Artificial Intelligence Cloud Innovation Center

Discovery Workshop Readout

Date of Discovery Workshop: 5/27/25

1. Introduction

Catholic Charities is a network of non-profit human service organizations serving communities across the United States. With multiple subsidiaries operating independently, there is a need to create a unified information access point for internal collaboration between entities.

PROBLEM

Currently, information about Catholic Charities' services is distributed across multiple subsidiary websites, making it difficult for individuals to find specific services in their area. This fragmented information structure creates barriers for employees to find services offered by partner agencies.

2. POC Scope

2.1 Objectives:

1. Develop an AI-powered chatbot that can accurately answer questions about services offered across Catholic Charities' network
2. Create a unified knowledge base by aggregating information from all Catholic Charities subsidiary websites
3. Reduce staff time spent on routine service inquiries
4. Improve accessibility of service information

2.2 Scope:

The following items shall be IN SCOPE of this project:

- Development of web scraping solution for Catholic Charities subsidiary websites
- Creation of a knowledge base from scraped content
- Implementation of an AI chatbot interface

2.3 Out of Scope:

The following items shall NOT be under CIC development plan:

- Real-time service availability tracking
- Client data collection or storage
- Integration with existing Catholic Charities systems

2.4 Success Metrics:

- Accuracy: 90% or higher accuracy in service information responses

- User Satisfaction: Positive feedback from initial user testing

2.5 Assumptions:

- Input data: Websites are publicly accessible and contain up-to-date information
- Content is primarily in English
- Catholic Charities has necessary permissions for website content use

2.6 Deliverables:

- Web scraping solution for Catholic Charities websites
- AI-powered chatbot interface
- Documentation for maintaining and updating the knowledge base
- ASU AI CIC will not:
    - Deploy the solution to production environments
    - Provide ongoing maintenance of the system
    - Handle sensitive user data

2.7 Dependencies:

- Quality of website content: Accurate and current information on subsidiary websites
- Website accessibility: Consistent access to subsidiary websites

2.8 Risk:

- Data quality variations across sources

2.9 Data:

Catholic Charities will provide the following data sets scrubbed of any PII.

Dataset	Format	Source	Notes
Website URL's	spreadsheet	Catholic Charities	List of Catholic Charities websites for scraping

2.10 Challenges

Some of the challenges for building the use case solution are as follows. Please note tackling

some of these challenges are out of scope for this POC, however we can provide technical guidance on how to approach or prioritize them.

- None identified at this time. This section will be updated throughout the project if any challenges arise.

2.11 Timeline

The following is a proposed high-level outline of key tasks that the ASU/AWS team will undertake in close collaboration and coordination with the customer team. Please note, the plan is subject to change as additional clarity on data and other factors emerge. Engagement updates and progress will be routinely delivered and shared during regular meetings between customer, AWS, and ASU teams.

[6 Weeks]

Item #	Iterations	Deliverables	Date planned
1	**Pre POC**	● Data sources are collected	**TBD**
2	**Week 1**	● Discovery workshop readout document sign-off. ● Architecture Solution finalization. ● Setting up an AWS CIC account ● UI/UX Iteration #1.	**TBD**
3	**Week 2**	● UI/UX Iteration #2 ● Development Iteration #1	**TBD**
4	**Week 3**	● UI/UX Iteration finalization ● Development Iteration #2	**TBD**
5	**Week 4 - 6**	● Development Iteration #3 - 5 ● User Acceptance Testing	**TBD**

2.12 Future Scope

- Catholic Charities + AWS collaborate on path to production deployment
- Team(s) to help - AWS Professional Services, AWS Partner, or Customer team

3 POC Execution

3.1 Sprint Cadence

The ASU AI CIC powered by AWS delivery methodology is primarily Scrum-based. The executing team works on a weekly or bi-weekly cadence. Normally there is at least a weekly or bi-weekly touchpoint with the customer team and stakeholders for project updates and feedback.

3.2 Customer Owners

This section specifies the key owners and points of contact on customer team:

- Business/budget Decision-Maker for Production Phase:
- Results Validator(s):
- Product Manager or ML Lead:

3.3 Next Steps

To continue progress on the POC engagement, the following general plan is proposed which will be continually updated and communicated in close collaboration with customer stakeholders.

1. Establish a cadence schedule between Catholic Charities stakeholders and ASU/AWS teams to review and share POC progress.
2. Catholic Charities team to provide relevant datasets to ASU team.
3. Upon a successful POC, secure approval(s) for public reference from customer executive sponsor and co-creation of reference and/or case study materials related to the POC, including but not limited to
    a. Quote
    b. ASU.edu blog post
    c. AWS Event Co-Presentation, logo use and use case mentions

4. Additional Notes

The following additional notes and assumptions were noted during the Discovery Workshop and follow-up session and will continue to be updated as POC development progresses:

- This is a living document and is subject to change. All changes will be discussed and agreed upon during regular weekly meetings between ASU AI CIC and Catholic Charities teams.