VERSION 1

From Pilot to Production

AI in the public sector is shifting gear.
Are you ready?

Public sector organisations are already **using AI to cut admin, improve decision making, and unlock capacity**. But while pilots show promise, many still struggle to scale, a problem because AI isn't a fringe experiment anymore. **It's now official government strategy**, with clear expectations for departments to adopt, embed, and deliver AI at pace.

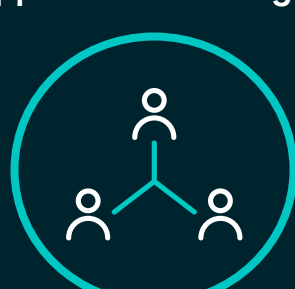**The Government has set the direction, providing the following frameworks.**

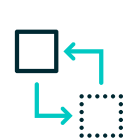| AI Playbook for Government	AI Opportunities Action Plan	The People Factor: A human-centred approach to scaling AI

AI in Government: the opportunity

AI can help public sector teams:

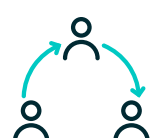- **Improve the speed, quality and consistency of service delivery**
- **Reduce time spent on repetitive administrative tasks**
- **Increase capacity across frontline and operational teams**
- **Strengthen compliance, accuracy, and auditability**
- **Enhance accessibility and user experience across services**

# 26 **minutes saved per person, per day**

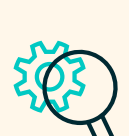Department for Science, Innovation and Technology, June 2025

The number of minutes AI tools saved staff according to a recent UK civil service trial, equivalent to nearly **two extra working weeks per year** per employee.

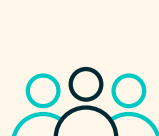## AI in Government: what's holding teams back?

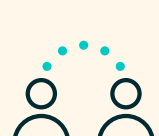Even with a clear roadmap, many departments face common barriers to delivery:
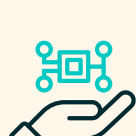
- **Siloed or poor-quality data**
- **Unclear or weak business cases**
- **Limited senior sponsorship**
- **Cultural resistance and skills gaps**
- **Ethical, compliance and governance concerns**

The challenges of moving from pilot to production aren't just technical—they're operational and cultural, too.

From Playbook to Progress. Delivering AI in the Public Sector.

The guide looks at the issues and sets out five practical steps to move from experimentation to sustainable AI delivery—covering strategy, sponsorship, skills, and service design.

From Playbook to Progress.
Delivering AI in the public sector.

Download the paper

Let's move from intent to impact

Talk to Version 1 about your AI plans—and how we can support AI adoption at scale.

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