

AI USE CASE WORKSHOP READOUT · JUNE 2026

From Workshop to Working AI.

Forsyth County chose three use cases to build first, and four to follow. Here is the plan, and the next step: see it run, live, on BlueAlly Canvas.

3 build first

4 next

1 demo to come

Forsyth County, North Carolina · ~405,600 residents



AGENDA

What we will cover, and why it matters.

01

Where the county stands

Flat money, rising work, a AAA rating to protect.

02

The three we build first

Contracts, public records, and timecards — with the operational targets.

03

Phase two — the next four

Service desk, grants, language access, and department KPIs.

04

Prove it on BlueAlly Canvas

One engine, reused. A working prototype, not a slideshow.

05

The first ninety days

Named owners, named dates, and a demo on the calendar.

EXECUTIVE SUMMARY

The workshop is done. The work begins with three.

We scanned the county for friction, scored every idea on value and readiness, and focused. Three use cases are ready to prototype now. Four wait their turn. Each one gives hours back to people who have none to spare.

| | | |
|--|---|---|
| <p>3 use cases to build first</p> <p>Contract intelligence, public records, hourly timecards.</p> | <p>4 use cases in phase two</p> <p>Service desk, grants, language access, department KPIs.</p> | <p>1 platform to prove it</p> <p>A working prototype on BlueAlly Canvas — the next step.</p> |
|--|---|---|

The targets we will hold ourselves to:

| | | | |
|--|---|--|--|
| <p>14 → 2 days</p> <p>Public-records turnaround</p> | <p>~160 / pay run</p> <p>Late timecards to catch early</p> | <p>9,000</p> <p>Contracts made searchable</p> | <p>\$1.8M / yr</p> <p>Grants the county gives to the citizens</p> |
|--|---|--|--|

The ask: name three sponsors, and put a BlueAlly Canvas demo on the calendar this month.

WHERE THE COUNTY STANDS

The arithmetic is the strategy.

Demand for services rises. Recurring revenue does not. Capacity is the only lever left.

CONTEXT · FORSYTH COUNTY TODAY

The money is flat. The work is not.

\$600.7M

FY27 adopted budget

+1%

tax-base growth — \$3.4M new recurring

-\$6.0M

drop in intergovernmental revenue

2,344

full-time county positions, held flat

~405,600

residents, up 15.4% since 2010

AAA

bond rating, held ~30 years

Sales tax fell from \$110.8M to \$107.3M. The property-tax rate rose 1.88 cents to 55.4. Every new dollar is spoken for. The county cannot buy capacity. It must find capacity inside the work itself.

Sources: FY27 Adopted Budget (forsyth.cc) · county news releases, May–June 2026.

CONTEXT · THE LEVER

AI takes the dull work. It gives back the work that matters.

What buries the team today

- Re-keying data between systems
 - Looking up records, routing forms
 - Drafting the same letter for the 400th time
 - Transcribing, summarizing, first-pass review
 - Answering the same twenty questions
- None of it is why people took the job.***

What only a human can do · EPOCH

- E** A caseworker with a family in crisis
 - P** The deputy who knows the neighborhood
 - O** The discretionary call the law keeps human
 - C** Designing a program for the hard-to-serve
 - H** The leader who sees a better-served county
- Government is almost entirely high-EPOCH work.***

We put an EPOCH check on every use case. The machine does the cold work. The person stays where the value lives. That is how flat headcount serves a growing county — not by working everyone harder, but by giving people leverage.

APPROACH · WHY THREE

From a long list of friction to three funded builds.



Why we resist doing ten at once — the concentration dividend:

- 3**
pilots is the focus ceiling
- 3×**
higher odds of scaling vs. a broad portfolio
- 2.1×**
greater ROI, focused vs. diluted (BCG)
- 1 team**
leadership can sponsor and unblock

THE THREE WE BUILD FIRST

Three problems. One method. Real targets.

Contract intelligence · Public records · Hourly timecards. Each chosen for value the county can feel.

THE THREE AT A GLANCE

Three use cases, two themes, one shared engine.

| | | |
|---|---|--|
| <p>01 Contract & Vendor Document Intelligence</p> <p>Fiscal Discipline & Board Confidence</p> <p>9,000 contracts read, watched, and benchmarked — renewals and SLAs never slip again.</p> | <p>02 Public Records Request</p> <p>Open, Accessible Government</p> <p>An agentic workflow that finds, compiles, and redacts — 14 days down to 2.</p> | <p>03 Automate Hourly Timecards</p> <p>Fiscal Discipline & Board Confidence</p> <p>Catch the ~160 late cards each pay run before three specialists chase them by hand.</p> |
|---|---|--|

All three live in the Microsoft tenant the county already runs. Build the engine once; reuse it three times — and again in phase two.

USE CASE 01 · CONTRACT & VENDOR DOCUMENT INTELLIGENCE

Nine thousand contracts, finally working for the county.

Theme — Fiscal Discipline & Board Confidence

The situation today

- 3,000 active and 6,000 historical agreements
- 1 to 100 pages each — images, PDFs, and Word
- Obligations and renewals tracked by memory
- Auto-renewals and missed SLAs found too late

What good looks like

- Dashboards by type, price, and SLA
- Benchmark against itself and peer counties
- Renewal calendar with negotiation lead time
- Historical trend analysis across every vendor

Two agents that pay for themselves



ISP speed watchdog

An agent watches download and upload speeds, and the moment they fall out of SLA it alerts MIS — with the log the county sends to the provider.



Duplicate-software finder

It flags overlapping tools, cross-references seat-based contracts to real usage, and tells the county where to cut or consolidate.

9,000

contracts searchable in one place

90-day

renewal lead time on every agreement

Continuous

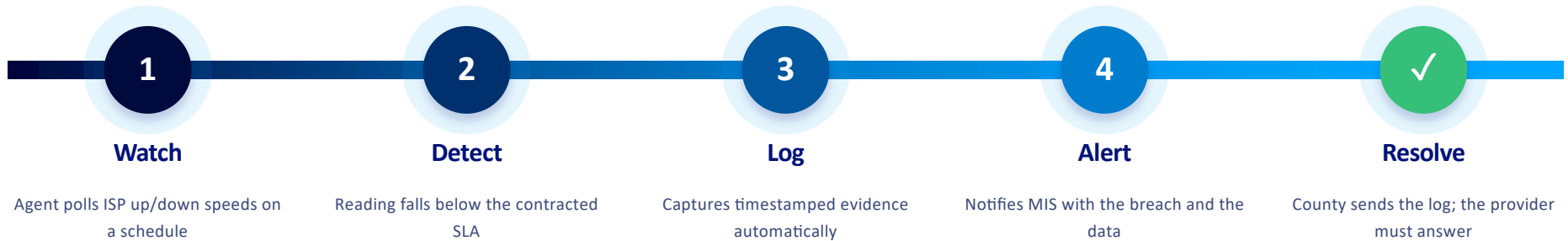
SLA monitoring, agent-enforced

Tenant-resident

data never leaves county control

USE CASE 01 · THE SLA AGENT, IN ACTION

From a silent breach to a documented claim — without a person watching.



The same pattern guards every measurable obligation in the portfolio — uptime, response times, delivery windows. The county stops discovering breaches at renewal. It catches them the day they happen, with proof in hand.

USE CASE 02 · PUBLIC RECORDS REQUEST

A two-week scramble becomes a two-day answer.

Theme — Open, Accessible Government

The situation today

- 100+ requests a year, in every format
- Emails, meeting notes, transcripts, documents
- Clerk receives; manager and two deputies approve
- MIS gathers everything, almost entirely by hand
- Most of it sits inside the Microsoft tenant

What good looks like

- Agentic RAG vectorizes the requested data
- An agent pulls and compiles the response
- Sensitive content redacted automatically
- A clean package, ready for human review
- Fewer eyes on manager and deputy inboxes

14 → 2 days

Time to fulfill a request

Auto-redaction

Sensitive data protected by default

Higher CSAT

Citizens answered faster

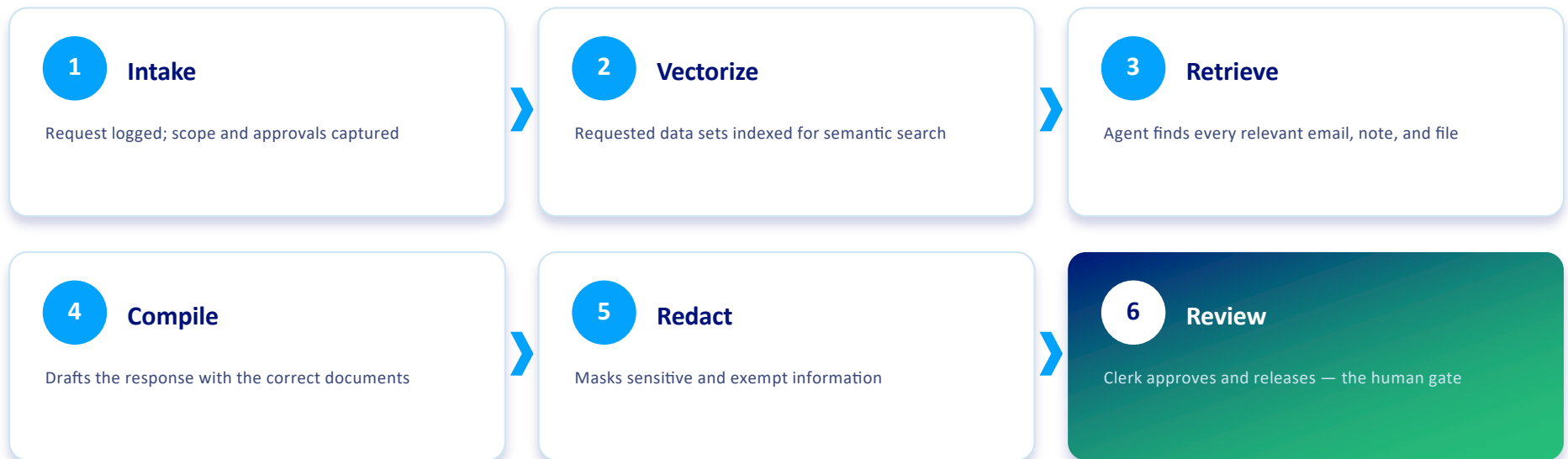
Fewer errors

Quality up, rework down

The law still keeps a human in the loop. The agent does the gathering, the matching, and the first redaction pass; the clerk reviews and releases. Open government, served at the speed residents expect.

USE CASE 02 · HOW THE AGENTIC WORKFLOW RUNS

Request in, compiled and redacted package out — with a person at the gate.



Steps one through five are the cold work the agent does in minutes. Step six is the judgment the law reserves for a person. That division is the whole design.

USE CASE 03 · AUTOMATE HOURLY TIMECARDS

Catch the late card before it costs a paycheck.

Theme — Fiscal Discipline & Board Confidence

The situation today

- Oracle Fusion HCM, three years in
- 70% of the workforce is hourly
- Time due every other Friday; approved by Monday
- ~10% — about 160 people — forget each run
- Just 3 payroll specialists chase them by hand

What good looks like

- Three years analyzed for who, when, and why
- Patterns by department, season, and tenure
- Targeted training and simple rules to prevent
- An alert layer between Fusion and the people
- Absence module (sick, vacation) accounted for

~160

late cards flagged early each pay run

30 depts

ranked by repeat offenders

3 specialists

freed from the Tuesday scramble

CSV-safe

works without an HCM API

There is no API into the HCM — but it reads CSV and returns logs. The alert layer lives in that gap: it nudges employees and supervisors before the deadline, and hands payroll a clean list, not a fire drill.

USE CASE 03 · TWO MOVES: UNDERSTAND, THEN PREVENT

First learn where the misses come from. Then stop them before they happen.

1 Understand the pattern

A historical read across three years answers four questions:

- Which of the 30 departments offend most?
- What time of year do misses spike?
- Does tenure or supervisor predict it?
- Where will training and a rule actually help?

Fix the cause, not just the symptom.

2 Prevent the miss

An alert layer sits between Oracle Fusion and the people:



It reconciles the absence module too, so a card that is late only because someone is out sick never triggers a false alarm. Payroll receives a clean list — and gets its Tuesdays back.

Understand, then prevent. The county stops paying three specialists to play detective every two weeks.

PHASE TWO — THE NEXT FOUR

Ready when the first three prove the method.

Service desk and HR · Grant hunting · Language access · Department KPIs.

PHASE TWO · THE NEXT FOUR

Four more, each waiting on the muscle the first three build.

1

Tier-1 service desk + HR chatbot

One assistant answers IT and HR questions in minutes, day or night. Built on Copilot or Airia.

2

Grant & funding hunter

The county researches and applies for nothing today. An agent finds every grant, incentive, and partnership — and tracks each application on one dashboard.

3

Multilingual assistant

Real-time help by phone and in person, in the resident's own language.

4

Department KPI proof of concept

Measured KPIs for 5 of 30 departments — productivity made visible, and benchmarked against peer counties.

Phase two is deliberately patient. Each one reuses patterns the first three teach the county — and the grant hunter alone could fund the rest.

PROVE IT ON BLUEALLY CANVAS

One engine, built once, reused everywhere.

The next step is not another slide. It is a working prototype you can watch run on your own data.

THE SHARED ENGINE

Four patterns, learned once, reused across every use case.

Agentic RAG

Search and compile across the tenant

Public records · grants · service desk

Tool use

Read live systems; act through CSV and APIs

Contracts · timecards · KPIs

Orchestration

Many steps, one coordinated workflow

Records compile · timecard alerts

Semantic routing

Send each question to the right answer

Service desk · multilingual · HR

Learn four patterns. Reuse them more than a dozen times. Every use case the county takes on after the first three gets faster, cheaper, and safer — because the engine already exists.

THE NEXT STEP · BLUEALLY CANVAS

Stop imagining it. Watch it run on your data.

BlueAlly Canvas is a visual workspace for assembling agents over county data — drag a data source, a step, a guardrail, and connect them into a working flow. In the demo we will build one of the three, live, and let the county react.

1

Connect

Point at the Microsoft tenant and county systems

2

Assemble

Compose agents and steps on a visual canvas

3

Guardrail

Redaction, approvals, and a human at the gate

4

See it run

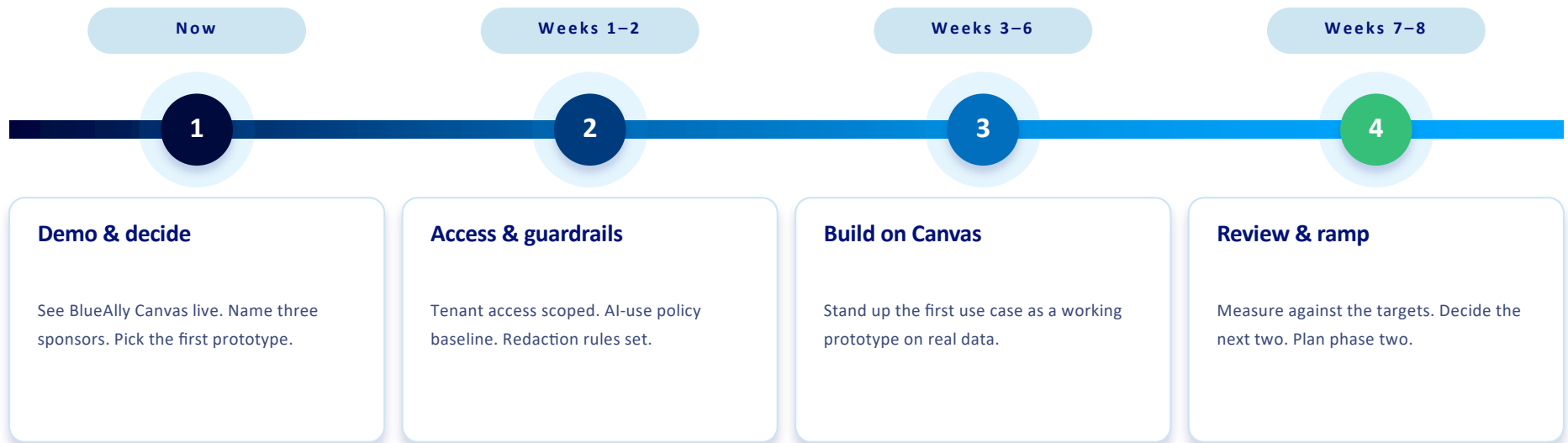
A working prototype, not a mockup

Why a demo beats a deck

Most AI stalls in pilot purgatory because tools never touch the real data. Canvas closes that gap on day one — the county sees its own contracts, its own records, its own timecards moving through a real workflow.

THE PATH TO A PROTOTYPE

A short, gated sprint — from demo to a build the county can judge.



Two gates protect the county: no prototype touches production data before the AI-use policy is set, and every flow keeps a human at the gate.

THE NUMBERS WE INSTRUMENT FROM DAY ONE

Six measures the county can take to the Board.

Public-records turnaround

14 days  2 days

Late timecards caught early

0 today  ~160 / run

Contracts searchable

0  9,000

Renewal lead time

found late  90 days

SLA monitoring

manual  continuous

Records redaction

by hand  by default

We track from the first day, in the Board's own numbers. No self-reported wins — only measured ones. Governance is built in, not bolted on: the AI-use policy, automatic redaction, and a human approving every release.

ACTION · THE FIRST NINETY DAYS

Named owners. Named dates. A demo on the calendar.

| | | | |
|----------|--|------------------------|-----------------------|
| 1 | Schedule the BlueAlly Canvas demo & working session | County Manager + MIS | This month |
| 2 | Name three executive sponsors — contracts, records, timecards | County Manager | Within 2 weeks |
| 3 | Adopt the countywide AI-use policy (NCDIT-aligned, records-aware) | Board & County Counsel | Within 30 days |
| 4 | Scope tenant access and redaction rules for the first prototype | MIS | Within 30 days |
| 5 | Build the first use case on Canvas and measure against targets | BlueAlly + County team | Weeks 3–6 |

Sources: Forsyth County AI Use Case Workshop, June 2026 · FY27 Adopted Budget (forsyth.cc).

THE NEXT STEP

Let's see it run.

Put a BlueAlly Canvas demo on the calendar. We will build one of your three use cases, live, on your data — and you will know, that day, whether to go.

Conquer Complexity

BlueAlly 