



AI Watch

3rd Peer-Learning Workshop on the use and impact of AI in the public sector

**Framing the context:
AI uptake and use for and by the Public Sector**

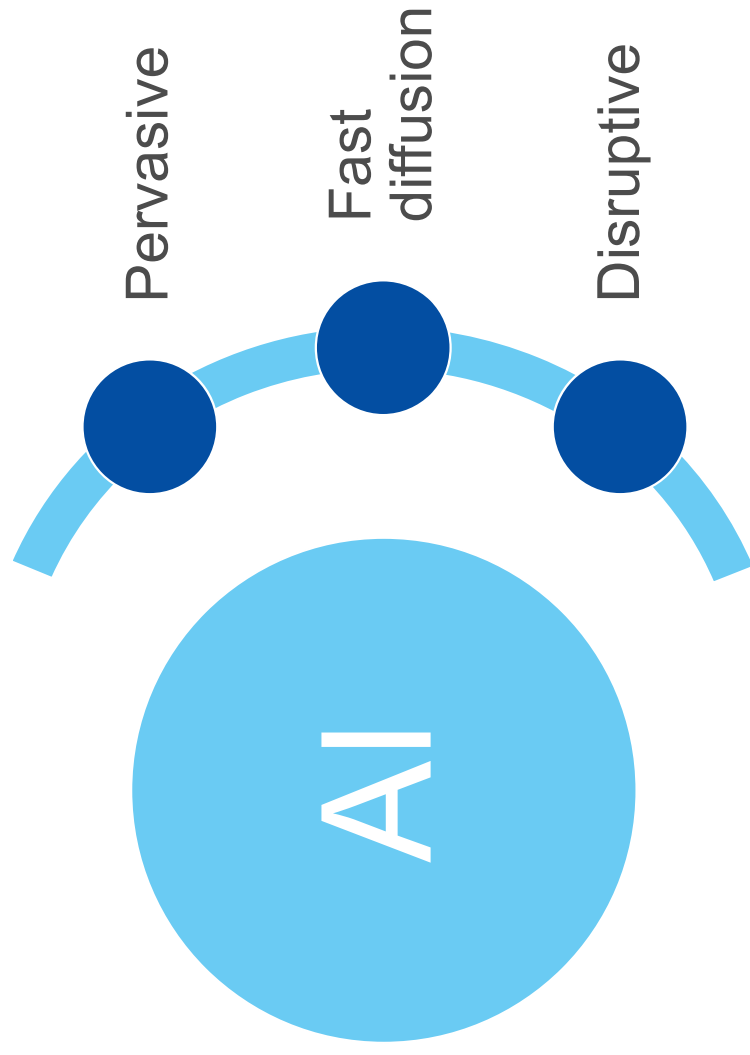
*Carlos Torrecilla Salinas, Head of the Digital
Economy Unit, JRC/B6 – European Commission*

24 June 2021

Joint
Research
Centre

*The views expressed are those of the author and may not in
any circumstances be regarded as stating an official position
of the European Commission.*

The potential of AI for Digital Transformation



Rising interest & dilemmas in AI for government



Contents lists available at [Sciencedirect](https://www.sciencedirect.com)

Government Information Quarterly
Journal homepage: www.elsevier.com/locate/govint

Mapping the challenges of Artificial Intelligence in the public sector: Evidence from public healthcare
Tara Qureshi^{a,*}, Barry McGuigan^{b, c}
<https://doi.org/10.1016/j.giq.2019.02.008>

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Government Information Quarterly
Volume 36, Issue 1, April 2019, Pages 366–383

Mapping the challenges of Artificial Intelligence in the public sector: Evidence from public healthcare

Tara Qureshi^{a,*}, Barry McGuigan^{b, c}
<https://doi.org/10.1016/j.giq.2019.02.008>

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Government Information Quarterly
Volume 36, Issue 4, October 2019, 163–192

How and where is artificial intelligence in the public sector going? A literature review and research agenda

Walter Gomez de Sousa^{a, b, c}, Eliu Reguera Peres de Melo^a, Paula Henriques De Sousa Braganca^{a, b, c}, Rafael Araujo Soares Farias^a, Adalberto Oliveira Gomes^a

International Conference on Electronic Government
—19th IC3E Electronic Participation (e-Part) 2019

New Wine in Old Bottles: Chatbots in Government
Exploring the Transformative Impact of Chatbots in Public Service Delivery

Authors
Colin van Noordt^a, Gevelina Huisana

Conference paper
First Online: 20 July 2019

Part of the Lecture Notes in Computer Science book series (LNCS, volume 11684)

#Bürokratt:
digiriigi järgmine arengutase
e-Eesti

Visioon ja kontseptsioon

Berlin Declaration on Digital Society and Value-Based Digital Government

at the ministerial meeting during the German Presidency of the Council of the European Union on 8 December 2020



Journal
International Journal of Public Administration
Volume 42, 2019 - Issue 7

Original Articles
Artificial Intelligence and the Public Sector —Applications and Challenges
Bernd W. Metz^a, Jan C. Meyer^a & Carolin Geyer
Pages 256–273 | Published online 20 July 2019

Download citation | <https://doi.org/10.1080/01909062.2018.1498103> | [Crossmark](#) | [Email to alert](#)

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Original Manuscript

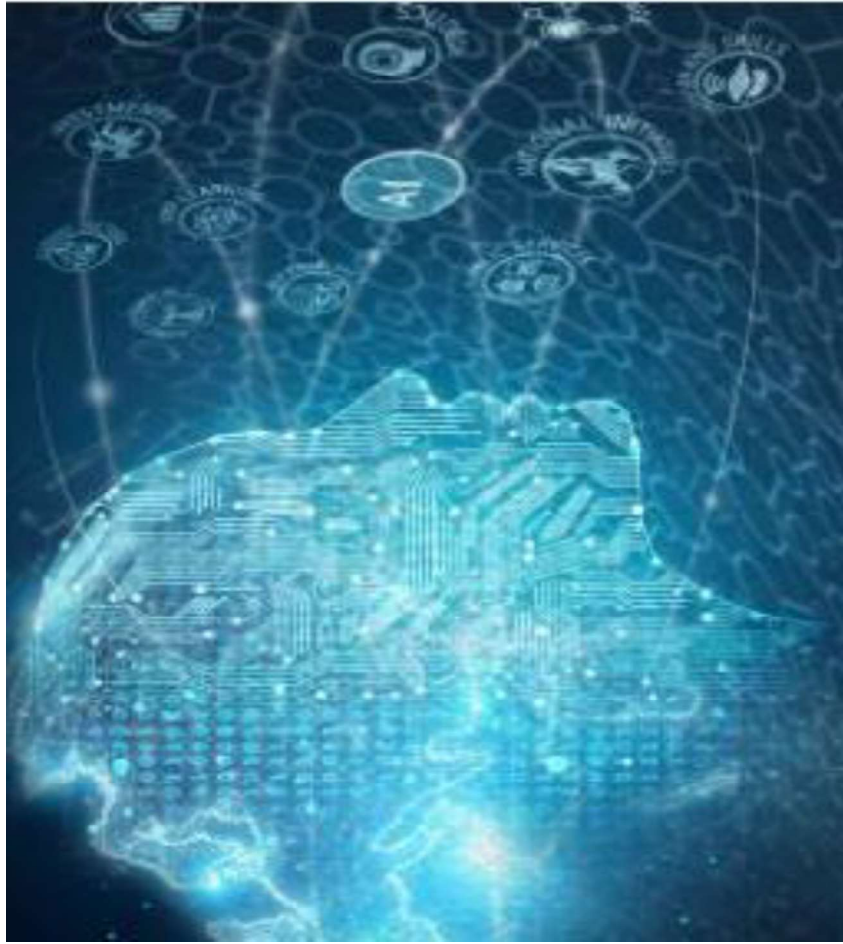
Exploratory Insights on Artificial Intelligence for Government in Europe

Colin van Noordt^a and Gianluca Misuraca^a

Search Science Computer Retrieval
1-19
© The Author(s) 2020
<https://doi.org/10.1177/0964413220960449>
DOI: 10.1177/0964413220960449
SAGE



AI Watch – the Knowledge Service to monitor the Development, Uptake and Impact of AI for Europe



AI for the public sector



AI Landscape and Dashboard



Strategic Actions and Coordination



AI History Timeline



European Policy on AI



A Storymap on AI in Europe

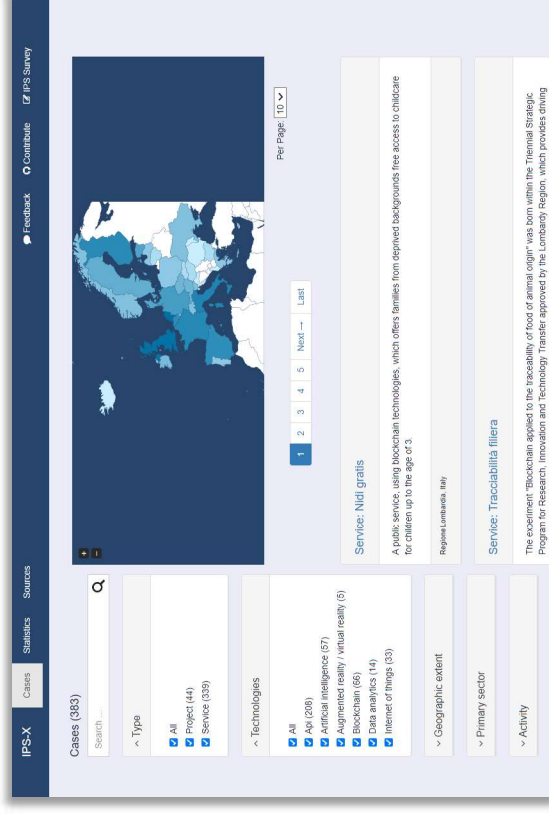
https://ec.europa.eu/knowledge4policy/ai-watch_en



Innovative Public Services Observatory (IPSO)

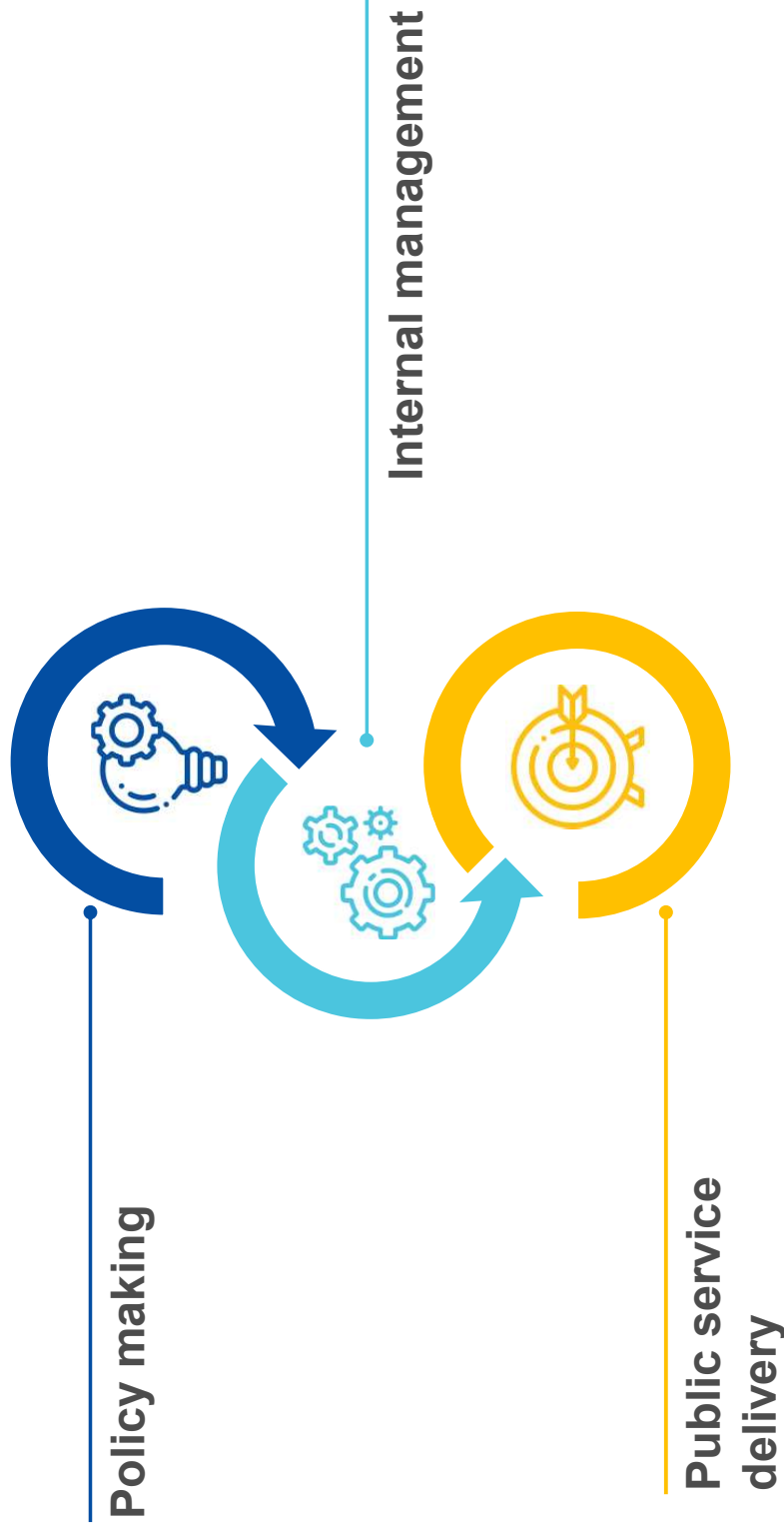
- Together with DG DIGIT
- Feasibility study and prototype of the IPSO
- Monitoring emerging technologies in public services
- Linked to the Commission's GovTech Incubator

IPSO prototype platform:



<https://ipsoeu.github.io/ipso-explorer/case/>

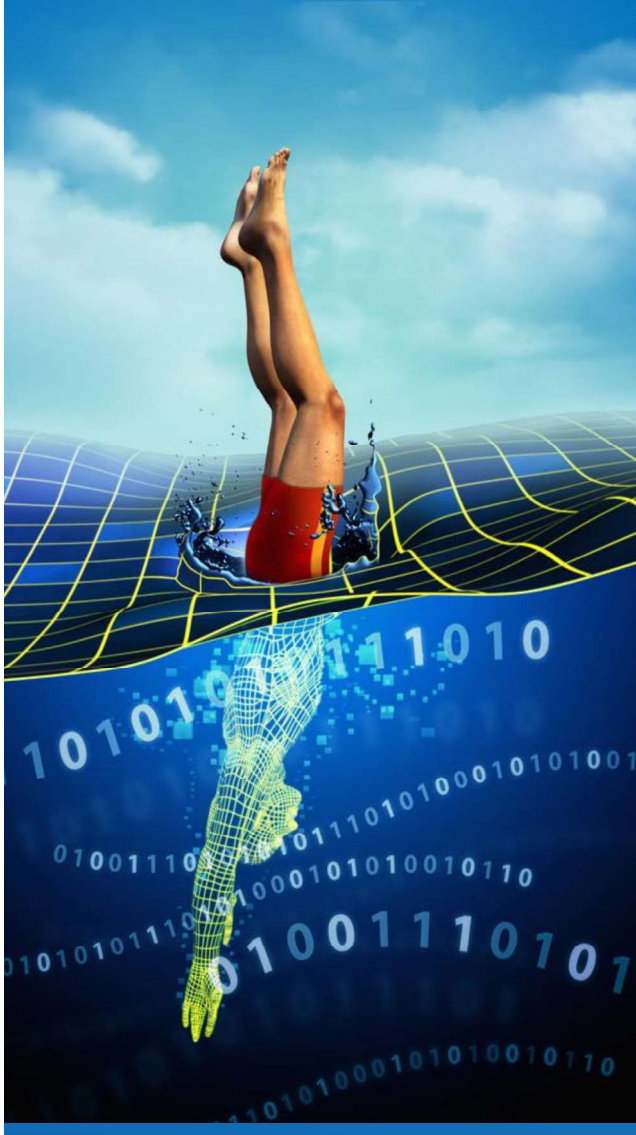
How can AI benefit the Governments?



Learning from the peers

- Promote use of **human-centric AI** in the public sector
 - **Structured mapping and surveying** of AI initiatives in public administration
 - Development of a **methodological approach to assess impacts of AI**
 - **Illustrative case studies** of AI used in government
- **Identify and overcome barriers** for adoption and implementation
 - Proposal of a **roadmap** for advancing on the use of AI in EU
 - **Sharing and analysing policy initiatives** on AI for government from EU MS
- **Peer-learning and validating** the recommendations with MS

Thank you



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