



COUNTY TECH
XCHANGE

April Online Digital Learning Office Hours Wednesday, April 2, 2025

Where is Calcasieu Parish



- Calcasieu = “crying eagle”
- Pop. 207,740
- Total Square Miles: 1,095
- Founded: 1840
- Seat: Lake Charles
- 34 Miles from Gulf
- 730 Local Government employees
- Form of Gov: Police Jury





Generative AI Name	Traffic in Bytes	Upload in Bytes	Transactions	Risk Score (lower is worse)	Users	Devices	Last Seen	First Seen	
Grammarly	16788668911	650176307	111690		9	31	38	2025-02-11	2024-09-03
Microsoft Copilot	870517192	19073770	3804		10	332	354	2025-02-11	2024-09-04
Quizlet	799347987	510285977	991		7	20	20	2025-02-11	2024-09-03
ChatGPT	459551826	273850749	2944		8	47	49	2025-02-11	2024-09-03
Wordtune	172675090	99426498	1651		7	1	1	2025-01-17	2024-09-18
Read	127526593	645665	36		7	5	5	2025-02-05	2024-11-14
HubSpot	117750957	34114137	1519		9	181	186	2025-02-11	2024-09-03
Builder.io	71205882	707169	70		7	16	16	2025-02-10	2024-09-03
Coveo	49458647	6118675	313		9	62	64	2025-02-11	2024-09-03
Adobe Express	35926266	405309	68		10	13	13	2025-02-11	2024-09-04
Microsoft Copilot for Security	18956604	1584728	46		10	7	7	2025-02-11	2024-09-16
Otter.ai	17393105	1291415	29		7	2	2	2025-01-16	2024-09-26
ImagineArt	16182375	363994	4		5	1	1	2024-12-12	2024-12-12
Notta	15537248	0	1		8	1	1	2025-01-09	2025-01-09
Poe	14882861	414531	66		6	1	1	2025-02-11	2024-09-03
Wix	11824176	0	24		9	17	17	2025-02-11	2024-09-12
Quiq	11689482	648693	43		6	21	21	2025-02-10	2024-11-26
Adobe Firefly	10778939	144371	2		10	1	1	2024-11-27	2024-10-07
ReadSpeaker	9587925	76459	23		7	13	13	2025-02-11	2022-12-08
guidde	8522056	0	3		8	1	1	2025-02-11	2025-02-11
Freepik	6164864	0	50		6	26	26	2025-02-06	2024-09-04
Quillbot	5603697	634396	10		5	2	2	2025-02-05	2024-10-15
Brainly	5315803	0	3		6	2	2	2025-02-10	2025-02-07
OpenAI API	2179721	262543	5		8	1	1	2024-12-16	2024-12-16
Fraser	1531895	282078	10		5	1	1	2025-01-29	2024-09-03
BeyondWords	1162061	0	5		6	3	3	2025-02-05	2024-09-18
Landbot	1142470	0	2		8	1	1	2024-12-03	2024-11-26
Yellow AI	1104904	147927	18		8	6	6	2025-02-10	2024-09-12
DeepAI	1018548	0	8		3	2	2	2024-12-16	2024-10-25
Fotor	905230	98092	4		5	1	1	2024-11-20	2024-09-05
FlexClip	793175	0	1		5	1	1	2024-11-27	2024-11-27
OpenArt	608361	0	2		3	2	2	2025-01-02	2024-09-25
Anyword	462336	0	11		8	10	10	2025-02-04	2024-09-23
Adobe Sensei	441861	441861	4		10	1	1	2024-12-24	2024-09-24
Craiyon	432253	0	3		3	2	2	2024-12-13	2024-09-12
IVY	427768	0	2		7	2	2	2025-01-24	2024-12-30
GliaCloud	385829	0	1		5	1	1	2024-12-23	2024-10-14
Microsoft Designer	303192	0	5		10	1	1	2025-01-24	2024-09-04
Baidu	232794	0	7		5	3	3	2025-02-10	2024-09-30
Stable Diffusion	196094	0	1		3	1	1	2024-12-04	2024-12-04
Scite	148438	0	2		5	2	2	2025-02-06	2024-12-03
Amazon Lex	130509	0	3		10	2	2	2024-12-10	2024-11-19
Labs.Google	101111	0	1		10	1	1	2024-12-12	2024-12-12
ElevenLabs	72081	0	1		7	1	1	2025-01-17	2025-01-17
WhosOn	54185	0	1		6	1	1	2024-12-19	2024-09-17

Calcasieu AI Survey of Employees

185 responses across 19 departments responding

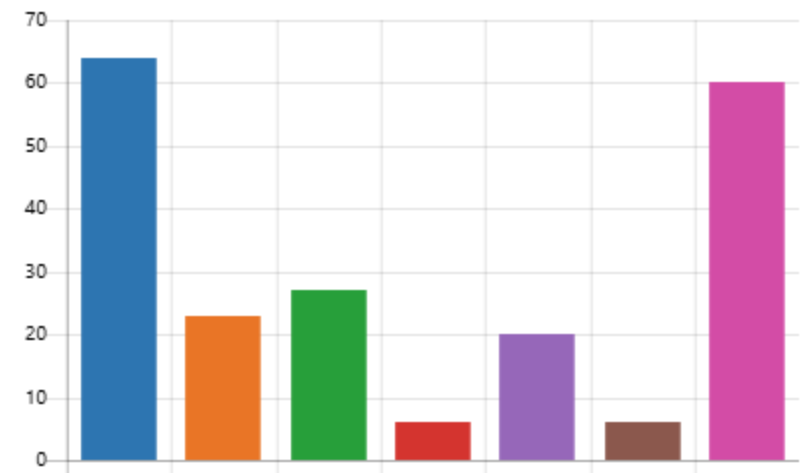
On average, how frequently do you use AI tools or technologies in your daily work tasks and projects?

- Daily
- Weekly
- Monthly
- Rarely
- Never



How are you currently using AI technologies in your department's daily tasks and projects?
(Multiple Choice)

- Drafting and/or Proofreading ...
- Chatbots, Automated Messages
- Reviewing and/or Proofing Da...
- Automatically Populating Field...
- Creating Content such as Phot...
- Recommendations for Purchas...
- Other



Calcasieu AI Survey of Employees

185 responses across 19 departments responding

What specific AI tools or platforms do you use? (Multiple Choice)

- ChatGPT
- Google Gemini
- Claude AI
- Microsoft Copilot
- Other



On a scale of 1-10 (with 1 being no "no impact" and 10 being "tremendously impactful"), how much has AI made your job easier or more efficient?

4.14

Average Number

Are there any areas where you believe AI could further enhance the Parish's performance, but haven't been explored yet?

"Do not know enough about AI to answer this question"

Milestones to our AI Learning Planning Process



INTERNAL STEERING
COMMITTEE GUIDANCE



EXTERNAL STRATEGY
CONSULTATION



PDA AI LEADERSHIP
ACADEMY COURSE

PLAN

Calcasieu Parish Employee Artificial Intelligence Introduction

3 milestones

AI Introductory learning plan to teach the basics of AI, Public Service Delivery with AI and, Copilot basics

Published on 2/10/2025 • Created by  Charles Burton

Start

Share

Copy

Edit

Manage

Learning outcomes

- Upon completion learners will comprehend the origins and concepts of AI
- Upon completion of this plan, learners will be able to understand how AI can improve Public Sector Service Delivery
- Learners will gain understanding of the concepts on how to utilize Microsoft Copilot within Microsoft 365 suite to support daily work activities

- User accounts integrated
- Broad course selections
- Created specific outcome statements
- Custom course(3 milestones) titles & descriptions
- Familiar Intranet like content experience



MILESTONE 1

Milestone completed ✓

Introduction to AI Concepts

Discover the world of artificial intelligence by exploring its foundational concepts and history. Learn how AI technology powers everyday items and transforms your daily life.

📅 Days to milestone: 1

MODULE

A guide to artificial intelligence

33 min

MILESTONE 2

Milestone completed ✓

AI in Public Sector

Discover how AI can enhance productivity and accelerate discovery in public sector organizations and learn about the importance of responsible AI practices.

📅 Days to milestone: 1

MODULE

Enhance public sector services with generative AI

1 hr

Completed ✓

MILESTONE 3

Milestone completed ✓

Basics of Copilot

Introduction to Microsoft 365 Copilot tool which is integrated with Microsoft Windows, Edge and Office products and services

📅 Days to milestone: 1

LEARNING PATH

Get started with Microsoft 365 Copilot

3 modules • 1 hr 30 min

Completed ✓



Employees choose their path



Coupled Guidelines acceptance with Learning Module completion



Grant access to AI tools with completion of course work



Invitation only phase



Targeted release has yielded feedback to improve the process



Plans to expand AI Learning Plan invitation to all employees soon

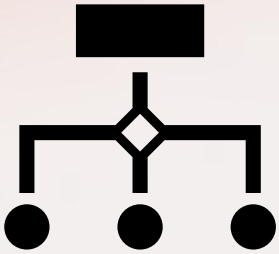


Where is San Diego County



- San Diego = “Saint Didacus of Alcalá”
- Pop. 3,298,000
- Total Square Miles: 4,526
- Founded: 1850
- Seat: San Diego
- 17 miles from the Mexico Border
- 22,650 approx. Local Government employees
- Form of Gov: Supervisors

Comprehensive Adoption Framework



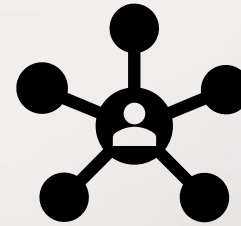
Structured Pilot Program:

Careful participant selection across departments



Collaboration Hub:

Microsoft Teams and SharePoint "Copilot Success Center" serving as central knowledge repository



Multi-Channel Communication Strategy:

Targeted email campaign, SharePoint news, Teams Posts, and recorded training recaps



Data Driven Feedback:

Continuous improvement through user insights

Engagement and Support Infrastructure

Creating a Community of Practice

- Dedicated Teams environment with specialized channels
- Peer learning network enabling knowledge sharing
- Comprehensive resource library
- Self-sustaining support ecosystem across departments

The screenshot displays the Microsoft Teams interface. On the left is a sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, OneDrive, Copilot, OneNote, HelpMeNow, Adobe Acr..., Bookings, Planner, Whiteboard, Shifts, Viva Insig..., Stream, Approvals, Viva Conn..., Power BI, and Apps. The main area is divided into two panes. The left pane, titled 'Teams', shows a list of teams under 'Your teams' and 'COSED-M365-Copilot-Pilot'. The right pane, titled 'General', shows the 'Copilot Success Center' with a blue header and a list of resources: Microsoft 365 Copilot Chat, Prompt Library, Scenario Library, and On-demand Training. Below this is a section for 'Meeting recordings and recaps' featuring a video thumbnail titled 'Copilot Chat 101: Fundamentals of effectively using M365 Copilot Chat'. At the bottom, there is a section for 'Copilot for Functional Roles' with icons and text for various roles: Using Copilot in Government, Communications, Finance, Human Resources, Customer Service, and Legal. A banner at the bottom right reads 'WORKLAB How Not to Use AI Don't stop with the low-hanging fruit—and other ways to get more out of AI.'

Activity

Chat

Teams

Calendar

Calls

OneDrive

Copilot

OneNote

HelpMeNow

Adobe Acr...

Bookings

Planner

Whiteboard

Shifts

Viva Insig...

Stream

Approvals

Viva Conn...

Power BI

...

Apps

Teams

Development Insite-TechTeam

General COSD-DX-Champions

DPC COSD-DX Content

Training and Resources COSD-DX-Champions

Admin COSD-M365-Copilot-Pilot

General COSD-M365-Copilot-Pilot

Events COSD-M365-Copilot-Pilot

Best Practices COSD-M365-Copilot-Pilot

Feedback COSD-M365-Copilot-Pilot

▼ Your teams

▼ COSD-M365-Copilot-Pilot

General

Admin

Best Practices

COSD-M365-Copilot-Leads

Events

Feedback

FG3-CTO-DigitalServices

COSD-DX

COSD-DX Standards

COSD-DX Content

COSD-DX-DPC

COSD-DX-EDGA

COSD-DX-OSEJ

COSD-DX-Champions

COSD-DW

CTO-Team

COSD-IT

COSD-M365Governance

iTrack User Group

FG3-CTO-OCM

Insite-TechTeam

General

Page details

Analytics

MICROSOFT 365 COPILOT

Copilot Success Center

Find resources, training, and support to maximize your success with Copilot.

Microsoft 365 Copilot Chat

Prompt Library

Scenario Library

On-demand Training

Meeting recordings and recaps

Copilot Chat 101: Fundamentals of effectively using M365 Copilot Chat

In case you missed it, on March 20, 2025,

Deguzman, Arnold March 20

Copilot for Functional Roles

Using Copilot in Government
Budgeting, forecasting, communications, and cross-...

Communications
Create engaging, informative, and positive communications

Finance
Uncover valuable insights and enhance the accuracy of financial...

Human Resources
Copilot can help to simplify access to data, improve quality, and increase...

Customer Service
AI is elevating professional service

Legal
Enhance the scale of the legal department

WORKLAB

How Not to Use AI

Don't stop with the low-hanging fruit—and other ways to get more out of AI.

Expert-Led Training Pathway

Progressive Learning Journey

- AI Foundations → Prompting Skills → Application-Specific
- Microsoft CSM-led weekly training sessions
- Recorded sessions and on-demand resources
- Personalized learning paths based on roles

TRAINING

AI Foundations / Copilot 101

AI Basics / Copilot 101

What is Prompting?

Prompts are how you ask Copilot to do something for you

Summarize emails where I was mentioned recently.

Generate Prompts

- Use ready-made prompts
- Or write your own

Art of Prompting

- Unique and new skill
- It is not a keyword search

Privacy

- Your prompts are never used to train Large Language Models (LLMs)

1:16:38

GO

Grant Oli...

Arellano...

Berens, ...

Barnett, V...

Talbot, R...

Morgan, ...

Lin, Wen...

Wright, J...

Hrubovc...

Gonzales...

Sizer-Ke...

MG

Gorvokaj...

Alire, Chris

JC

Cruz, Jo...


Kirsch, L...

Paasch, ...

CW

Wang, C...

+89



In case you missed it

On March 6, 2025, we held an insightful training session on AI Basics / Copilot 101, led by Grant Oliasani from Microsoft and Michael Paasch from the County Technology Office. This session aimed to help our Copilot pilot participants get the most out of the M365 Copilot licensing and understand the foundational concepts of AI and Copilot functionalities.

Data Driven Feedback Ecosystem

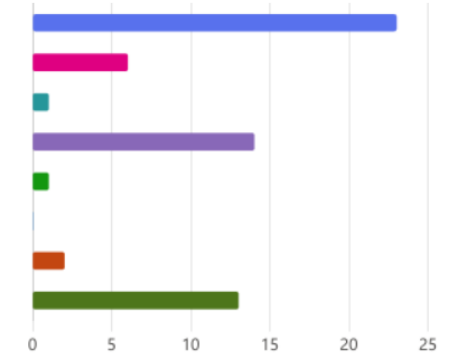
Multi-Faceted Improvement System

- Three-phase surveys: pre-use, mid-trial, post-implementation
- Real-time feedback channels in Teams
- Structured issue tracking and resolution
- Balanced quantitative metrics and qualitative insights

1. What job category most closely aligns with your job role?

[More details](#)

Administrative	23
Communications	6
Customer Service	1
Information Technology	14
Finance	1
Human Resources	0
Legal / Contracts	2
Other	13

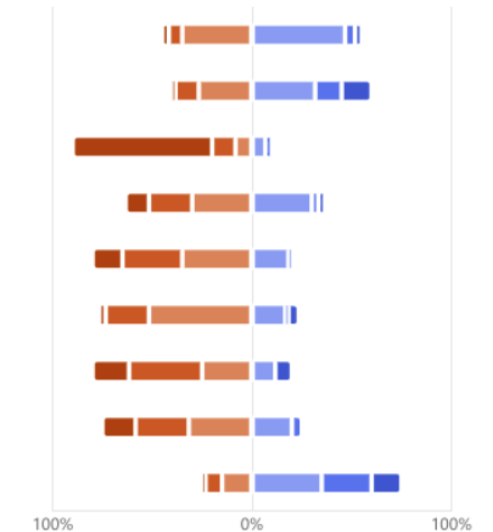


10. Please estimate how often your role requires the following:

[More details](#)

● Not at all ● Few times a year ● Few times a month ● Few times a week ● Few times a day ● Most of the day

- Summarising large amounts of text-based information
- Undertaking data analysis
- Writing code in a programming language
- Preparing briefs and proposals
- Preparing speeches and talking points
- Preparing visual communication products (e.g., presentations, slide decks, infographics, process diagrams)
- Preparing public communication products for diverse audiences (e.g., website/social media content, fact sheets...)
- Undertaking user research and consultation
- Working collaboratively on documents



Thank you for attending!