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AI success factor: Adjust business processes to take advantage of AI

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How are government agencies using artificial intelligence (AI), and what factors contribute to successful projects? "AI around the world," a project from the Deloitte Center for Government Insights, provides some details and a frame of reference. The study analyzes and presents 11 success factors (the one featured in this insight plus 10 others listed at the bottom of this insight), which are then illustrated through a variety of case studies.

This insight provides context to the study-identified success factor **"Adjust business processes to take advantage of AI"**.

Why this success factor helps	How AI fits into workflows requires attention. Leaders can't expect to deliver transformative results with old processes. Embedding AI within existing processes designed for older tools will likely limit the technology's benefits. Deloitte's research suggests organizations that significantly rethink workflows are 36 percent more likely to see their AI projects achieve desired outcomes.[1] If the goal of incorporating smart technology goes beyond saving some labor costs, redesigning processes is likely critical to achieving success.
What government organizations can do	• Assess workflows of existing business processes before applying AI. • For stakeholders in charge of a process, work closely with AI and data science teams to adjust business workflows as needed. • If necessary, create new roles that can bridge the gap between business leaders and AI teams.
Case studies tied to this success factor	• AI-aided speech recognition helps improve emergency services • AI helps detect whether a country's grasslands have been mowed • AI helps match employers' needs and job seekers' competencies • Application helps an agency relieve pressure on general practitioners *(coming soon)* • Machine learning helps identify online tax evaders • Machine learning helps hospitals predict admissions up to a decade in advance • Using AI to match job openings with young workers

Read insights on the other success factors from this study

- *Build responsible and ethical principles into AI development*
- *Collaborate with partners in other agencies, industries, and even the general public*
- *Continually reassess the cleanliness and accuracy of the data*
- *Cross-functional teams*
- *Ensure access to existing solutions (from external sources or elsewhere in the organization)*
- *Gather and implement feedback to improve models*
- *Human-machine teaming*
- *Implement data and model governance procedures*
- *Projects built with scale in mind*

- *Training and adoption support for users*

Go Deeper

Explore how government organizations use AI and what makes them successful by viewing this insight's source document:

AI around the world, Deloitte Insights, 2023.

Footnote:

1. *Scaling AI in government*, Deloitte Insights / Edward Van Buren, et al., 2021.

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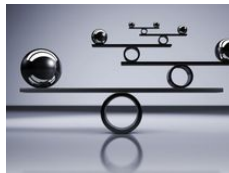
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