The GenAI Opportunity for Justice
Introductions

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Who we are

Global Public Safety Industry Practice

• Accenture works across the end-to-end public safety ecosystem – police & law enforcement, justice & courts, prisons & probation and wider partner organisations.

• We draw together international insight and good practice, but deliver this within the local context, helping our clients effectively and rapidly navigate complex evolving challenges and adopt new ways of working.

• Our vision is to be a trusted transformation and innovation partner delivering meaningful, sustainable and responsible outcomes across the Public Safety ecosystem.

Data & AI Studio, Brussels

• The Data & AI Studio provides clients with expertise and the most advanced technologies to address today’s biggest challenges using data and AI.

• Our mission is to support our clients in Europe in addressing complex challenges across health and public services.

• Our vision extends beyond today, anticipating the broadening use of AI across sectors such as energy security, food security, national security and cyber security over the next decade.

• In October 2023 we organised our first AI in Justice roundtable.

Accenture has created a Data & AI Studio in Brussels to develop services across Europe focused on the Health & Public Sector as part of a $3bn AI Investment announced in June.

The Data & AI Studio enables European Public Services to accelerate business value creation with Data & AI by:

- inspiring with the right KPIs for your business,
- Rapid AI Prototyping & ideation to market impact.

We invested in industry specific assets & accelerators:

- Geospatial Intelligence
- Generative AI
- Health & ESG
- Sovereign Security Solutions

“Embrace the convergence of data, generative AI and advanced platforms.”

“Together, we will navigate this transformative journey, unlocking the true potential of data and AI!”

Accenture, Data & AI Studio for Public Service Europe.
Impact of GenAI on Public Services

GenAI brings opportunities to reinvent Public Service, promising to disrupt ~75% of work activities.

- **62%** of total hours worked are **language tasks**.
- **60%** of these language tasks have **high automation or augmentation potential** with large language models.
- **~40%** of working hours across industries can be impacted by large language models.

### Public Service Work Time Distribution and Potential Impact

<table>
<thead>
<tr>
<th></th>
<th>Higher potential for automation</th>
<th>Higher potential for augmentation</th>
<th>Lower potential for augmentation or automation</th>
<th>Non-language tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industry Average</td>
<td>31%</td>
<td>9%</td>
<td>22%</td>
<td>38%</td>
</tr>
<tr>
<td>Public Service</td>
<td>30%</td>
<td>9%</td>
<td>35%</td>
<td>26%</td>
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</tbody>
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Across 20 industries, **Public Service is in the upper quartile that will be most likely be disrupted.**

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Opportunity for justice

GenAI can be used to support justice agencies delivering in 4 priority areas.

**High Level Categories**

- Personalised citizen engagement
- Analysis of rulings and behaviours
- Productivity enhancement
- Decision making support and analysis
- Business and operational control and monitoring
- System enhancement and automation
- Bias detection
- Justice system performance analysis
- Bias Detector
- Performance Data Co-Pilot
- Community Sentiment Analysis

**Examples**

- GenAI Citizen Chatbot
- Augmented Victim Call Centre
- Case Outcome Predictor
- Case Management Co-Pilot
- Automated Redaction
- Judicial Search Solution
- GenAI Data Migration Accelerator
- Justice Command Centre
- Code Generator

**ACHIEVE MISSION OBJECTIVES**

Using AI to ensure individuals are treated fairly, the rule of law is upheld, and communities have confidence in justice system performance.

**ENABLE THE JUSTICE WORKFORCE**

Using AI to make it easier for the justice workforce to perform their daily duties and free them from time-consuming and/or repetitive work.

**ENHANCE OPERATIONAL EFFICIENCY**

Using AI to enhance the operational efficiency and effectiveness of the justice system and its partners at an enterprise level.

**IMPROVE CITIZEN SERVICE DELIVERY**

Using AI to improve the quality-of-service delivery to citizens by increasing access to justice, greater personalisation and delivering services faster.
DELFOS
Platform to simplify and demystify the justice system

FASTER TASK EXECUTION
DATA EXTRACTION

MULTILINGUAL SEMANTIC EXTRACTION
MULTILINGUAL

FLEXIBLE AND ASSISTED DATA EXTRACTION
SEMANTICS

USER ASSISTANCE
METADATA

SECURE, SCALABLE AND EVENT-DRIVEN ARCHITECTURE
SECURITY

SECURE HANDLING OF CONFIDENTIAL INFORMATION
LEARNING SYSTEM

LLM & GenAI

Accenture
SPAIN MINISTRY OF JUSTICE

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Born from the need to report on evictions

Delfos is designed to address the issues around accessing judicial information:

- Information is distributed across different formats: text, images and videos.
- Manual processes are required to locate information on specific themes.
- Documents are written in different languages with their own legal terminology.
- Documents do not have summaries, thus requiring to read them entirely.
- Technical complexities mean extracting relevant data from documents is too difficult.
The Solution

Platform to simplify and demystify the justice system

Using Large Language Models (LLM) and the Cloud, Delfos gives users a quick, efficient way to access relevant information by searching hundreds of thousands of complex judicial documents.

Advanced Natural Language Understanding

Take user questions to quickly search for and find relevant content in the matters of seconds, whether it's related to local, regional, countrywide or even European law.

Advanced Natural Language Generation

Consume jargon heavy content to rewrite it in plain language that is easy to understand regardless of judicial experience.

Provide automatic, high-quality summaries, eliminating the need to read entire documents, whilst also offering simplified content versions tailored to the target audiences.

Automation of Labor-Intensive Tasks

Help streamline labour-intensive tasks and notify users of new content relevant to their past queries, ensuring timely access to essential information.

Ethical Considerations and Bias Mitigation

Align with evolving ethical and regulatory standards.

+3M

Complex judicial documents can be accessed in a quick and efficient way.

+3K

Simultaneous users access Delfos on a daily basis.

40%

Estimated time reduction to find specific information was achieved by the pilot.

4

Official languages are being serviced, ensuring each can work in their own language.

Accenture @ eu-LISA Industry Roundtable '23
The Experience

Delfos allows a user to perform searches in a natural language for finding documents and images – whilst improving the experience by providing all types of results at the same time.

Search: Enter the ask for the system and specify if it relates to content or the titles of judicial documents.

Example: “Give the 2018 documents of ordinary judgments and exchange judgments of social order and civil order of mortgage loans, and tell me what is the established interest.”

Filter: Specify none, one or more of the filter options:
- Type of procedure
- Year of procedure
- Judicial order
The Experience

Based on the search results, a user can make additional demands of Delfos.

Ask: “Documents that are in the civil order, belonging to regular judgement”

Examples of questions to ask Delfos

- Who is the defendant?
- What is the accused’s ID?
- When was an agreement reached?
The Experience

Recover images based on the use of natural language where these images are not labeled in any way. Also, extract information from the images about their content.

Ask: “Search the police evidence for references to images of bladed weapons.”

Ask: “What are the edged weapons?”
Next steps in the AI implementation strategy

❑ Provide the Ministry of Justice with an AI infrastructure of its own.

❑ Deliver increased productivity savings to judicial organisations through combining Robotic Process Automation and AI.

❑ Support both Justice professionals and services to the public through the increased use of AI.
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