



SEM 20  
conference 23



Madrid

17 Oct

Pre-conference  
workshops

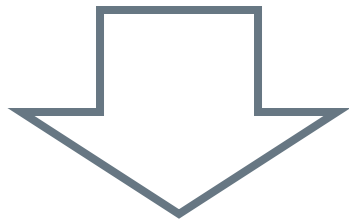
# Trustworthy use of AI

AI in digital-ready policy design and legal drafting

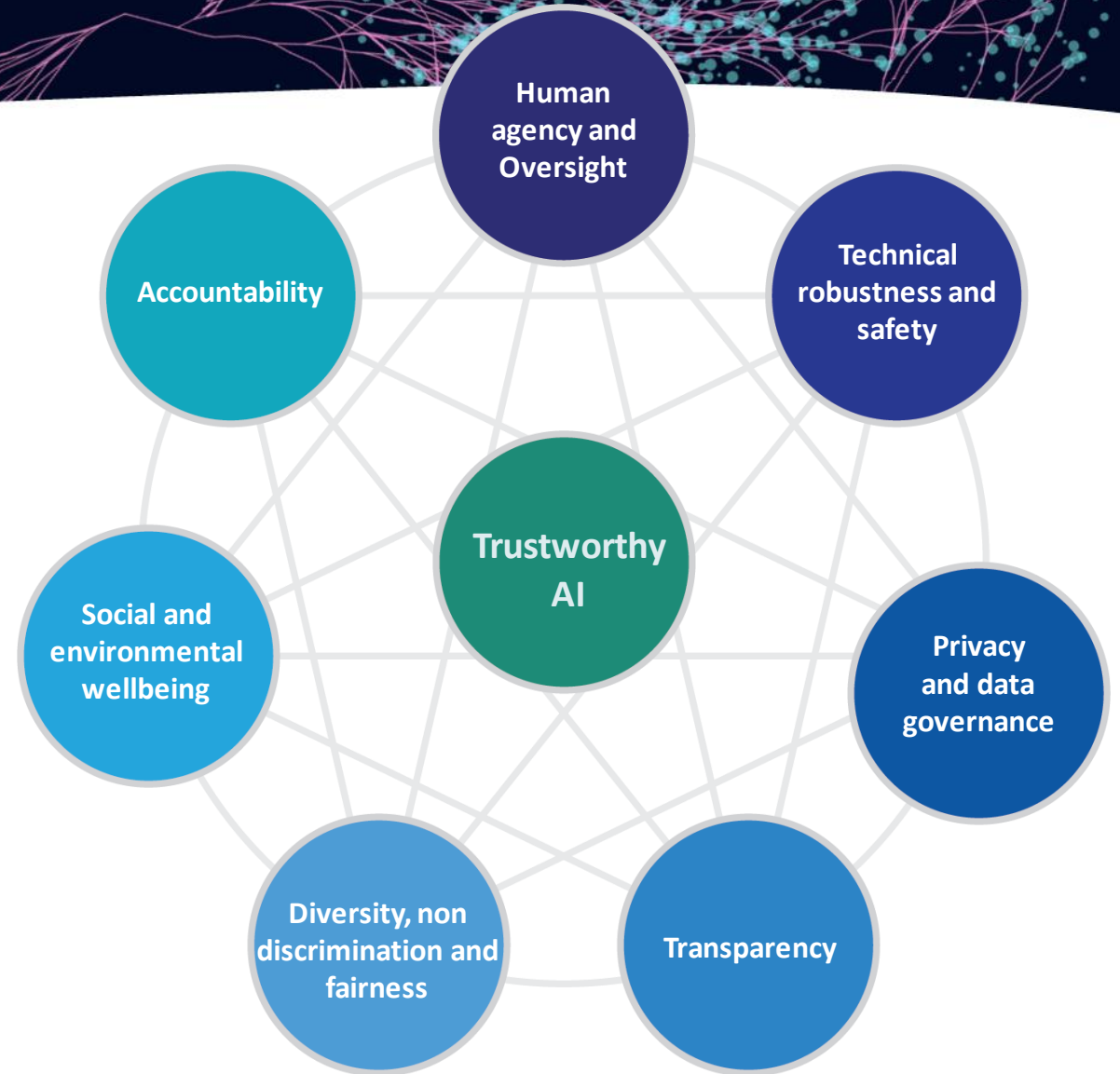
Sven Schade – European Commission / Joint  
Research Centre (JRC)

# Trustworthy AI

Algorithmic systems made in Europe are trustworthy and require a horizontal and coordinated approach to ensure coherence, anticipate needs and maximize impact.



The JRC, with a dedicated portfolio, can contribute with the scientific/technical know-how which is essential to EU AI policies.



## Need of trustworthy AI in the public sector

- **Risks** should be systematically assessed with a structured and well-defined procedure, avoiding any form of discriminatory and unfair use of the AI system
- Proper **mitigation measures** should be identified for ensuring a human-centric use of AI
- This needs to become a **routine** for public organisations.

*AI grand challenge*

*AI challenges*

AI  
Trustworthiness

AI Technology implementation

AI Society

AI Law & Regulations

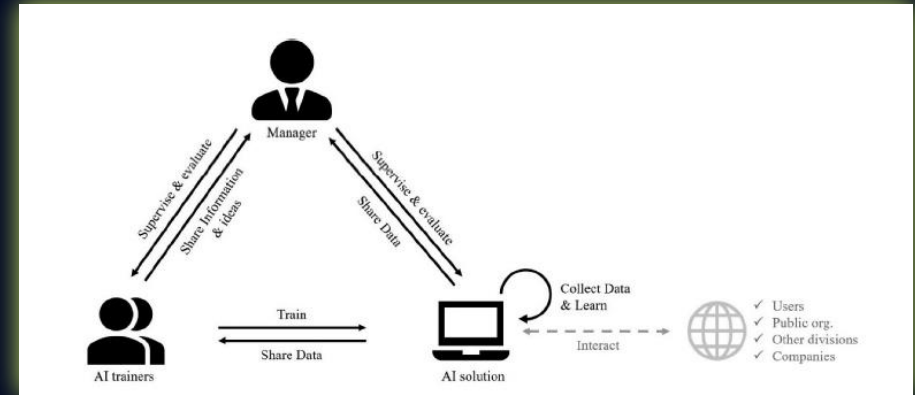
AI Organizational and Cultural change

Luca Tangi, Colin van Noordt, A. Paula Rodriguez Muller (in press). The challenges of AI implementation in the public sector. An in-depth case studies analysis. DG.02023: The 24th Annual International Conference on Digital Government Research (DG.O'23),

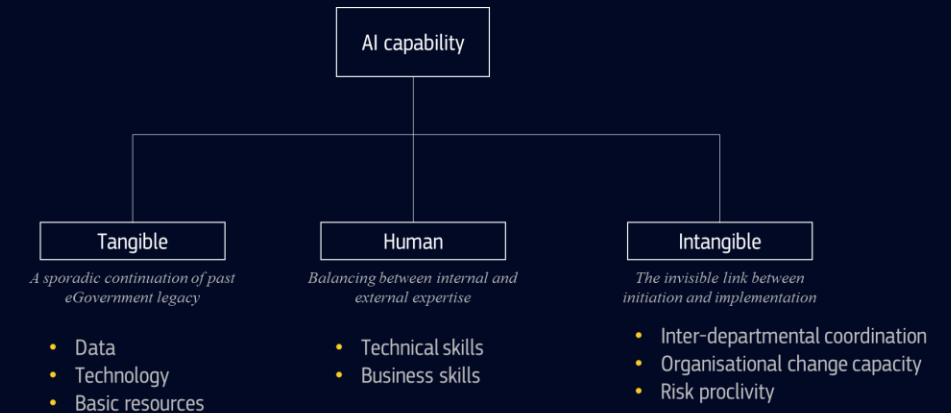
## Technology is only half of the story

- Public administrations should be aware that the **technical effort** for coding an AI system is only a small portion of the effort needed for the implementation thereof
- Introducing an AI solution requires a general awareness of AI but also **new task allocation** and, when needed, new roles and positions within the organisation

## AI as an organizational agent



Giulia Maragno, Luca Tangi, Luca Gastaldi & Michele Benedetti (2022): AI as an organizational agent to nurture: effectively introducing chatbots in public entities, *Public Management Review*, DOI: 10.1080/14719037.2022.2063935



van Noordt, C., Tangi, L., 2023. The dynamics of AI capability and its influence on public value creation of AI within public administration. *Government Information Quarterly* 101860. <https://doi.org/10.1016/j.giq.2023.101860>

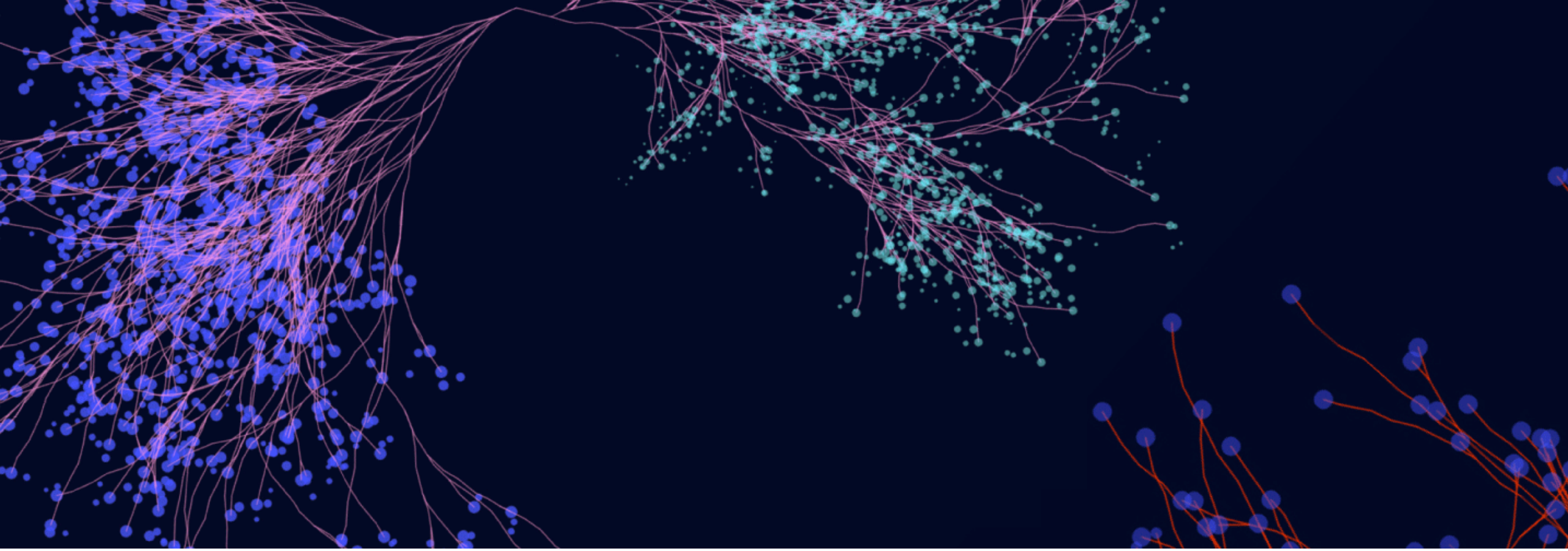
## So what...

- How risky is the use of AI in your case?
- If the overall risk is not unacceptable, how do you mitigate potential issues?
- Who owns and controls the AI system you are using?
- How do you ensure transparency and accountability when using AI (e.g. while drafting legal texts)?



Thank you!

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