

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

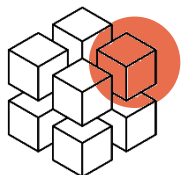


2) Our AI Philosophy



- **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



SmartCompose



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



WIPO
ICT Leadership
Dialogue
(WILD)

Thank you!