

WIPO  
ICT Leadership  
Dialogue  
(WILD)

# Harmonising Human Expertise with AI: A Singapore Perspective

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# Agenda

- 1) Impetus for AI
- 2) Our AI Philosophy
- 3) Our Adoption Strategy
- 4) Our Challenges
- 5) In the Pipeline
- 6) The Way Forward

# 1) Impetus for AI

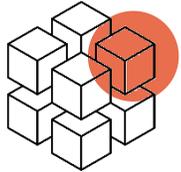


## 2) Our AI Philosophy



- **Human-AI Collaboration**
- **Ethical and Responsible Innovation**
- **Stakeholder-Centric Approach**

# 3) Our Adoption Strategy



Break up processes into bite-sized steps



In-house vs Collaborate vs Buy vs Centrally Provided Tools



GovText

SmartCompose



Transcribe



AIBots



Leverage available LLMs

## 4) Our Challenges

- **Access to skilled manpower**
- **Change management**
- **Data quantity and quality**
- **Data security**
- **High integration costs**



# 5) In the Pipeline

Leverage AI to deliver better and faster services to our stakeholders



## Trademark Indexer

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CONFIDENTIAL (CLOUD-ELIGIBLE) / SENSITIVE NORMAL

## 6) The Way Forward

- Focus on Value Creation
- Sustainable Development
- People-Centric Transformation
- Collaborative Growth



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**Thank you!**