

Navigating the AI Revolution: Insights from CDW Canada

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As AI and AGI continue to develop and become more accessible within our society, we will start to see both good and bad. If organizations aren't careful, the pace at which these developments are occurring may lead to issues stemming from a lack of adequate risk mitigation; these organizations will find out the hard way through data exposure events.

On the other hand, as we start to see AI tools become more readily adopted (i.e. computer vision, machine learning, language models), this will lead to better search and digital assistants, advancements in pharmaceuticals and material fabrication, and so much more.

Two very important and immediately impactful use cases for AI in the public sector include tools that organizations can implement to empower their people, such as Microsoft Copilot, as well as retrieval augmented generation (RAG). RAG would be used to provide search optimization for publicly available information, which will help create better virtual assistants for city hall and easier access to public bylaw or zoning information. Another helpful use case for AI is language models, offering real-time translation from one language to another.

CDW Canada continues to help both public and private organizations with everything from building AI platforms for large AI training deployments to helping create data management and risk mitigation frameworks. To implement AI, such as language models or chatbots, within the public sector, we recommend starting with low-risk options like Microsoft Copilot and techniques like RAG. Organizations would also need to implement data governance and management frameworks to eliminate risky data before making it more readily accessible to their constituents.

