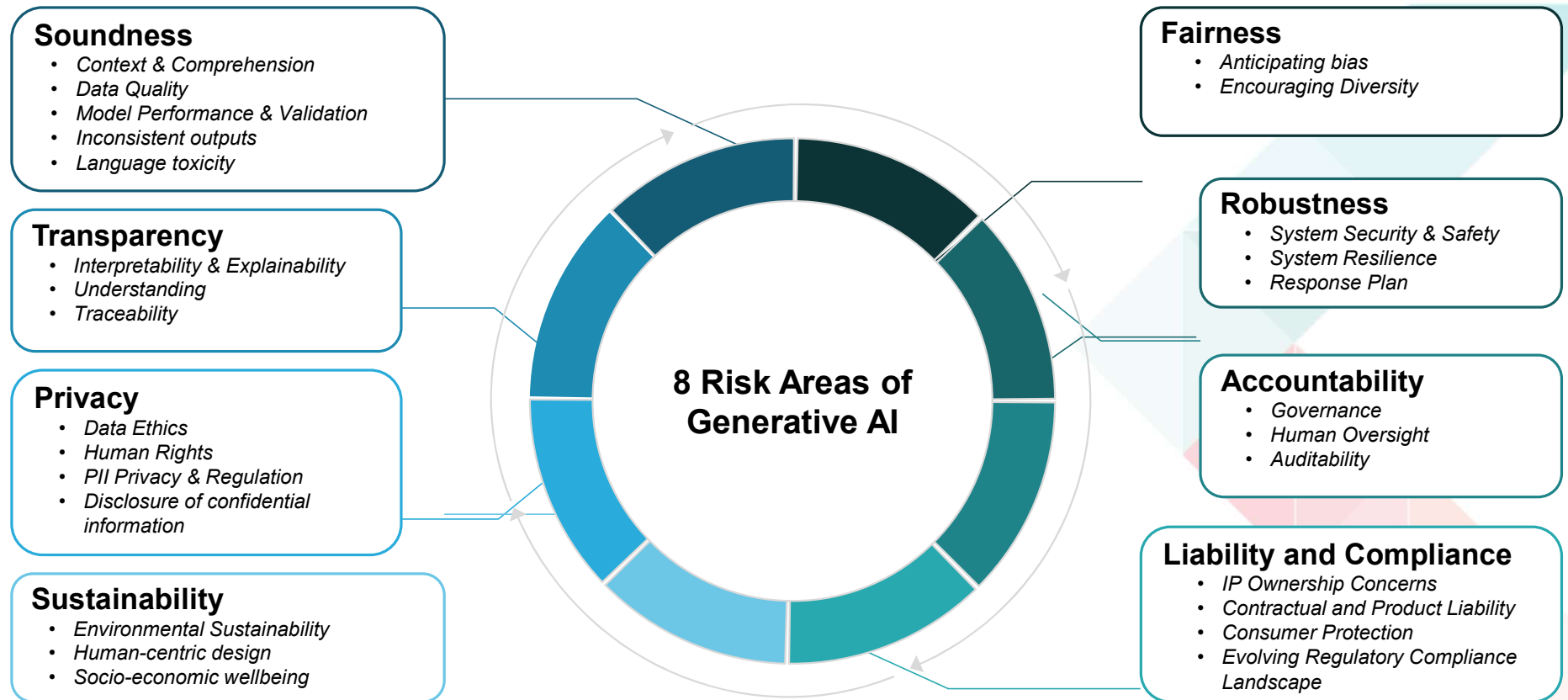
- Proprietary models, customizable models, and supports cloud AI APIs and LLMs integration
- Fully Scalable to handle batch or queueing jobs; customizable out-of-box UI, RBAC, Governance and Auditability features, dashboards etc.
- Flexible integration via APIs, ServiceNow, email connectors, cloud buckets, file systems etc.

AI Refinery – Switchboard & Control Plane: Centralized orchestration layer that manages, monitors, and optimizes the use of multiple LLM models across business applications. Key Features:

- **Monitoring and Observability:** real-time visibility into performance of AI models; FinOps monitoring, RAI monitoring, Usage and Drift Monitoring capabilities
- **Foundation Model Controller:** Manage and orchestrate multiple LLMs based on business context, performance and cost constraints; Access management, config management, application registry and usage controls

Responsible AI Challenges & Risks

It is critical to address main AI risks and challenges to safeguard trust and ensure ethical, compliant AI deployment across the organization.



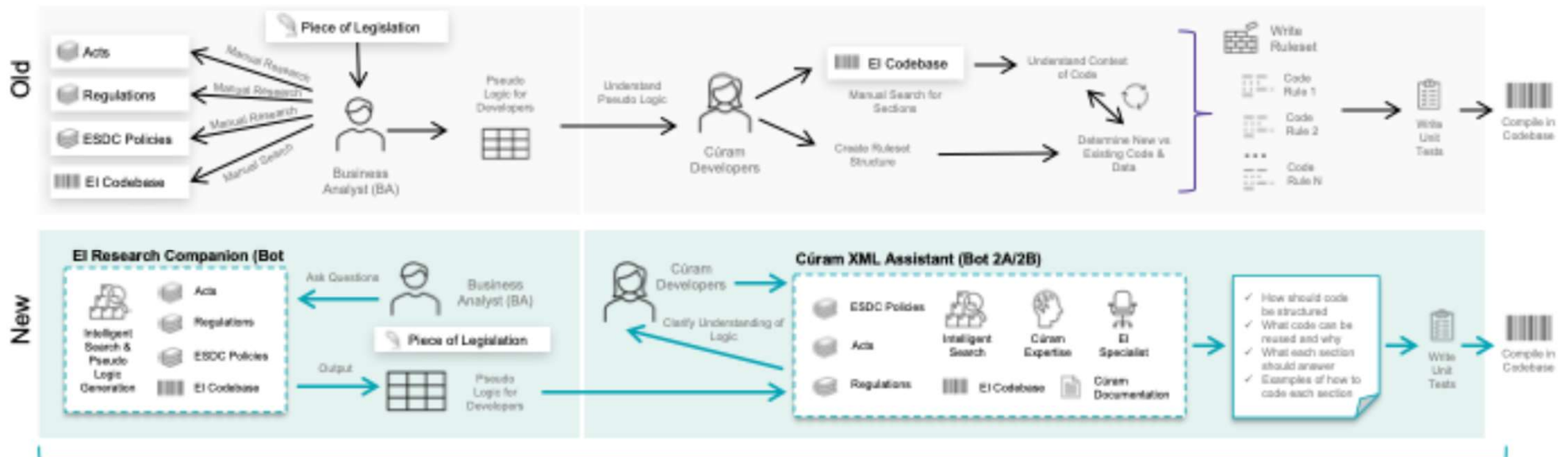
Additional Details to our first use case...

With the use of this concept, we will deploy a unique, custom built delivery augmentation specific to EI. The below depicts old vs new methodology.

EI Cúram Code Delivery Process

Step 1. Business Analysts select a piece of policy and legislation to convert into developer friendly logic (Pseudo Logic)

Step 2. Developers use logic from Business Analysts to create Cúram Express Rules



✓ Increased Quality ✓ Better Predictability ✓ Fewer Issues

How are we transforming the future CX / UX?

Our strategy & delivery process embeds the following approaches to support transformation beyond incremental improvements

1

Generative
Research-led
concept definition
(solutioning against
critical CX / UX pain
points)

2

SSG input and
prioritization of
transformational
concepts based on
critical client &
employee pain
points

3

Leveraging AI to
optimize and
improve the CX /
UX (e.g., client
chatbot, NBA tool)

4

Global social
service learnings
(e.g., redesigned
UX / UI, chatbots
etc.)

Usability Testing Tools

All tools below would require OCMC approval prior to usage by ESDC and would require confirmation of data storage requirements

Tool Name	Description	Key Features	Pros	Cons
Maze	Rapid user testing platform for product and design teams, supporting unmoderated testing for prototypes and concepts	<ul style="list-style-type: none"> • Prototype testing • Surveys • Heatmaps • A/B testing, • Usability scoring 	<ul style="list-style-type: none"> • Supports bilingual testing; • integrates well with design tools GDPR-compliant 	<ul style="list-style-type: none"> • Requires internet access for unmoderated tests which could limit certain participants • Some features might need training
WevoPulse	AI-driven platform providing insights from website visitor feedback to optimize digital experiences	<ul style="list-style-type: none"> • AI-analyzed feedback, benchmarking • Rapid testing • Sentiment analysis, no live traffic needed 	<ul style="list-style-type: none"> • AI insights can reduce analysis workload • No live traffic needed • Benchmarked against industry 	<ul style="list-style-type: none"> • Primarily marketing-focused • May lack depth in early-stage UX design feedback
PlaybookUX	Remote user research platform offering automated participant recruitment, testing, and analysis	<ul style="list-style-type: none"> • Moderated/unmoderated testing, card sorting, participant recruitment, transcripts, AI insights 	<ul style="list-style-type: none"> • Full-service solution including recruitment • Strong compliance features • Adaptable to diverse user bases 	<ul style="list-style-type: none"> • Moderated tests can be resource-heavy • May be overkill for simple testing • May be difficult to reach certain populations due to global focus
Userberry	Lightweight UX research tool focused on early-stage prototype feedback and UI/UX insights	<ul style="list-style-type: none"> • Prototype testing, click path analysis, time-on-task, surveys, no-code setup, easy link sharing 	<ul style="list-style-type: none"> • Good for early concept feedback • Minimal setup • Links to Figma so does not require export of all designs 	<ul style="list-style-type: none"> • Limited in-depth analytics • May not meet full accessibility or data residency needs

Client Chatbot: Transformation Horizons

Transforming EI service delivery through a phased chatbot and live chat model—improving access, personalization, and efficiency at every stage

Foundational



Enhanced



Advanced

Establish and optimize the core EI chatbot functionality: Launch a foundational AI-powered chatbot to address routine EI questions, improving access to information and reducing pressure on call centers.

- Respond directly to basic questions
- Direct clients to accurate links and resources for more nuanced questions
- Direct clients to call the call center when required

- Reduce call center volume for routine inquiries
- Improve client access to EI information 24/7
- Increase efficiency of service officers by filtering basic queries

Channel expansion and live chat: Enhance chatbot capabilities to additional data sources and improve responses. Standup and enable live chat features.

- Live chat feature deployed
- Chatbot can respond accurately to more client questions (instead of sending links to clients, the chatbot can synthesize information and respond directly to the client's question)

- Enhance user satisfaction with preferred, real-time service options
- Further improvements in officer efficiency and reduced call center volume

Authenticated virtual agent concierge: Take in client data in the authenticated state to proactively fill in required forms and notify clients of benefits opportunities.

- Use historical data to proactively notify users of benefit opportunities
- Auto-complete forms using stored client data

- Improve take-up of eligible benefits
- Reduce application errors and completion time
- Create a proactive, personalized EI experience that builds trust and satisfaction

Capabilities

Business Outcomes

Slide 37

RN1 [@Coletta, Nico] can you transfer the other slides to this format?

Norenberg, Ryan, 2025-04-04T16:25:31.172

RN2 [@Coletta, Nico] as you're transferring the other slides to the this format can we add more detail to the sub headline please

Norenberg, Ryan, 2025-04-04T16:26:05.069

3 Is this about expanding to other channels? Right now it's available through online, phone etc. so we might want to word this differently. I think what we're saying is making information readily accessible through an expanded number of digital channels to meet client needs...etc.

Stephen, Michelle, 2025-04-04T20:01:14.238

AI Document Validator: Transformation Horizons

Transforming EI service delivery through a phased chatbot and live chat model—improving access, personalization, and efficiency at every stage

Foundational



Enhanced



Advanced

Digital EI Document Validation: Deploy OCR + AI solution to validate documents submitted digitally for EI. Provide clients with real-time feedback on completeness and accuracy.

- Scan documents for required fields
- Provide real-time feedback to clients
- Highlight missing/invalid content
- Extract key fields to assist agents
- In later releases, enable the scanning of hand written notes.

- Reduce uncertainty for clients
- Accelerate document review process
- Reduce rework and follow-ups for both agents and clients

Physical Channel Enablement for EI: Extend validation to EI documents submitted in-person. Digitize physical submissions for validation using the same tool.

- Enable scanning at Service Canada locations (either self serve or done by the agent)

- Improve speed and accuracy of in-person submissions
- Reduce transcription effort
- Drive consistency across channels

Expansion to CPP and OAS Programs: Scale the tool across ESDC programs like CPP and OAS by retraining models to recognize other document types.

- Expand document types to support CPP and OAS
- Provide early validation of documents for additional programs

- Reduce CPP/OAS agent validation time
- Improving consistency and service quality across ESDC services

Capabilities

Business Outcomes

Delivery Optimization Backlog

Non-exhaustive

We will continue to ideate and prioritize the use cases to deliver additional delivery optimization in an agile manner. Currently, we have identified 20 use cases identified with 2 of them well underway.

Service Strategy	ADO Feature Consistency Checker Ensures that the user stories, features and tasks in ADO are consistent, complete and aligned to EI for BDM vocabulary Features: <ul style="list-style-type: none"> Performs Agile INVEST-Q checks. Improves backlog quality and traceability. Reduces rework and missed dependencies. 	Curam Capability Checker Provides accurate information about Curam features and capabilities Features: <ul style="list-style-type: none"> Summarize relevant information from Curam documentation including modules like IEG, Rules and case management Provides direct references to specific sections of Curam documentation 	Product Process Map Generator Leverage AI to help quickly design and iterate on product process maps, user journeys, system flows etc. Features: <ul style="list-style-type: none"> Generate process maps based on natural language description Automatically arrange and link steps with clean, readable layouts to reduce manual effort 	Impact Analysis of New Policies Changes AI assesses legislative changes' impact on systems, ensuring compliance and faster updates. Features: <ul style="list-style-type: none"> Assesses the impact of legislative or policy changes on systems. Identifies affected modules and provides actionable insights. 	ADO Feature Dependency Checker Automatically map and highlight dependencies across features and user stories in ADO leveraging Gen AI Features: <ul style="list-style-type: none"> Identifies links and dependencies between work items Notifies teams of potential risks or blockers due to dependencies 	Scope Estimator Provides accurate project timeline estimates based on scope parameters, enhancing planning Features: <ul style="list-style-type: none"> Enhances planning accuracy and resource utilization. Reduces inefficiencies in project execution. Facilitates risk management and contingency planning.
	Accenture Benefit Rule Generator Automates EI policy updates, integrates GenAI with legacy systems, reduces errors, and accelerates delivery Features: <ul style="list-style-type: none"> Assists the extraction and configuration of complex EI legislation into executable rules for both business analysts and developers 	Augmented System Logging Augmented logging for enhanced observability and diagnostics Features: <ul style="list-style-type: none"> Automatic Insertion of meaningful logs based on code context Logs summarization, highlight anomalies and root causes Enhanced diagnostics through natural language search 	1 Automated Test Script Creator AI generates test scripts from legacy code and Agile artifacts, ensuring faster cycles and comprehensive coverage. Features: <ul style="list-style-type: none"> Generates test scripts automatically from legacy code or Agile artifacts. Covers functional, regression, and performance testing 	Test Suite Optimizer AI analyzes test suites to eliminate redundancies, prioritize critical tests, and improve efficiency. Features: <ul style="list-style-type: none"> Analyzes test suites to eliminate redundancies and prioritize critical tests. Optimizes execution order for efficient testing. 	Mainframe Code Documentation Generator Automates creation of clear, structured documentation from legacy mainframe applications Features: <ul style="list-style-type: none"> Scans mainframe code to identify programs, data structures and control flows to generate documentation Translates complex logic into plain language summaries 	Data Governance Automation Enhance data governance by automating metadata management and improving data quality Features: <ul style="list-style-type: none"> Scans and labels data intelligently Identify sensitive information and categorizes data Suggests data governance policies based on usage and categories
Governance & Change	Agile SAFe Coach Offers interactive coaching on Agile SAFe methodologies, improving team efficiency and Agile maturity. Features: <ul style="list-style-type: none"> Improves team alignment and Agile maturity. Reduces training costs with on-demand coaching. Promotes consistent Agile practices. 	Agile Ceremony Assistant Optimizes Agile ceremonies like sprint planning and retrospectives with actionable insights. Features: <ul style="list-style-type: none"> Improves team performance and velocity. Enhances collaboration during Agile ceremonies. Promotes continuous improvement with analytics. 	Release Planner AI prioritizes features and plans iterative releases using WSJF and historical data. Features: <ul style="list-style-type: none"> Streamlines release planning. Improves stakeholder alignment. Adapts dynamically to changing priorities. 	Skills.AI AI assesses workforce skills, identifies gaps, and provides tailored upskilling pathways. Features: <ul style="list-style-type: none"> Aligns workforce capabilities with project needs. Reduces costs and accelerates skill acquisition. Improves employee engagement with personalized growth plans. 	Governance Report Generation Assistant Automates Agile reporting, providing real-time insights and customizable templates. Features: <ul style="list-style-type: none"> Saves time and improves reporting accuracy Enhances decision-making with actionable insights. Promotes robust program management. 	WalkMe Adoption Improve adoption of WalkMe tool for program employees Features: <ul style="list-style-type: none"> Collaborate with ESDC to improve awareness and enablement of WalkMe tool Identify key areas of integration of WalkMe feature in daily work for program employees

Note: Features listed are subject to change and may not represent the exhaustive list of features for each concept

1 Need something else instead

[@Sehgal, Sachin]

Kim, Thomas, 2025-06-09T16:20:41.154

SS1 0 Added a new concept. Have simplified it from the GenWizard concept that we had earlier. Please let me know your thoughts

Sehgal, Sachin, 2025-06-09T17:27:24.735

Solution Strategy Optimization - Concepts Deep-Dive


ADO Feature Consistency Checker

Ensures that the user stories, features and tasks in ADO are consistent, complete and aligned to EI for BDM vocabulary

Features:

- Performs Agile INVEST-Q checks.
- Improves backlog quality and traceability.
- Reduces rework and missed dependencies.

Value: 

Complexity: 

Employee


Improved Organizational
Performance

Curam Capability Checker

Provides accurate information about Curam features and capabilities

Features:

- Summarize relevant information from Curam documentation including modules like IEG, Rules and case management
- Provides direct references to specific sections of Curam documentation

Value: 

Complexity: 

Employee


Improved Organizational
Performance


Product Process Map Generator

Leverage AI to help quickly design and iterate on product process maps, user journeys, system flows etc.

Features:

- Generate process maps based on natural language description
- Automatically arrange and link steps with clean, readable layouts to reduce manual effort

Value: 

Complexity: 

Employee


Improved Organizational
Performance

Impact Analysis of New Policies Changes

AI assesses legislative changes' impact on systems, ensuring compliance and faster updates.

Features:

- Assesses the impact of legislative or policy changes on systems.
- Identifies affected modules and provides actionable insights.

Value: 

Complexity: 

Employee

Improved Organizational
Performance


Scope Estimator

Provides accurate project timeline estimates based on scope parameters, enhancing planning,

Features:

- Enhances planning accuracy and resource utilization.
- Reduces inefficiencies in project execution.
- Facilitates risk management and contingency planning.

Value: 

Complexity: 

Employee

Improved Organizational
Performance


ADO Feature Dependency Checker

Automatically map and highlight dependencies across features and user stories in ADO leveraging Gen AI

Features:

- Identifies links and dependencies between work items
- Notifies teams of potential risks or blockers due to dependencies

Value: 

Complexity: 

Employee

Improved Organizational
Performance

Process Value Explorer

helps organizations unlock maximum value by quantifying the relationships between processes, technology, people, and capabilities.

Features:

- Identifies links and dependencies between work items
- Notifies teams of potential risks or blockers due to dependencies

Value:

Complexity:

Employee

Improved Organizational
Performance

Note: All features listed are subject to change and may not represent the exhaustive list of features for each concept. Additionally, Service Transformation features represent the first horizon of functionality with potential second and third horizons to come.


Solution Delivery Optimization - Concepts Deep-Dive

Accenture Benefit Rule Generator

Automates EI policy updates, integrates GenAI with legacy systems, reduces errors, and accelerates delivery for public sector modernization

Features:

- Assists the extraction and configuration of complex EI legislation into executable rules for both business analysts and developers

Value: 

Complexity: 

Employee


Improved Organizational
Performance

Artifact Generator

Automates creation of Agile artifacts like user stories and features, enhancing backlog quality and delivery efficiency.

Features:

- Optimizes requirements sequencing
- Automates the creation of Agile artifacts like user stories, features, and design documents.
- Supports both forward and reverse engineering

Value: 

Complexity: 

Employee


Improved Organizational
Performance


Automated Test Script Creator

AI generates test scripts from legacy code and Agile artifacts, ensuring faster cycles and comprehensive coverage.

Features:

- Generates test scripts automatically from legacy code or Agile artifacts.
- Covers functional, regression, and performance testing.

Value: 

Complexity: 

Employee


Improved Organizational
Performance


Test Suite Optimizer

AI analyzes test suites to eliminate redundancies, prioritize critical tests, and improve efficiency.

Features:

- Analyzes test suites to eliminate redundancies and prioritize critical tests.
- Optimizes execution order for efficient testing.

Value: 

Complexity: 

Employee


Improved Organizational
Performance

Enhanced System Resilience through Self-Healing and Augmented Logging

GenWizard enables self-healing and augmented logging for real-time issue resolution and diagnostics.

Features:

- Improves system stability and reliability.
- Reduces downtime and manual intervention.
- Enhances diagnostics with root cause analysis.

Value: 

Complexity: 

Employee


Improved Organizational
Performance

Mainframe Code Documentation Generator

Automates creation of clear, structured documentation from legacy mainframe applications

Features:

- Scans mainframe code to identify programs, data structures and control flows to generate documentation
- Translates complex logic into plain language summaries

Value: 

Complexity: 

Employee


Improved Organizational
Performance

Data Governance Automation

Enhance data governance by automating metadata management and improving data quality management

Features:

- Scans and labels data intelligently
- Identify sensitive information and categorize data based on context and usage
- Suggest data governance policies based on usage and data categories

Value: 

Complexity: 

Employee

Improved Organizational
Performance

Note: All features listed are subject to change and may not represent the exhaustive list of features for each concept. Additionally, Service Transformation features represent the first horizon of functionality with potential second and third horizons to come.

Governance and Change Optimization - Concepts Deep-Dive

Time Reporting Checker

Automates time tracking for completed tasks, ensuring consistency and governance accuracy.

Features:

- Ensures consistency between user stories and timesheets.
- Improves compliance with governance standards.
- Reduces administrative effort in time tracking.

Value: 

Complexity: 

Employee

Improved Organizational
Performance

Agile Ceremony Assistant

Optimizes Agile ceremonies like sprint planning and retrospectives with actionable insights.

Features:

- Improves team performance and velocity.
- Enhances collaboration during Agile ceremonies.
- Promotes continuous improvement with analytics.
- Reduces manual effort in sprint analysis.

Value: 

Complexity: 

Employee

Improved Organizational
Performance


Release Planner

AI prioritizes features and plans iterative releases using WSJF and historical data.

Features:

- Streamlines release planning.
- Improves stakeholder alignment.
- Adapts dynamically to changing priorities.

Value: 

Complexity: 

Employee


Improved Organizational
Performance

Streamlined Operations with Process Automation

Automates workflows and scripts using GenWizard, reducing manual effort and improving scalability.

Features:

- Ensures process standardization.
- Speeds up operational tasks.
- Enhances scalability for increased workloads.

Value: 

Complexity: 

Employee


Improved Organizational
Performance


Skills.AI

AI assesses workforce skills, identifies gaps, and provides tailored upskilling pathways.

Features:

- Aligns workforce capabilities with project needs.
- Reduces costs and accelerates skill acquisition.
- Improves employee engagement with personalized growth plans.

Value: 

Complexity: 

Employee


Improved Organizational
Performance

Agile SAFe Coach

Offers interactive coaching on Agile SAFe methodologies, improving team efficiency and Agile maturity.

Features:

- Improves team alignment and Agile maturity.
- Reduces training costs with on-demand coaching.
- Promotes consistent Agile practices.

Value: 

Complexity: 

Employee


Improved Organizational
Performance


Governance Report Generation Assistant

Automates Agile reporting, providing real-time insights and customizable templates.

Features:

- Saves time and improves reporting accuracy.
- Enhances decision-making with actionable insights.
- Promotes robust program management.
- Reduces manual effort in Agile reporting.

Value: 

Complexity: 

Employee


Improved Organizational
Performance


WalkMe Adoption

Improve adoption of WalkMe tool by PSOs and SCBOs

Features:

- Collaborate with ESDC to improve awareness and enablement of WalkMe tool
- Identify key areas of integration of WalkMe flows in daily work to resolve common pain points

Value: 

Complexity: 

Employee

Improved Organizational
Performance

Note: All features listed are subject to change and may not represent the exhaustive list of features for each concept. Additionally, Service Transformation features represent the first horizon of functionality with potential second and third horizons to come.

AI-Enabled Tools to Accelerate Adoption and Optimize Program Delivery

Solution Strategy Optimization	Solution Delivery Optimization			Governance Optimization	Change Optimization
<i>Improving how we conduct Solution Management, Innovation, and Architecture</i>	<i>Improving how we conduct delivery of Curam and other aspects of programming (i.e., code, test development, dev-test refactoring)</i>			<i>Improving how the program can optimize program governance</i>	<i>Improving how the program can optimize change management</i>
<ul style="list-style-type: none"> • Stich.AI, Uizard – concepting and visualization • Figma AI – Product process map • Signavio Process Explorer – Process Value explorer 	<ul style="list-style-type: none"> • Development • Cast Software – legacy code understanding, mapping dataflows, dependencies etc. • SonarQube AI – code fixes, security analysis • Github Copilot – code generation, completion, refactoring, detecting & bug fixing 	<ul style="list-style-type: none"> • Testing • TestingComplete, Tricentis – Text to test scripts, Self healing tests, Test data generation 	<ul style="list-style-type: none"> • Deployment • Github Copilot – writing and optimizing deployment scripts <ul style="list-style-type: none"> • Maintenance • ServiceNow AI - ITSM & DevOps • SonarQube AI – Security vulnerability identification • Splunk AI, MS Sentinel – Logs monitoring 	<ul style="list-style-type: none"> • Copilot4DevOps – AI powered user stories, requirements and tasks, impact analysis and traceability, prompt-based updates and summaries of Azure Boards 	<ul style="list-style-type: none"> • WalkMe- Digital adoption through on-screen guidance, AI driven workflows, tooltips • AI Translation / ChatGPT – Real-time, context aware, speech to text and multi-language support

Simplified Approval Process for Low-Risk AI tools

A simplified approval path is essential to onboard low-risk AI tools that will boost productivity of development team and deliver rapid ROI

Limited risk exposure for AI tools:

- No access of tools to production data reducing potential security risks
- 100% human oversight in all AI tool outputs ensuring responsible and ethical use of AI

Establish a structured framework for onboarding of AI tools for EI for BDM program:

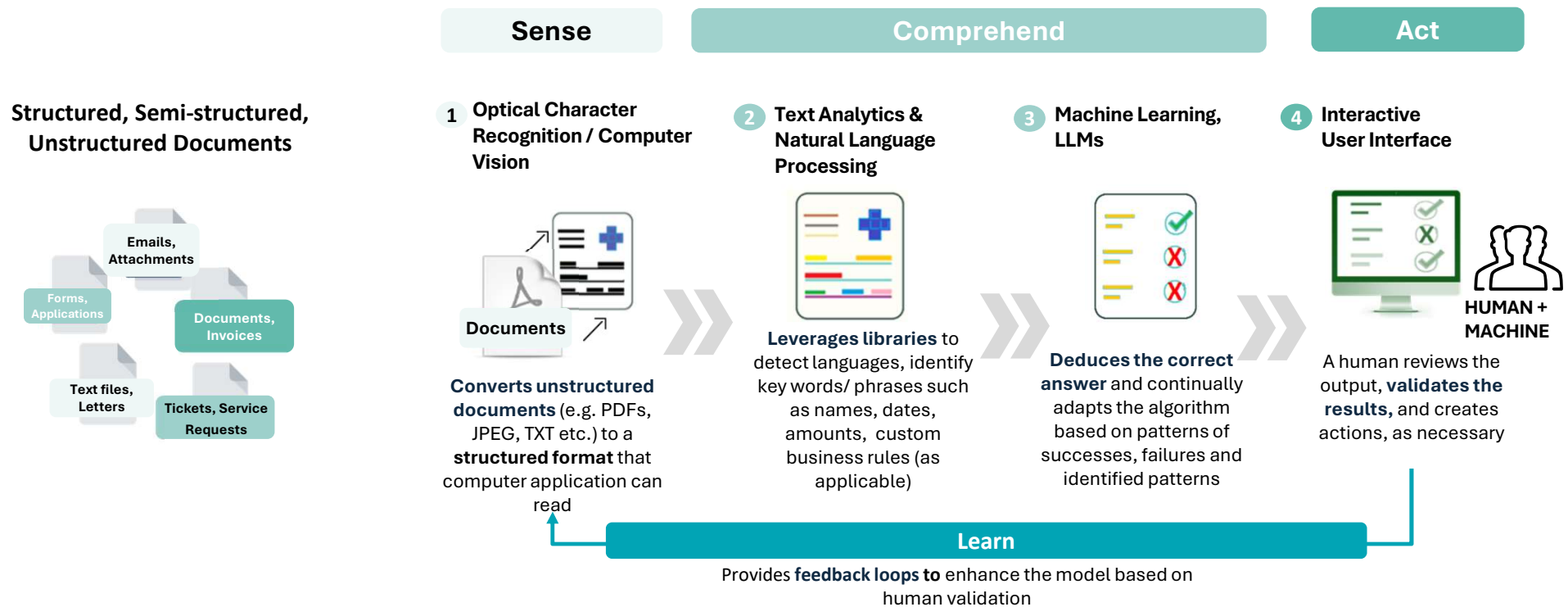
- Conduct rapid assessment of tools with test licenses
- Execute a quick POC to prove out the value of the tool – cost vs. productivity benefits
- Phased roll out of licenses aligned for the duration of program
- Continuously monitor the value of tool throughout the duration of program

Next Steps

1. Gain understanding of ESDC's approval processes for onboarding of prioritized AI tools
2. Identify opportunities to accelerate the approval processes to enable faster deployment

Accenture Processing.AI Platform Overview

We will leverage Accenture's AI platform - Processing.AI platform to ingest and analyze documents and leverage custom natural language processing, machine learning and LLMs to identify and extract key data elements that can be visualized on Interactive UI & confirmed by a human



Canadian Crown Corporation– Automated Documents Verification through OCR/AI

Business Challenge

- Canadian government announced multiple relief programs to help businesses with emergency liquidity during COVID. For one such program, the applicants were required to **upload documents demonstrating eligible expenses** across multiple expense categories for loan approval
- Key challenges included – **evolving and unclear requirements, huge number of documents, aggressive timelines** due to nature of work, and **highly unstructured documents** in non-standard format
- We worked with the client to set up an **OCR, NLP and machine learning based solution** to classify, extract information and validate document compliance as per the eligibility requirements

Solution Delivered



Leveraged **Accenture's Processing.AI asset** to build out a **scalable solution** on Azure platform



Configured and deployed the asset to production **within 4 weeks** with AI driven automated verification for select documents categories leveraging **Accenture's library of ML models** and **multi-user workbench** for manual adjudication of complex documents verification



Scaled deployment with full coverage across all approved document categories leveraging **custom ML models** within **12 weeks**



The workbench supported **language detection, multi-user locks, application prioritization with reviewer, QA, admin roles** capabilities for operations team to expedite loan adjudication

Outcomes Achieved



Enabled processing **~1.9 MM documents and receipts** across **~200K applications**



Achieved automation of up to **90%** for select expense type document categories



Disbursed relief loans of **\$ 4 Billion** to help Canadian businesses

Automation Test Strategy: What is the Scope?

Automated Testing covers the following key areas of scope for each release:

Each automated test will be tagged based on its purpose below

Tag	Purpose
@smoke	Critical tests for quick validation. Run on every PR
@regression	Covers core functionalities. Runs before release
@integration	Tests interaction between multiple product teams
@e2e	Validates end-to-end flows across multiple teams

Test Coverage: **80%** of regression features covered by automation

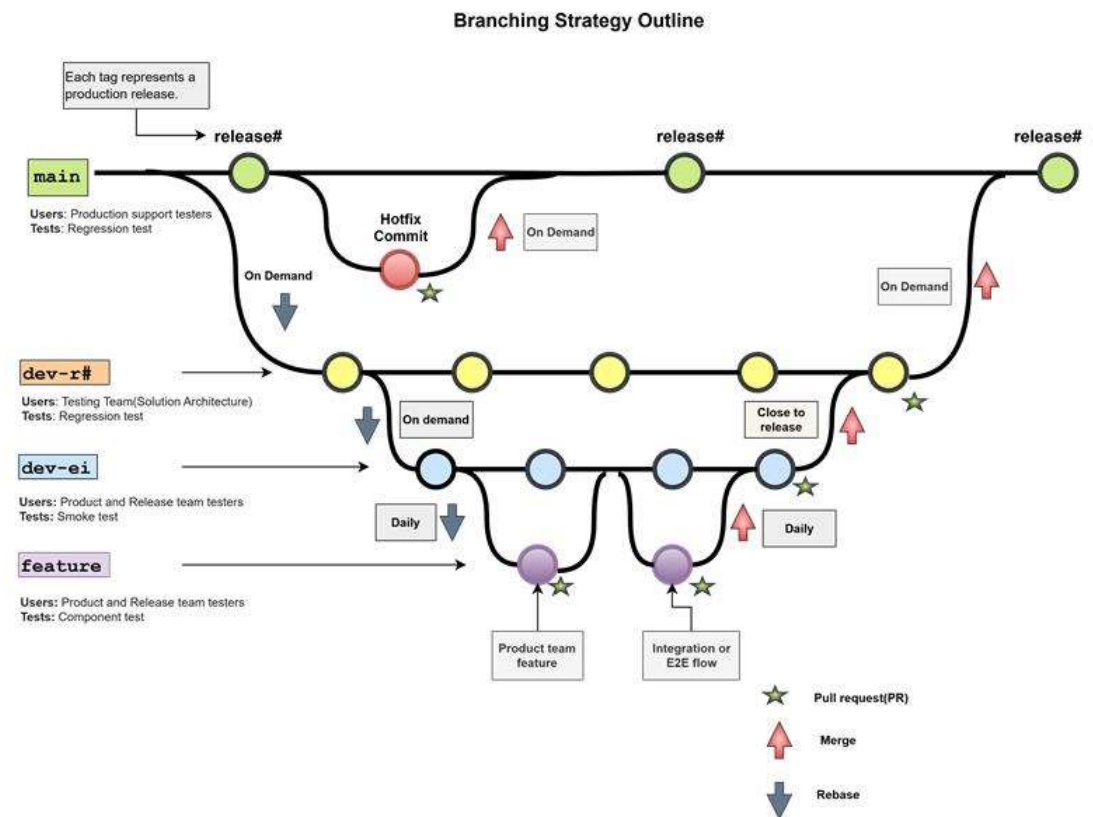
- 1 [@Allen, Don] can you please confirm you are ok with these materials from the Automation Test Strategy word document?

Stephen, Michelle, 2025-06-17T21:43:25.626

Automation Test Strategy: When do We Automate Testing & How Does it Work?

Automated testing will happen daily through a branching strategy

- Pipelines are set up for each product team to execute **smoke and regression suites**
- Executed **daily, after hours** to validate if any recent deployments have broken the core functionalities before code gets merged to dev-r1
- After feature testing is complete and the user story or feature is merged into dev-R1, latest build from dev-R1 should be deployed to your environment to execute regression tests
- Each product team should have regression executed after getting the latest integrated build from dev-R1



Slide 49

- 1 [@Allen, Don] please let me know if you are comfortable with this too
Stephen, Michelle, 2025-06-17T21:43:38.948

DRAFT – SUBJECT TO CHANGE

EI ON BDM | INTRODUCTION, APPROACH, AND OBJECTIVES

Test Automation – PLACEHOLDER slides coming tomorrow