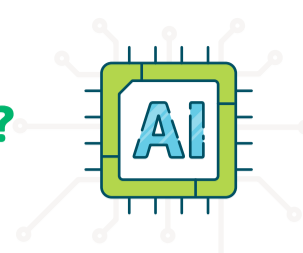


# ARTIFICIAL INTELLIGENCE IN THE PUBLIC SECTOR

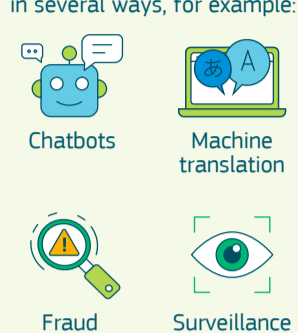
A driver for positive change when applied in a human-centric and trustworthy way

## HOW IS AI BECOMING A GAME CHANGER FOR PUBLIC SERVICES AND POLICYMAKING?

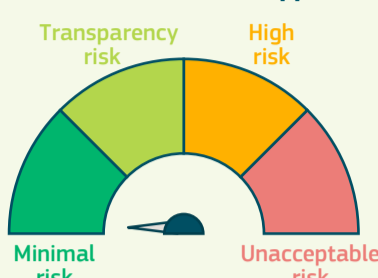


**Artificial Intelligence (AI)** is increasingly influencing European's daily life. The use of AI is taking off in the public sector, impacting how processes take place, while **regulations are underway to guarantee a trustworthy and human-centric use of technology.**

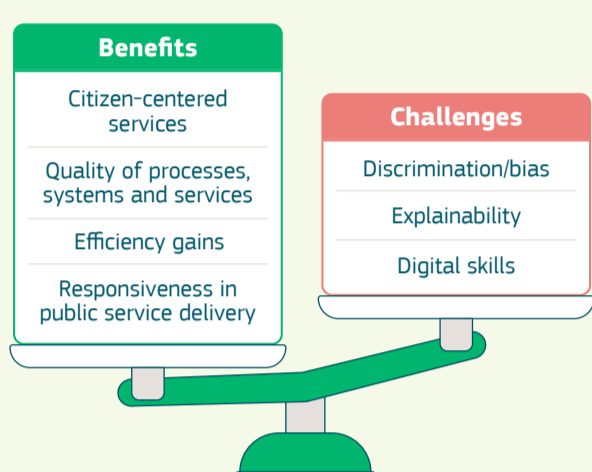
Public Administrations use AI in several ways, for example:



To foster trust, the **AI Act** will regulate the use of AI following a **use case risk-based approach:**



However, AI comes with many benefits but also challenges to consider:



Different societal groups express concern about the Public Administrations' use of AI:



## HOW DO PUBLIC ADMINISTRATIONS USE AI AT PRESENT?

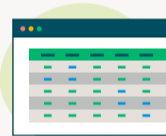
Knowing how Public Administrations use or plan to use AI helps make the most of the technology, **understanding needs** and **reducing risks.**

The **European Joint Research Centre** is producing:



A report on the state of the use of AI in the European public sector.

**686** collected cases\* (\*Apr 2022)

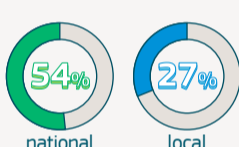


Based on an inventory of found cases available as open data.

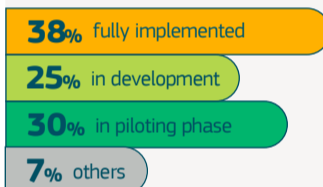


Some findings are:

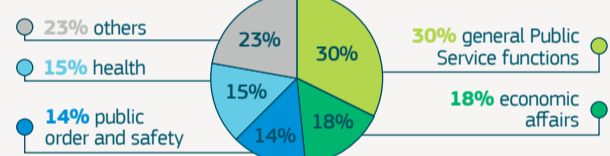
**GEOGRAPHIC SCALE**



**IMPLEMENTATION STAGE**

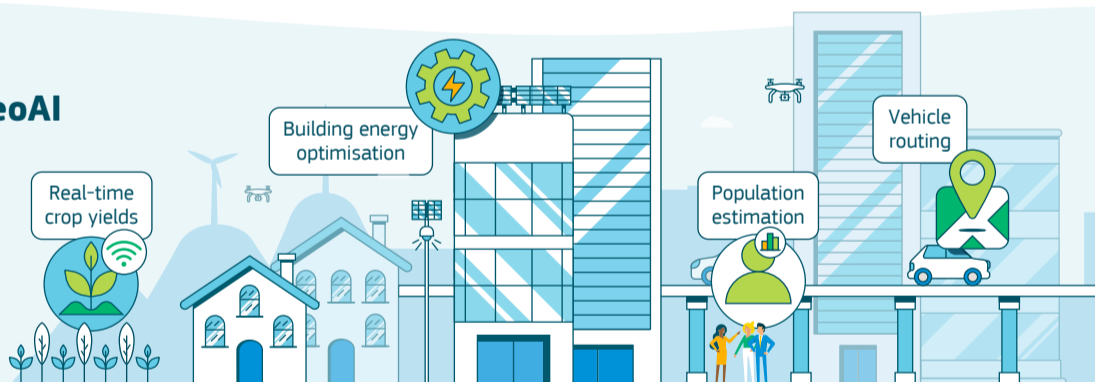


**FUNCTION OF GOVERNMENT**



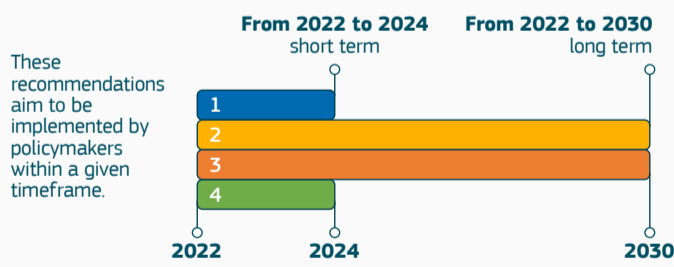
## MOUNTING RELEVANCE OF GeoAI

**GeoAI** uses machine learning to extract knowledge from location data providing valuable approaches for addressing a variety of environmental and societal challenges.



## HOW COULD PUBLIC ADMINISTRATIONS USE AI IN THE NEXT YEARS?

For Public Administrations to use AI in line with European values, recommendations covering **key topics** in four areas of intervention are defined:



<p><b>1</b></p> <p>Promote an EU value-oriented, inclusive, human-centric and trustworthy AI in the public sector</p> <ul style="list-style-type: none"> <li>EU regulations</li> <li>Ethical principles</li> <li>Guidelines</li> <li>Risk mitigation</li> <li>Co-creation approaches</li> <li>Trust</li> <li>Confidence</li> </ul>	<p><b>2</b></p> <p>Enhance coordinated governance, convergence of regulations, and capacity building</p> <ul style="list-style-type: none"> <li>EU-wide network</li> <li>Governance bodies</li> <li>Capacity-building programmes</li> <li>Regulatory sandboxes</li> <li>Funding optimisation</li> <li>Reusable solutions</li> <li>Multilingualism</li> </ul>	<p><b>3</b></p> <p>Build a shared and interactive AI digital ecosystem</p> <ul style="list-style-type: none"> <li>Multidisciplinary research</li> <li>Knowledge creation</li> <li>European data space</li> <li>Open data</li> <li>Reusable and interoperable components</li> <li>European marketplace for GovTech</li> </ul>	<p><b>4</b></p> <p>Apply and monitor sustainability through value-oriented AI impact assessment co-created frameworks</p> <ul style="list-style-type: none"> <li>EU observatory on AI</li> <li>Pan-European network</li> <li>Best practices</li> <li>Impact assessment frameworks</li> <li>Sustainable AI</li> <li>Green AI</li> <li>Civic engagement</li> </ul>
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Extracted from: AI Watch: Road to the adoption of Artificial Intelligence by the public sector

## WHAT ARE THE ATTENTION AREAS TO PROMOTE PUBLIC SECTOR DIGITAL TRANSITION WITH AI?

Some concrete challenges for the public sector to address are:

- Ensure compliance with the EU public values
- Implement AI systems with the right skills
- Shift organisational culture acknowledging AI peculiarities

Interoperability should be embedded in AI solutions to:

- Interact better with cultural, legal, organisational, semantic and technical systems in which they are applied
- Overcome interoperability challenges, i.e. by identifying inconsistencies
- Harmonise and annotate semantic data to be trained



Learn more on AI in the Public Sector in the [ELISE Joinup space](#).