Accenture Public Safety

The GenAI Opportunity for Justice

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Trusted advisors to public safety.

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**.
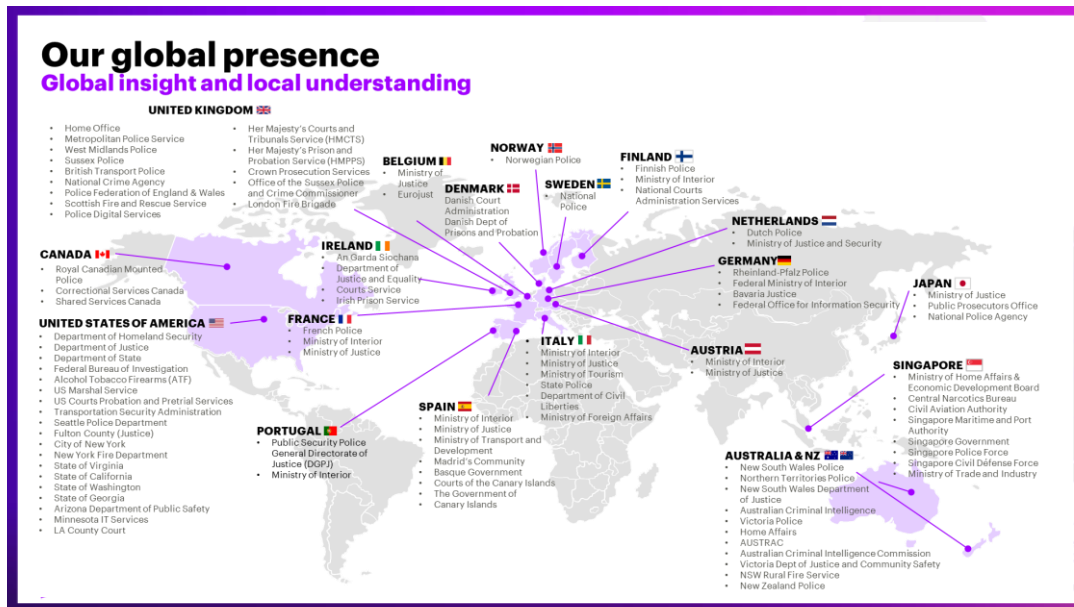
Impact of GenAI on Public Services

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

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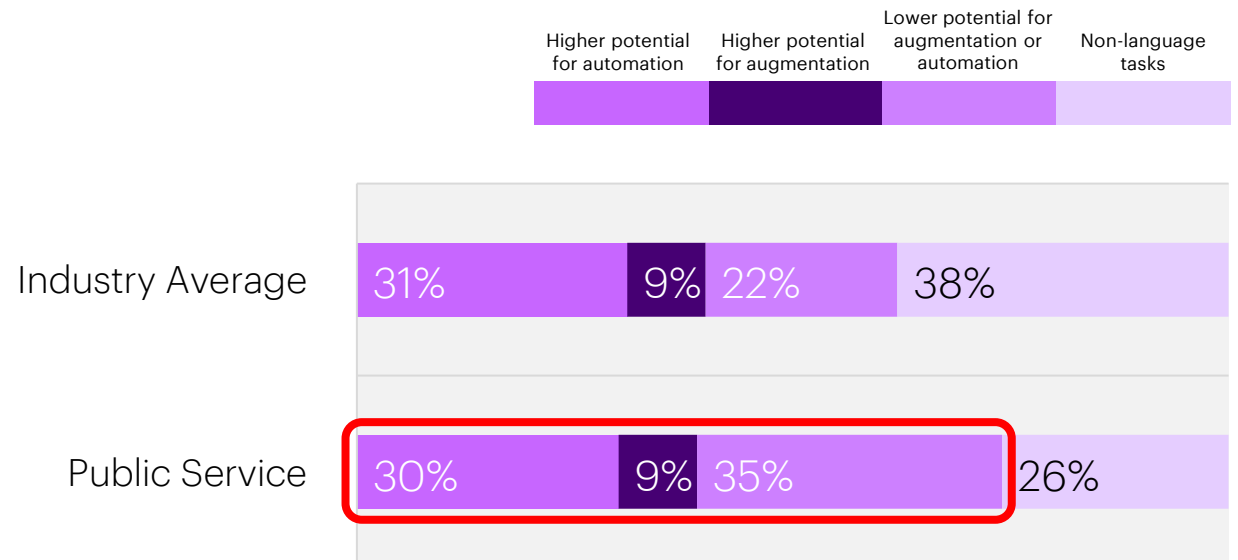
Across 20 industries, **Public Service is in the upper quartile that will be most likely be disrupted.**

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Opportunity for justice

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

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**

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

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**

High Level Categories

IMPROVE CITIZEN SERVICE DELIVERY	ENABLE THE JUSTICE WORKFORCE	ENHANCE OPERATIONAL EFFICIENCY	ACHIEVE MISSION OBJECTIVES
Personalised citizen engagement	Productivity enhancement	Business and operational control and monitoring	Bias detection
Analysis of rulings and behaviours	Decision making support and analysis	System enhancement and automation	Justice system performance analysis

Examples

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

SPAIN MINISTRY OF JUSTICE

LLM & GenAI

FASTER TASK EXECUTION
DATA EXTRACTION

USER ASSISTANCE
METADATA

MULTILINGUAL SEMANTIC EXTRACTION
MULTILINGUAL

DELFOS
Platform to simplify and demystify the justice system

SECURE, SCALABLE AND EVENT-DRIVEN ARCHITECTURE
SECURITY

FLEXIBLE AND ASSISTED DATA EXTRACTION
SEMANTICS

SECURE HANDLING OF CONFIDENTIAL INFORMATION
LEARNING SYSTEM

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"We need to report on the number of evictions that are being performed in the city of Madrid."

- Spanish Ministry of Justice, 2022

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.

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.

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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

Buscador Inteligente de la Justicia

🔍 Dados documentos de 2018 de juicios ordinarios y juicios cambiarios de orden social y orden civiles de préstamos hipotecarios y dime cuál es el interés establecido ✕

⦿ Contenido   ○ Título   **BUSCAR**

🔽 Filtros

Tipo de procedimiento ⌄	Orden jurisdiccional ⌄	Año de procedimiento ⌄	**APLICAR FILTRO(S)**
Juicio cambiario ✕	Civil ✕	En 2018 ✕	BORRAR FILTRO(S)
Juicio ordinario ✕	Social ✕	Año: 2023 AÑADIR	

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?

Documento 1 | 2018

Demanda de juicio ordinario

Autor(a) | María Jesús   Fecha | 2018   Tipo de procedimiento | Juicio ordinario   Orden jurisdiccional | Civil   Año de procedimiento | 2018   Roles | Juez, Fiscal, Letrado, Magistrado
Trazabilidad | Juzgado de 1ª Instancia nº4 de Valladolid

Extracto adaptado a la búsqueda

con sucursal abierta en plaza españa nº 13 de valladolid, lugar que señalamos a efectos de notificaciones en este procedimiento. la demanda se basa en los siguientes: hechos previo.- perfil de mis representados. el perfil de mis mandantes responde al de particulares y consumidores, en virtud del articulo 1.2 ley 126/1984 de defensa de los consumidores y 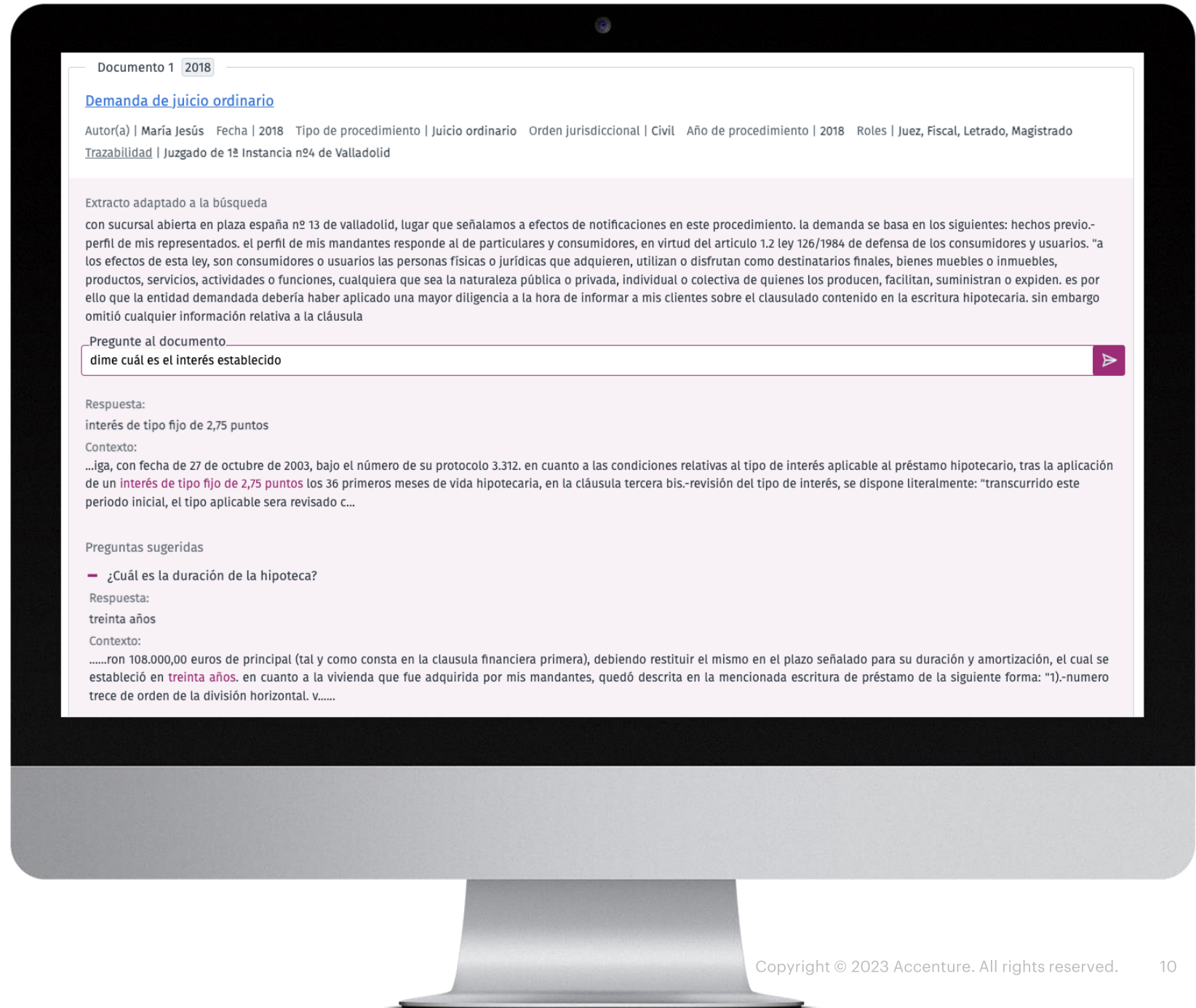usuarios. "a los efectos de esta ley, son consumidores o usuarios las personas físicas o jurídicas que adquieren, utilizan o disfrutan como destinatarios finales, bienes muebles o inmuebles, productos, servicios, actividades o funciones, cualquiera que sea la naturaleza pública o privada, individual o colectiva de quienes los producen, facilitan, suministran o expiden. es por ello que la entidad demandada debería haber aplicado una mayor diligencia a la hora de informar a mis clientes sobre el clausulado contenido en la escritura hipotecaria. sin embargo omitió cualquier información relativa a la cláusula

Pregunte al documento

dime cuál es el interés establecido

Respuesta:

interés de tipo fijo de 2,75 puntos

Contexto:

...iga, con fecha de 27 de octubre de 2003, bajo el número de su protocolo 3.312. en cuanto a las condiciones relativas al tipo de interés aplicable al préstamo hipotecario, tras la aplicación de un interés de tipo fijo de 2,75 puntos los 36 primeros meses de vida hipotecaria, en la cláusula tercera bis.-revisión del tipo de interés, se dispone literalmente: "transcurrido este periodo inicial, el tipo aplicable sera revisado c...

Preguntas sugeridas

— ¿Cuál es la duración de la hipoteca?

Respuesta:

treinta años

Contexto:

......ron 108.000,00 euros de principal (tal y como consta en la clausula financiera primera), debiendo restituir el mismo en el plazo señalado para su duración y amortización, el cual se estableció en treinta años. en cuanto a la vivienda que fue adquirida por mis mandantes, quedó descrita en la mencionada escritura de préstamo de la siguiente forma: "1).-numero trece de orden de la división horizontal. v......
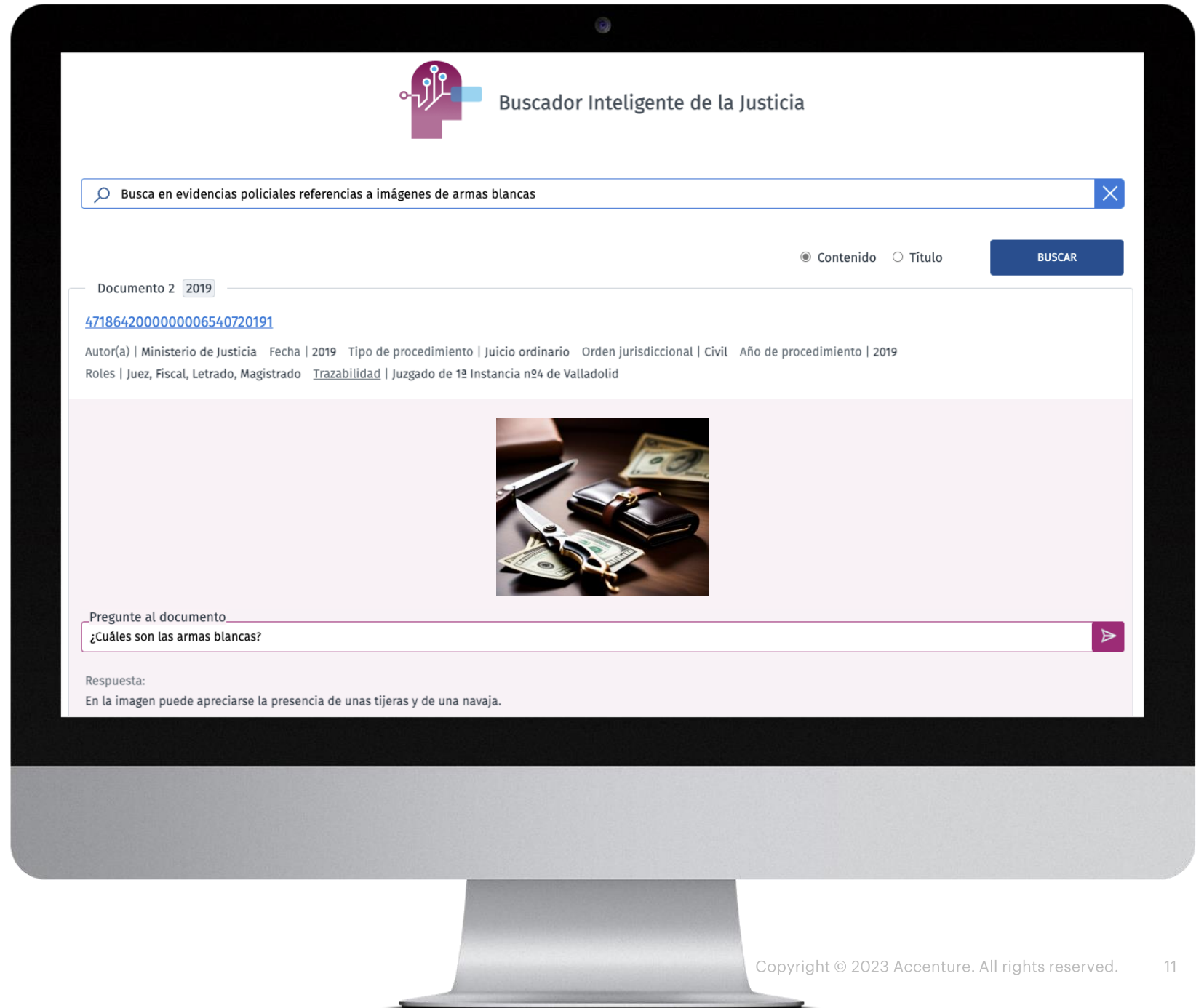
The Experience

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?"*

Buscador Inteligente de la Justicia

Busca en evidencias policiales referencias a imágenes de armas blancas

○ Contenido ○ Título **BUSCAR**

Documento 2 2019

4718642000000006540720191

Autor(a) | Ministerio de Justicia   Fecha | 2019   Tipo de procedimiento | Juicio ordinario   Orden jurisdiccional | Civil   Año de procedimiento | 2019
Roles | Juez, Fiscal, Letrado, Magistrado   Trazabilidad | Juzgado de 1ª Instancia nº4 de Valladolid

Pregunte al documento
¿Cuáles son las armas blancas?

Respuesta:
En la imagen puede apreciarse la presencia de unas tijeras y de una navaja.

❑ **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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Contacts

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