

The background is a dark, futuristic scene with a purple and blue color palette. It features two white, humanoid robot heads in profile, one on the left and one on the right. The background is filled with glowing blue and white circuit lines, geometric shapes like triangles and squares, and a bright, glowing orb in the center. The overall aesthetic is high-tech and digital.

2025 EMPOWERED ADMINISTRATORS CONFERENCE HOSTED BY MUT

Pitch Elements



How AI can assist with *Automating Compliance Checks* and ensuring that administrative processes meet both institutional and regulatory standards.



How AI can assist in adhering to institutional policies, *Automating Compliance Checks*, and ensuring that administrative tasks meet departmental standards.



Empowering Administrators with Cybersecurity Awareness: Offering *Actionable Tips for Office Professionals* to recognize potential threats, protect their digital environments, and contribute to building a culture of security within their organizations.



Structure of Presentation

➤ FUNDAMENTALS

- ❖ AI Definition
- ❖ Evolution of AI
- ❖ AI Tools
- ❖ AI Strategy
- ❖ Change Management
- ❖ Governance Framework

➤ ENABLERS

- ❖ Capacity Building on AI
- ❖ Budget on AI
- ❖ AI Infrastructure

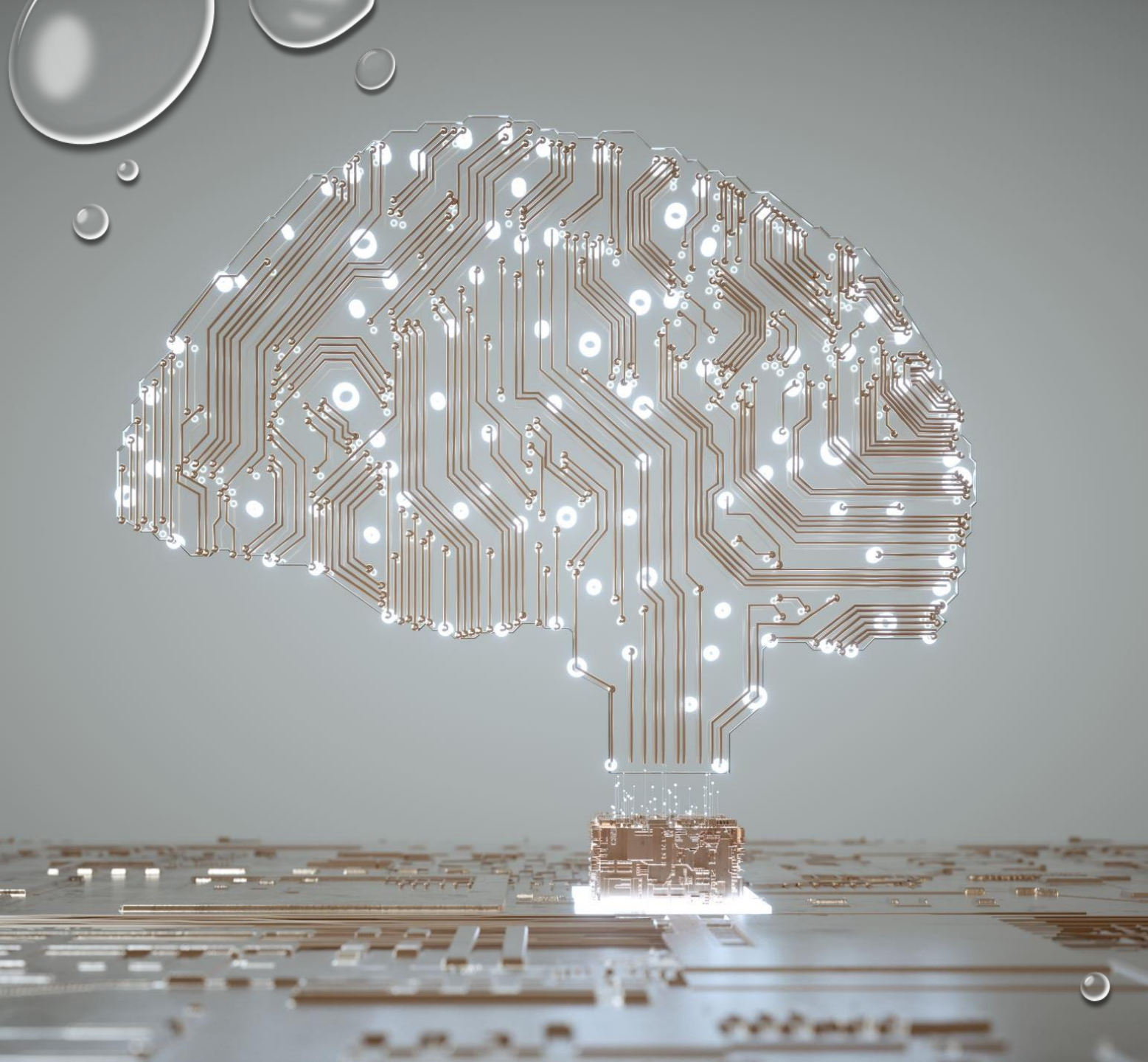
➤ CASE STUDIES

➤ PROPOSED AI DRIVEN AUTOMATION IN ADMINISTRATIVE PROCESSES

➤ PROS AND CONS

➤ END OF PRESENTATION

➤ REFLECTIONS ON THE PRESENTATION

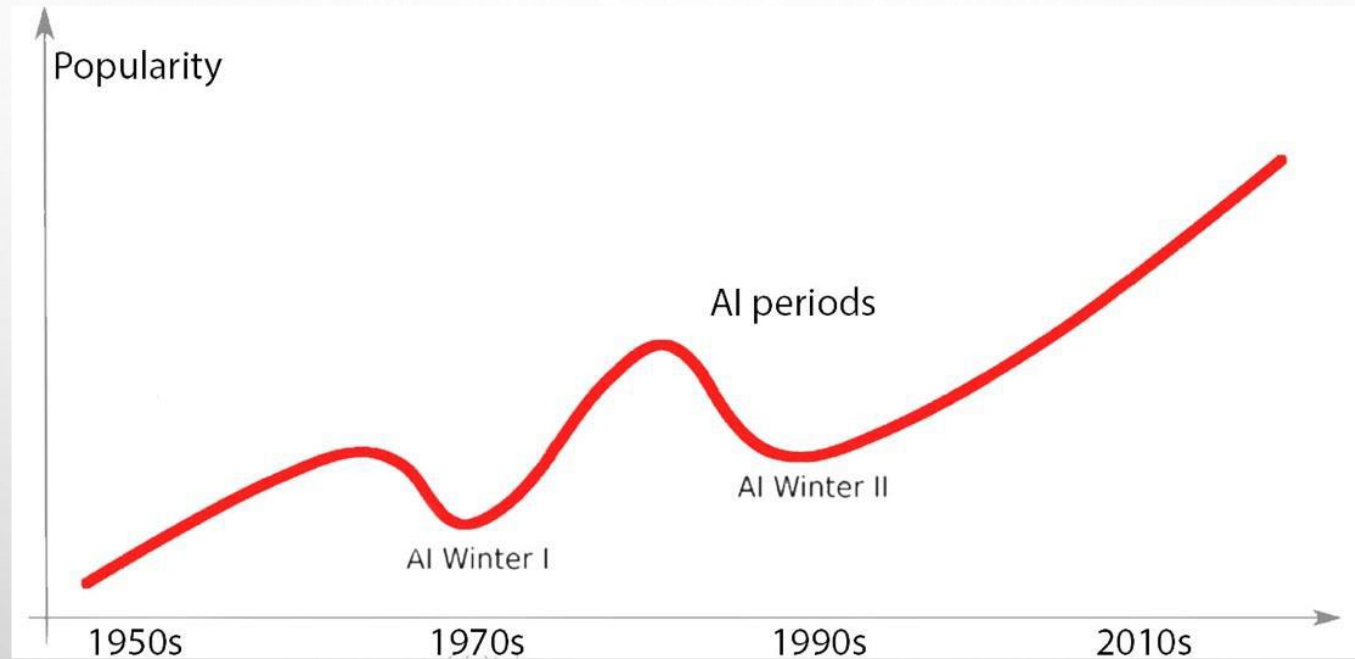


Definition of Artificial Intelligence (AI)

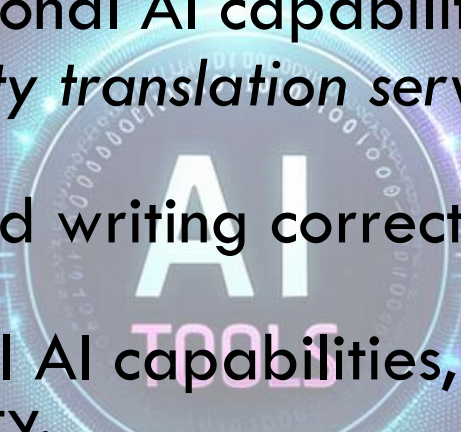
AI refers to the general ability of computers to emulate human thought and perform tasks in real-world environments (Mujtaba, 2025).



Evolution of AI

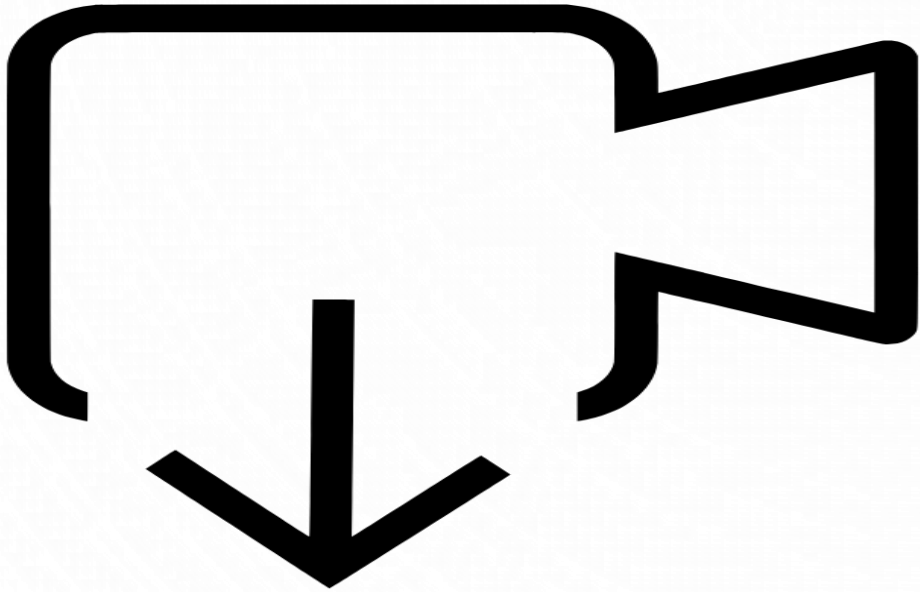


Source: European Commission Joint Research Centre

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- A central graphic with the text "AI TOOLS" in a large, stylized font. The "AI" is white and the "TOOLS" is pink. The text is surrounded by a circular border of binary code (0s and 1s). The background of the entire slide is a complex network of glowing blue and purple lines, nodes, and icons representing various AI concepts like brains, gears, and communication.
- **Canva:** AI-powered graphic design tool.
 - **Character AI:** Conversational capabilities.
 - **ChatGPT:** Conversational AI capabilities.
 - **Claude:** Conversational AI capabilities, focuses on AI safety.
 - **DeepL:** *High-quality translation services using artificial neural networks.*
 - **Grammarly:** AI-powered writing correction and improvement services.
 - **Google Gemini:** Multimodal AI capabilities, including chatbot functionality.
 - **Janitor AI:** AI-powered content moderation capabilities.
 - **QuillBot:** AI-powered writing assistance.

Source: Mujtaba, 2025

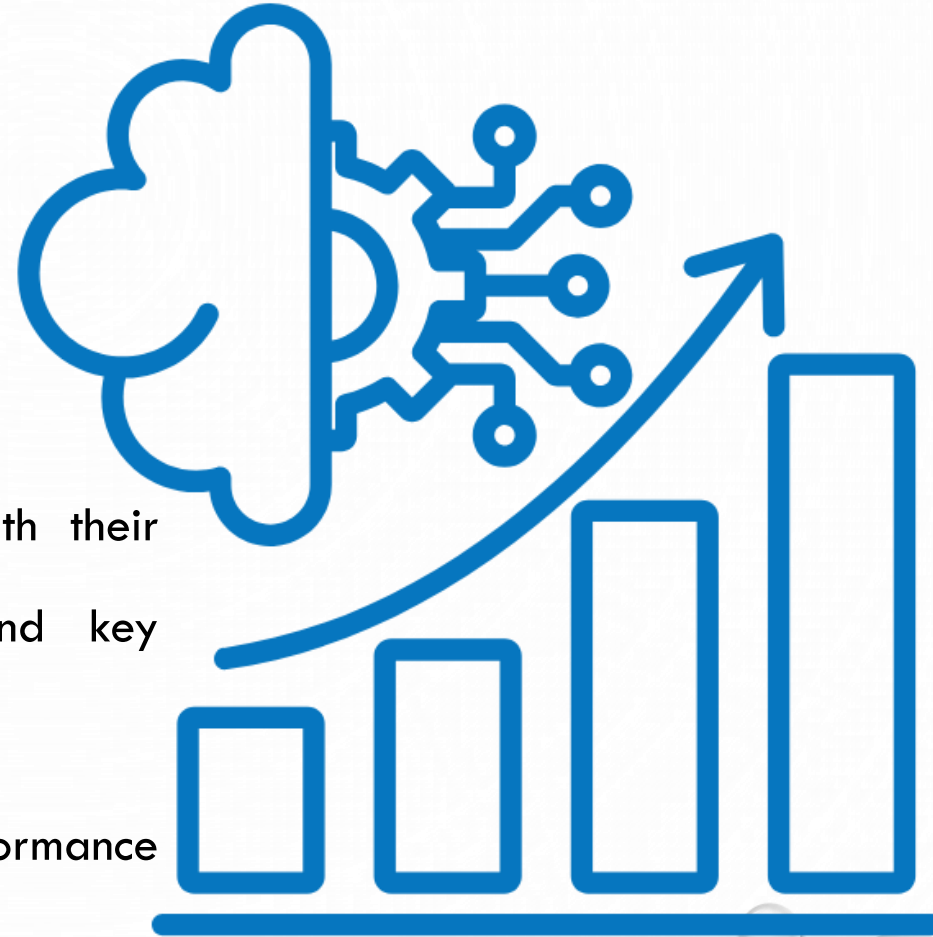
State of AI Readiness



[HTTPS://YOUTU.BE/FC75TN7YWJS](https://youtu.be/FC75TN7YWJS)

AI Strategy

- Institutional/Organisational Level
 - ❖ AI governance requires a holistic approach.
 - ❖ Establish a clear AI strategy aligning with their mission and values.
 - ❖ Clearly articulated goals, objectives, and key performance indicators.
- Monitoring Mechanism
 - ❖ Governance framework e.g. Performance Management.
- Implementation
 - ❖ Performance Agreements (Organisational, Divisional and Individual Performance Agreements).



AI Human Oversight

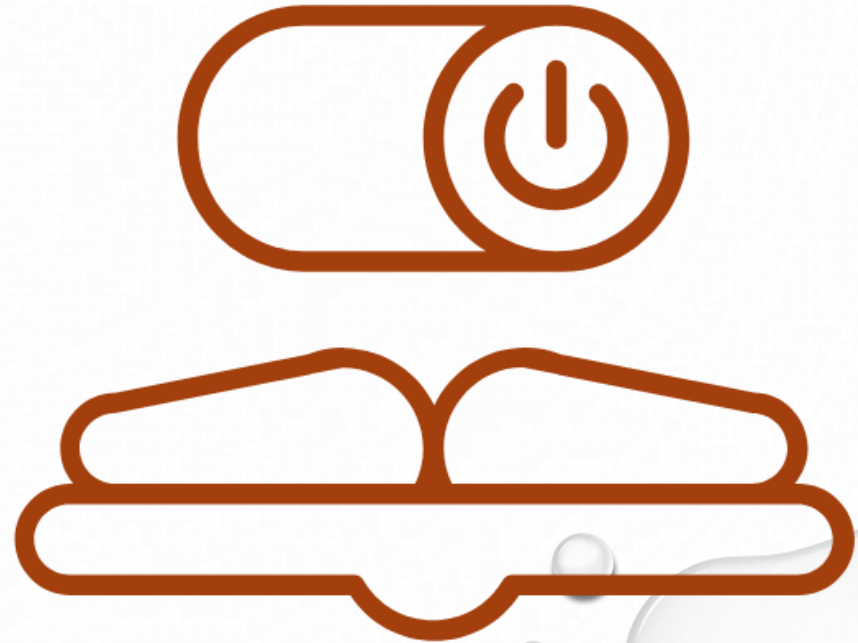
- Job displacement?
 - ❖ AI + Human Oversight = Better Governance
- What does this approach require:
 - ❖ Identification of stressful and time-consuming responsibilities.
 - ❖ Effective supervision to achieve inclusivity.
 - ❖ Adaptability to change.
 - ❖ Unlearn old ways ... and Learn new ways ...
 - ❖ Ethical considerations on the use of AI.



AI Capacity Building

➤ Focused Training

- ❖ Basic training for general employees and managers, on AI concepts, applications, and ethical considerations.
- ❖ Specialised training for employees in roles requiring deeper AI expertise i.e.
 - ☐ Computer science and Information Communication Technology (ICT) professionals.
 - ☐ Data scientists.
 - ☐ Software engineers.





AI Risks

- Extensive reliance on AI:
 - ❖ Leading to too much automation (Loss of social cohesion).
 - ❖ Reducing opportunities for critical thinking and peer interaction.
 - ❖ Losing control over the respective data and decision-making processes.

AI Regulations

Governance Framework or Policy Ecosystem

- Data protection (access restrictions, etc.).
- Language usage.
- Management and protection of personal information.
- AI use.

Establishment of AI Governance Structures/Committees

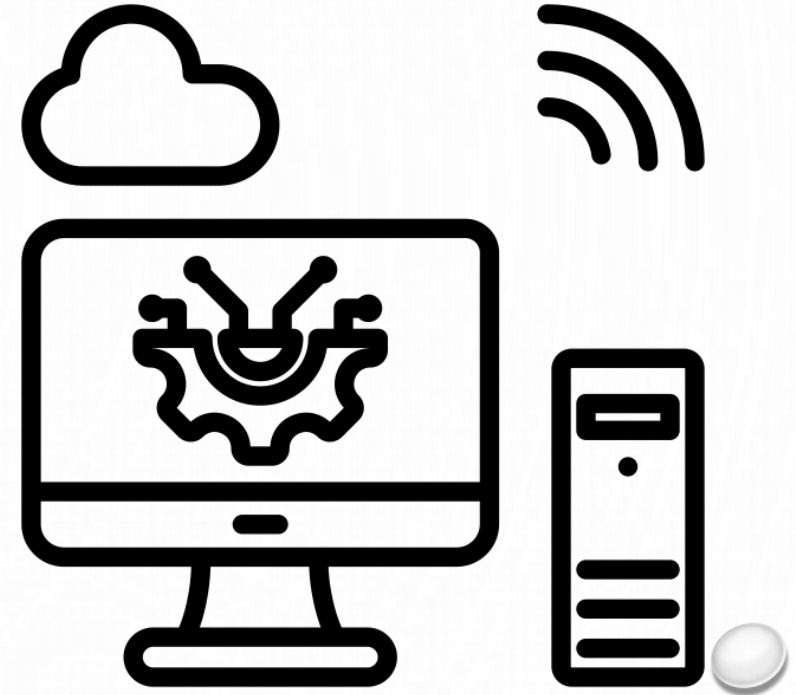
- To provide oversight on the implementation of AI strategy and regulating ethical issues.



AI Infrastructure

➤ Invest on ICT Infrastructure

- ❖ Wi-Fi.
- ❖ Data centers.
- ❖ Broadband networks.
- ❖ Digital Identification Systems.
- ❖ Mobile broadband.



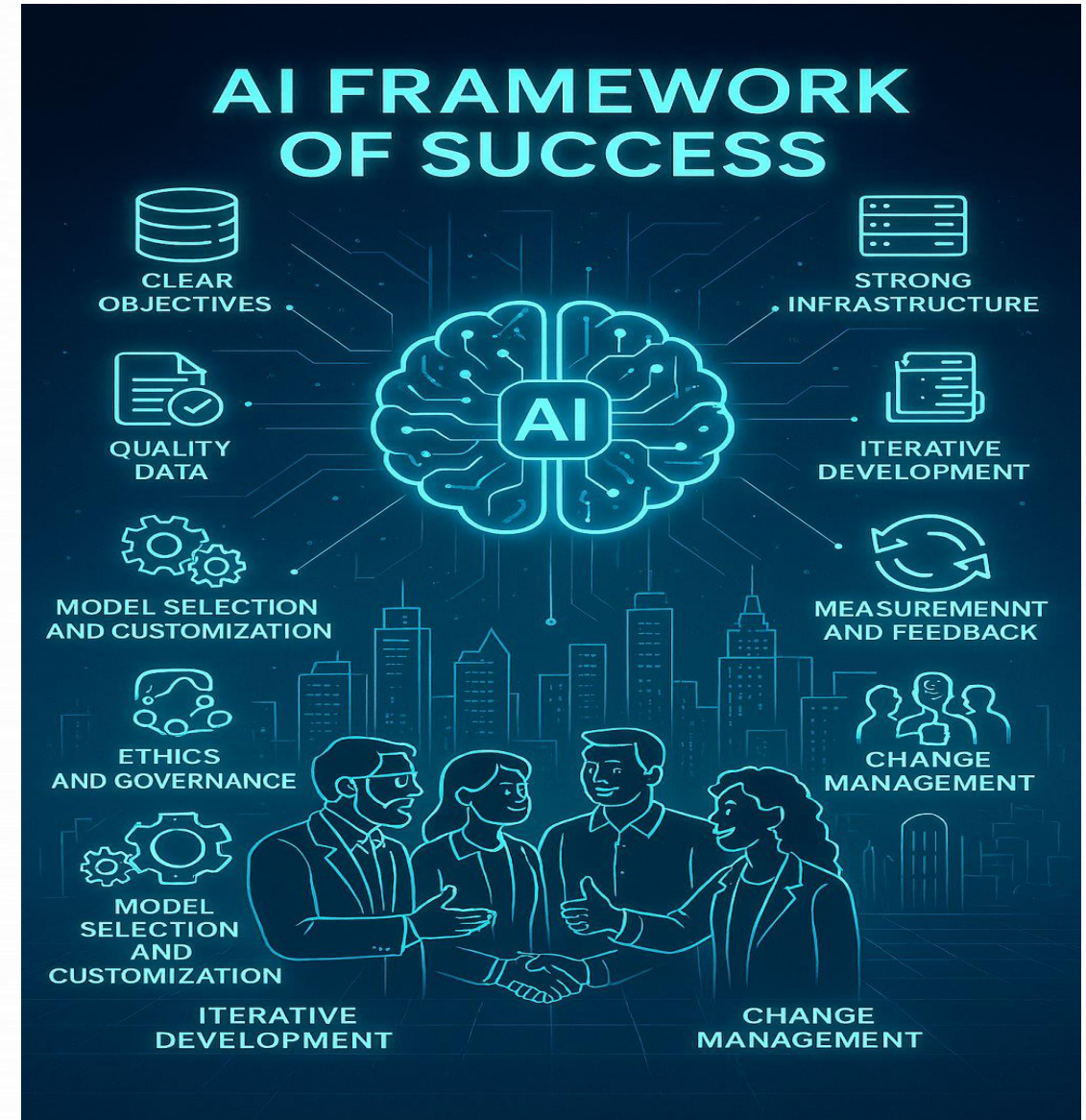


AI Budget

- Ensure reasonable budget is available for AI initiatives.

Summary

Source: https://www.linkedin.com/posts/tewodros-tedy-h-51957379-ai-framework-of-success-a-strategic-structured-activity-7362617292150517761--ZbU?utm_source=social_share_send&utm_medium=member_desktop_web&rcm=ACoAABDfFN4BrMgXgd7E615xbaYVO-Bn7QnWsF8



➤ **Data Privacy and AI**

- ❖ Revision of South Africa's protection of personal information act (POPIA) based on ai developments.

➤ **AI in Tax Administration**

- ❖ South Africa's Revenue Services (SARS) introduced ai assistant in December 2024 to improve tax administration
- ❖ SARS ramps up of ai to uncover hidden influencer revenue.

➤ **Higher Education Institutions**

- ❖ Incorporating AI to manage and prevent acts of plagiarism.

Case Studies



AI Assistance on Governance Compliance

Monitoring

- Track changes on regulations.

Policy Auditing/Review

- Check inconsistencies on governance instruments.

Real-time Monitoring/Cybersecurity

- Report suspicious activities and detection of breaches as are happening.

Automate Workflows

- Induction/Application processes



AI Assistance on Governance Compliance

Reporting

- Structured Reporting.

Risk Compliance

- Projects possible risks.

Data Privacy and Protection

- Minimise access to information.

Supply Chain Management

- Bid specifications, evaluation and appointment processes.

Technology Tips for Administrators

- **Cybersecurity Awareness (Phishing E-mails, Calls pretending to be IT/Banking institutions, Tailgating, Malicious attachments, Fake invoices, Fake payment Requests, etc.)**
 - ❖ Ho to identify, halt and report.
- **Protection of Digital Space**
 - ❖ Password protection.
 - ❖ Activate automatic computer screen locking.
 - ❖ Scan USB drives.
 - ❖ Safe browsing.
- **Stay Alert**
 - ❖ Verify! Verify! Before transmitting information.
- **Reporting**
 - ❖ Well clearly articulated procedure.
- **Troubleshooting**
 - ❖ Don't try fixing it yourself.
- **Be cautious with software updates**
 - ❖ Verify with IT/ICT.

AI Driven Automation in the Administrative Processes

- Rethinking of Roles
 - ❖ To recognize the benefits of AI and integrate it into his/her day-to-day functions.
- Creating new meanings
 - ❖ To strategically use AI in accordance with individual, departmental, and organizational goals. to achieve efficiency, better synergy, and a happier working environment. (Unlearn traditional ways and Learn new ways – start codifying processes).
- Document Management
 - ❖ AI algorithms to automate document categorization, retrieval, and processing for streamlined administrative workflows. simpler to retrieve, archive, and arrange records. This also protects and limits unauthorized access.



AI Driven Automation in the Administrative Processes

- Calendar Management
 - Use AI to enhance time management for administrative professionals.
- Language Processing for Multifaceted e-mails:
 - Develop AI models to analyze and categorize e-mails, automatically prioritizing and directing them to the appropriate personnel for faster response times.
- Virtual Assistants Administrative Virtual Assistants (a deckhand to administrators)
 - To handle routine administrative tasks, such as scheduling appointments, answering queries, etc.



AI Driven Automation in the Administrative Processes

- Automated Report Generation
 - ❖ Develop AI algorithms to automatically generate reports by extracting relevant data from diverse sources, saving time and improving report accuracy.
- Training Needs Analysis
 - ❖ Utilize AI to analyze employee performance data and identify training needs, facilitating targeted professional development for administrative staff.
- Chatbot for Internal Queries
 - ❖ Implement AI-powered chatbots to handle internal queries and provide information, reducing the workload on administrative support teams.
- Time bound Task Prioritization
 - ❖ To prioritize tasks based on changing deadlines, urgency, and importance, optimizing administrative workloads.



AI Driven Automation in the Administrative Processes

- **AI-Enhanced Meeting Transcriptions**
 - ❖ Utilize AI technologies to transcribe and summarize meeting discussions, facilitating easy retrieval of key information for administrative purposes.
- **Smart Notifications for Deadlines**
 - ❖ Implement AI-driven notifications to remind administrative staff of approaching deadlines, reducing the likelihood of missed tasks.
- **Automated Regulatory Compliance Checks**
 - ❖ Use AI to regularly scan administrative processes for compliance with changing regulations, minimizing the risk of non-compliance.
- **AI-Based Employee Onboarding**
 - ❖ Develop AI-driven onboarding processes that automatically guide new employees through administrative procedures, ensuring a smooth integration.



Disadvantages

- AI is not perfect, human intervention is required.
- Bias in the language usage (recognition of certain accent, etc.).
- Poor technological infrastructure (efficiency is compromised on the optimal use of AI tools).
- Poor or lack of adequate financial resources (Cost to procure AI infrastructure and AI maintenance).
- Poor internet connectivity due to geographical location.
- Job displacement (routine tasks, use of chatbots for general enquiries).

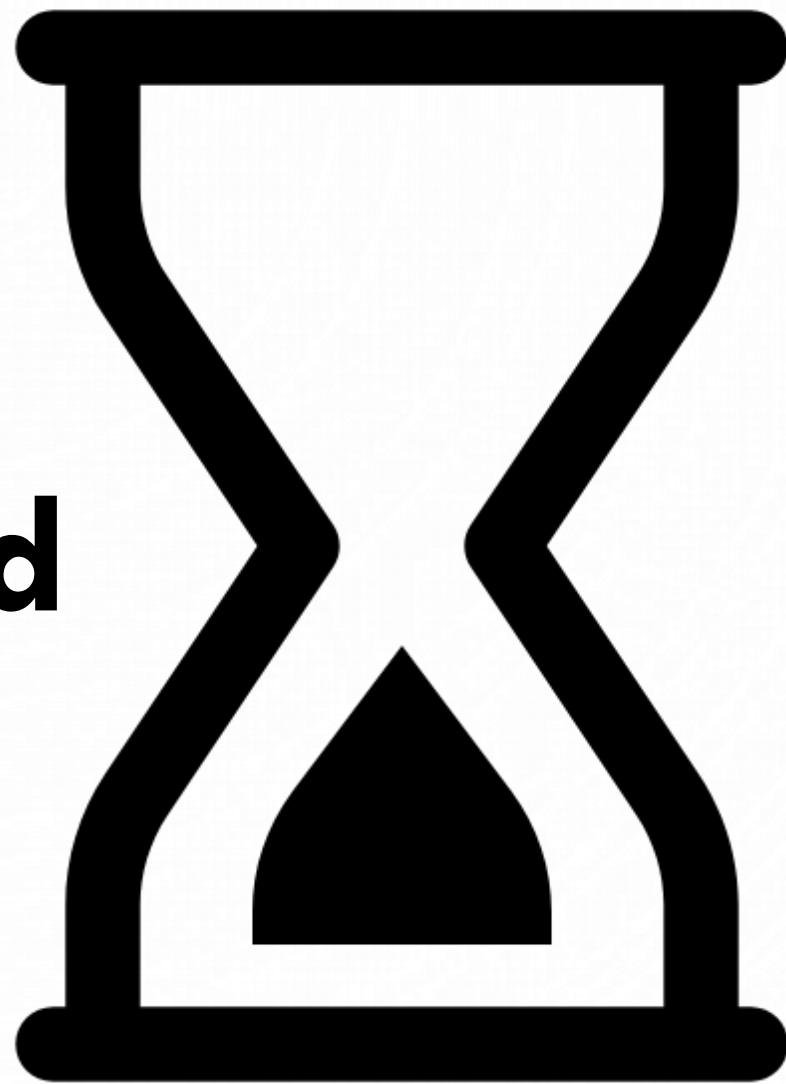


Advantages

- 24/7 operation.
- Skilled human resources.
- Thought evoking due to most of the time is devoted into strategic responsibilities.
- Minimisation of manual workload and errors.



The End



Reflection/s on the Presentation.

