AI Hackfest King County

Shannon Smith
Chief of Staff, King County IT

King County
Department of Information Technology

Overview

- King County WA partnered with Microsoft to create a one-day hackathon using Azure OpenAI
- Goal: familiarity with AI tooling, business partner engagement for future pilots
- 3 planning sessions: kick off, architectural design session (training in AI tools), use case design session
- Teams included technical staff, business partners, and vendors

Use Cases & AI Patterns

Agency	Project	AI Pattern
Information Technology/ Executive Office	Contact Center to answer general King County questions	GPT Contact Center/CoPilot Studio
Metro	Metro Bus ridership: Text to SQL GP	GPT Code Generation
Sheriff's Office	Crime Bulletin Search	GPT Search/Summarization
Natural Resources & Parks	Knowledge Hub for Dept PDFs	GPT Search/Summarization
Prosecuting Attorney's Office	Review Large Volumes of Discovery & Cases	GPT Search/Summarization
Public Health	Epidemiologist Coding Support	GPT Code Generation
Public Health	SEPA letter generator	GPT Text generation response/letter
Information Technology	GIS Response Generator	GPT Text generation response/letter

Which cases worked?

Contact Center

to answer general King County questions

- Pulls from generally available information, primarily kingcounty.gov

- May include questions in supported languages if information has been translated

- Expected pilot delivery Q3 2024

Epidemiologist Coding Support

- Scans reports from the Medical Examiners Office and parses long-form data into code fields

- Allows users to approve or reject proposed code

- Only covers 7 fields out of hundreds but this will increase as the LLM is further trained

King County
Department of Information Technology

What happened with the other use cases?

- Hallucinations and incorrect or confusing answers
- AI models ran into throttling issues due to license limits so could not demo (MSFT did correct this immediately)
- Prompts required additional coding time beyond the time limits
- Some use cases will require much larger LLMs to train and produce effective results
- Some use cases will need additional assessment for equity and privacy concerns

King County
Department of Information Technology

Hackathon Tips

- Including non-developers enriched all use cases – but be sure to manage expectations (these are not guaranteed to launch)

- Prompt engineering requires a strong understanding of desired results

- Focus on text for hackathons—images and videos complicate architecture during short time windows for events

- Throttling can be an issue – make sure sample licenses allow enough bandwidth to run the pilots

- Follow up with next steps as soon as possible—AI is evolving quickly

King County
Department of Information Technology

Thank You

King County
Department of Information Technology