



National Media and Infocommunications
Authority • Hungary

HUMANS IN CHARGE –

Steering the AI
Age Responsibly

02/10/2023

NMHHSYMPIUM.COM



Gianluca Misuraca

Mastering AI for Government

In search of the governance
"of, with and by AI"

02/10/2023



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Outline

1. Let's start from the future: Digital Europe 2040!
2. The key role of the public sector for “governing” AI
3. Harnessing the true power of AI for government
4. Turning away from dystopian futures: are we ready for it?

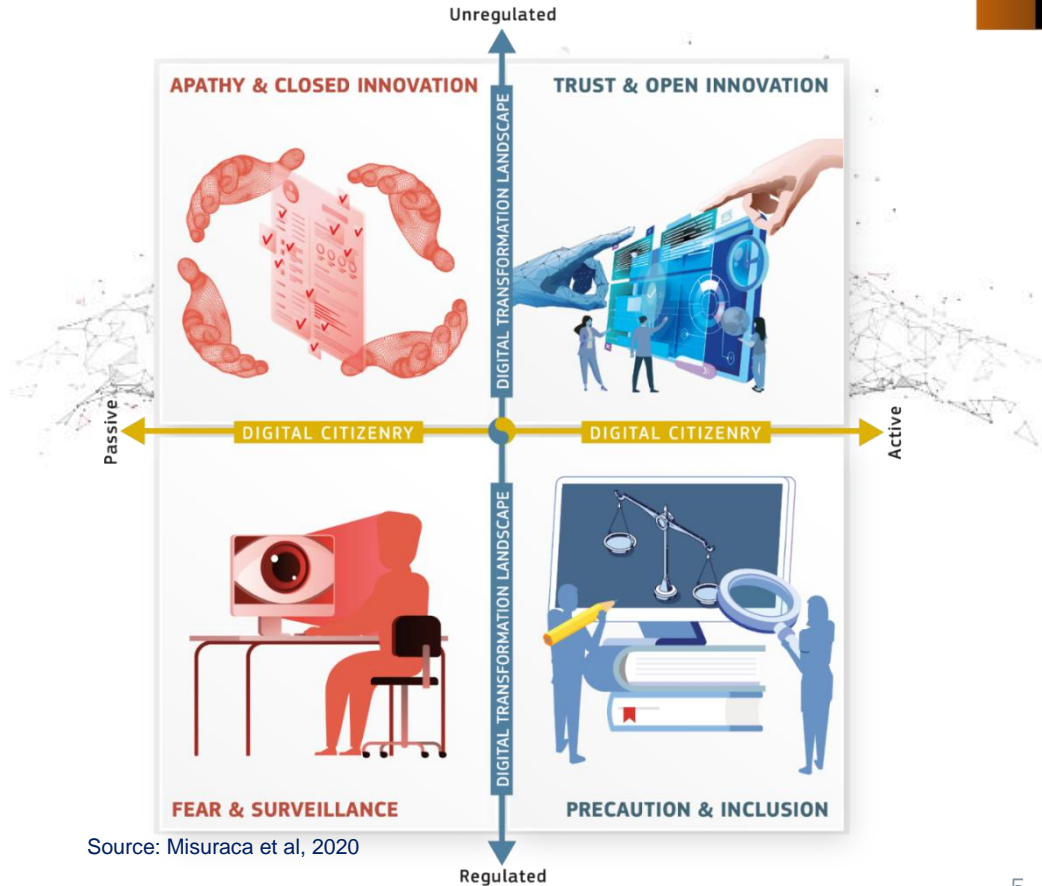


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Shaping Digital Europe 2040





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*A Scenario is a possible world...
a world that does not have to be,
but may yet come to pass...*



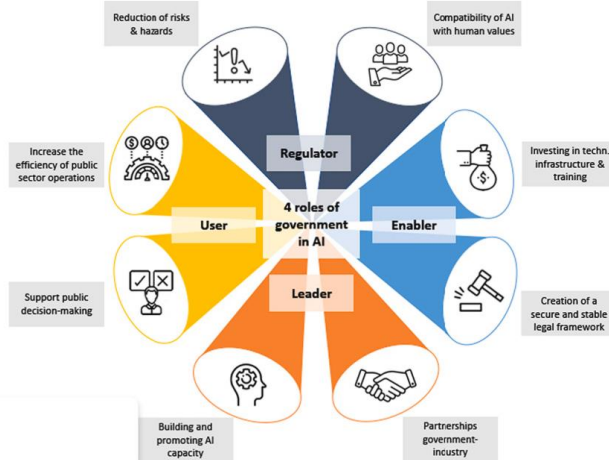
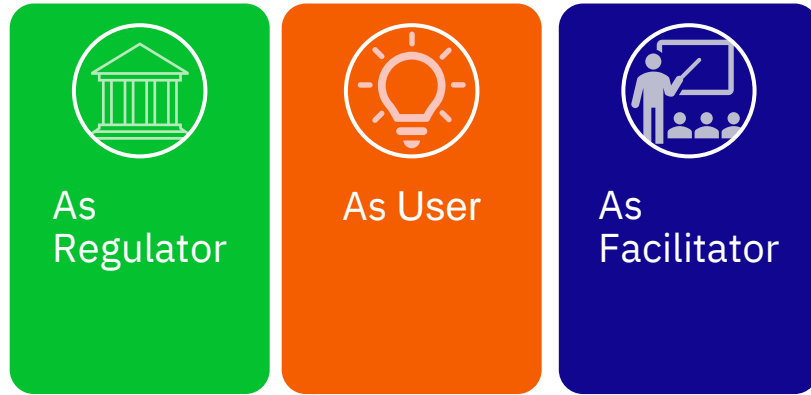


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Key role of the public sector for “governing” AI



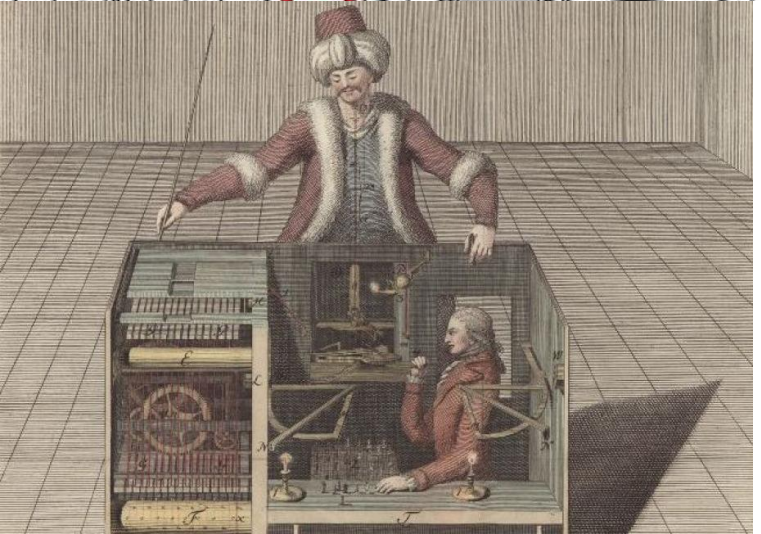
- Ensuring framework conditions and limiting negative consequences of AI
- Deploying AI solutions to improve processes and provide better services
- Enable adoption of AI in society stimulating innovation and collaboration among stakeholders at local, national and global level
- Being a “trailblazer”, leading the way as driver of societal change!?!

Governance “of, with and by” AI

Addressing the policy-makers trilemma in the age of AI:

“the obligation to protect citizens from potential algorithmic harms is at odds with the temptation to increase efficiency and enhance quality of digital services”

- **Governance of AI:** the need to align with existing institutional mechanisms and cultural contexts
- **Governance with AI:** the need for humans to remain in control of a set of technologies that reinforce cognitive capacities, so to safeguard human rights
- **Governance by AI:** the need to address the ethical implications of the true power of AI use, which emerges when human decision makers would “surrender” to the “superhuman” capacities of AI





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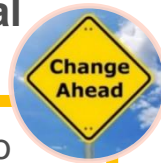
Incremental innovation



AI application in **single organisational processes** and services **without a clear follow-up**

e.g. text analysis of documents, predictive analytics without accompanying action, chatbots with very limited functionalities

Organisational innovation



AI application to **alter existing practices, changing organisational processes** and tasks of staff

e.g. robotic process automation, chatbots handling large amounts of requests, automatic decisions for declarations and similar

Disruptive innovation



AI applications **to social protection** and care, **creation of new public services** to citizens based on AI, advanced chatbots with a variety of functions

e.g. social care data experiments (i.e. in Finland, UK, Denmark)

Radical innovation



AI application for **large scale changes** in policy/governance practices, reform of policy/service creation models, reforms of organisations

Planned - not in practice
e.g. AuroraAI in Finland, dispute settlement in Estonia, CitizenLab (BE)

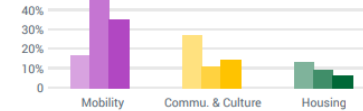


Data-Driven Policy-Making

- Detecting social issues more quickly
- Estimate effects of policy options
- Improve and fasten decision making
- Monitor policy implementation
- Evaluate “real time” policy impact
- Include citizens in policy-making
- Make policy-making more “legitimate”

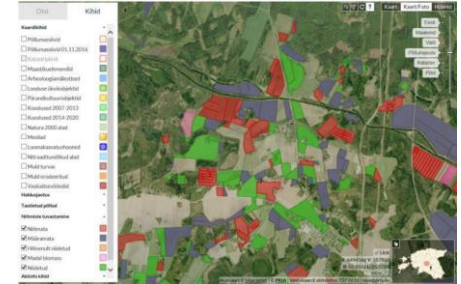
Most discussed topics

Dublin City



Mobility dominated the civic conversation due to #VeloCity2019 and very proactive cyclists. The council's affordable **Housing** scheme stood out for Dubliners, as well as **Community**, which was higher in May due to the European elections.

The Dublin Beat
analyses citizen
tweets



SATIKAS to detect mowed grass of
farmers, Estonia



CitizenLab to analyse
citizen input



Object Detection, Amsterdam



Enhanced internal management

- Improve recruitment services
- Facilitate detection of frauds/mistakes
- Better allocation of resources
- Strengthen financial management
- Reinforce (cyber and physical) security
- Enable predictive maintenance services
- Innovate public procurement processes



Tengai interviewing job applicants, Sweden



VeriPol to detect false police reports, Spain



AI to detect anomalies in X-Road, Estonia

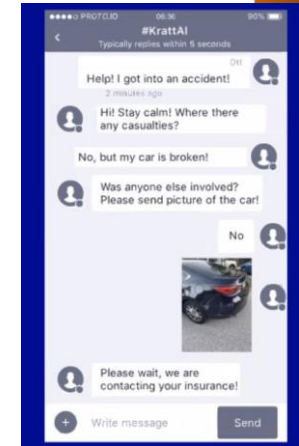


Better public service delivery

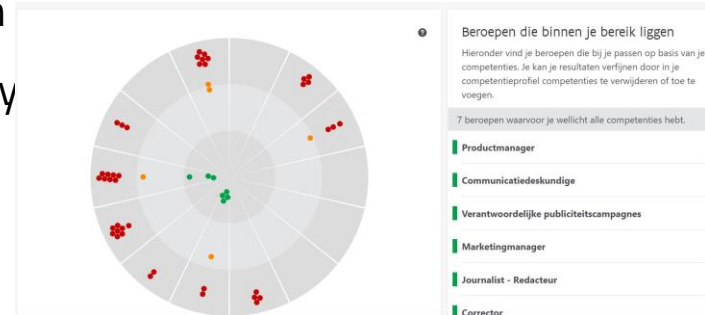
- Facilitate access to information and services
- Gather more accurate data and personalise services to different groups of stakeholders
- Empower civil servants and policy-makers through advanced decision support systems
- Automate redundant processes and reducing physical contact thus reducing risk of corruption
- Facilitate real time monitoring of service delivery
- Enhance quality of service delivery, thus strengthening trust in government
- Enable completely new services through AI, leveraging on innovative partnerships



Misty II to assist the elderly in Barcelona



BüroKratt AI, Estonian Government



JobBereik to assist in reskilling, VDAB, Belgium



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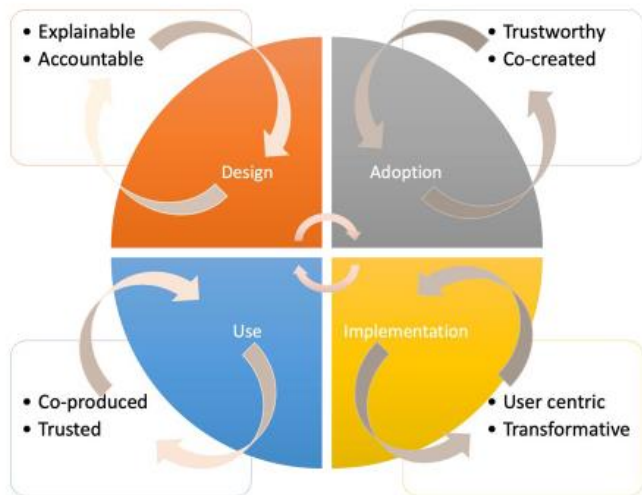
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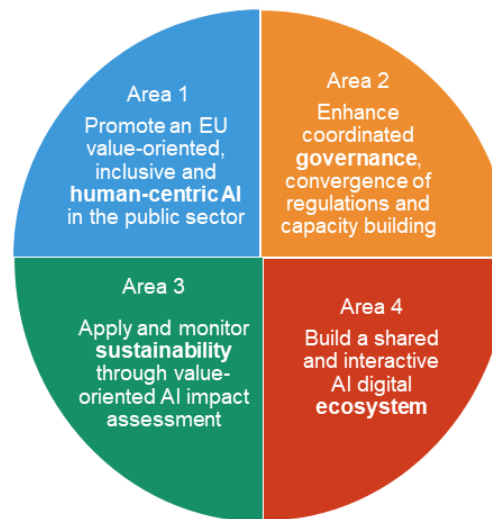
- **Beware of techno-solutionism:** avoid thinking of AI as some sort of super-agent able to do more or less everything
- **Be suspicious of ethical shortcuts:** if superficially handled, AI systems may infringe upon the principles of privacy and data protection
- **Adopt a public value perspective:** focusing on the effective implementation of AI to address the complex challenges government must solve
- **Be ready to handle disruption:** experimenting with AI considering both tangible changes in procedures, as well as a 'cognitive restructuring'
- **Design new models of governance:** rethink how services are delivered, data is managed, and the way algorithmic decision-making is implemented



“For deeper and wider AI uptake to become a reality, Europe’s public sector should have access to adequate funding and be equipped, skilled and empowered to conduct strategic and sustainable purchasing and adoption of AI-based systems” (JRC, 2022)



Source: JRC, own elaboration.

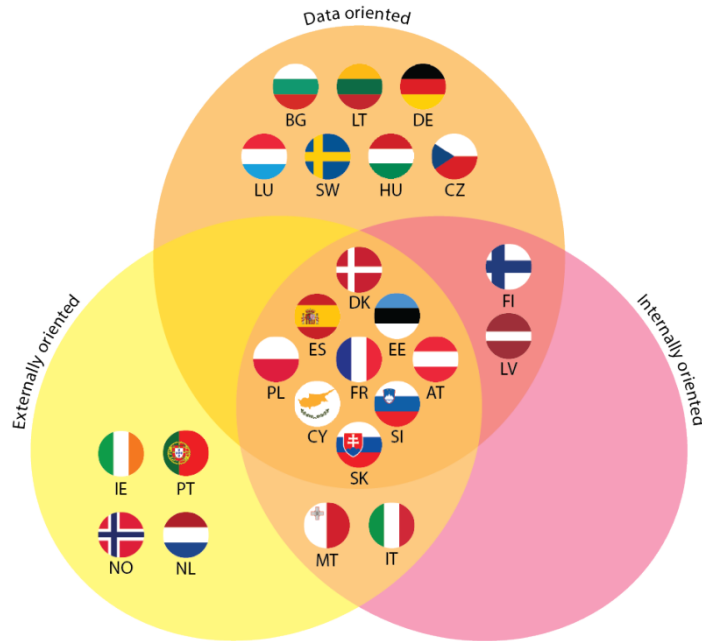


Source: JRC Technical Report, 2021, Molinari F., et al. <https://publications.jrc.ec.europa.eu/repository/handle/JRC126665>

Source: JRC Technical Report, 2022, Manzoni et al., <https://op.europa.eu/en/publication-detail/-/publication/34251428-dc12-11ec-a534-01aa75ed71a1>



Key strategic actions to boost AI in government



- Improving data access and management
- Ethical AI design principles
- Facilitating partnerships with the private sector
- Improving internal competences
- Improving knowledge and awareness of AI
- Introduction and review of legislation
- New teams or institutions for AI in the government



But how to get ready for it?

- Only half of all countries worldwide (94) have adopted overarching, cross-sectoral digital policies or strategies (ITU, 2023):
 - Less than 5% of countries worldwide – only 9 countries – are currently equipped with mature national frameworks for digital markets geared at transformational development of digital economies and societies;
 - and just 30% of countries globally have made progress in establishing advanced national digital policy, legal and governance frameworks
- ***“Government should have the right skills for the digital future”.***
 - *The success of digital transformation depends on equipping senior business leaders to make informed decisions and acquiring and keeping enough skilled specialists on board” (UK, NAO, 2023)*



1. Design a world-class international master on AI in public services rooted in blended learning and project-based work
2. Develop an ecosystem and network of excellence on AI for government across the EU
3. Establish an EU Knowledge Hub of Excellence on AI for the public sector recognized worldwide



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POLITECNICO
MILANO 1863
DIPARTIMENTO DI DESIGN

**TAL
TECH**

FAU
Friedrich-Alexander-Universität
Erlangen-Nürnberg



The AI4GOV Project is
co-financed by the EU



<https://www.ai4gov-hub.eu>



Artificial Intelligence for Public Services



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Training “functional specialists” on AI4GOV



Master in
Artificial Intelligence for Public Services
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**Digital Skills &
Jobs Platform**

- Integral curriculum teaching the technical, service design and policy aspects of applied Artificial Intelligence in the public sector

<https://ai4gov-master.eu>



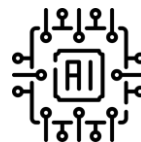
Governance and
policy aspects of AI



Human-centric
principles for AI systems
and service design



Focus on use cases of
AI in the public sector



Technical knowledge in
on-demand AI techniques



Networking with a world-
class executive group



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What's next?

Madrid 18 Oct
SAVE THE DATE

SEMIC2023
conference 23

interoperable
europe
IN THE AGE OF AI

U23

**AI4GOV
OPEN EVENT**

Madrid, Spain
October 19, 2023

4th European AI Alliance Assembly

AI LEADING
TRUSTWORTHY
AI GLOBALLY

16 & 17 November 2023
Madrid, Spain

European Commission | U23



Ministero
della
Digitalizzazione



POLITECNICO
MILANO 2013



FAU
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UNIVERSITÄT
ERLANGEN-NÜRNBERG



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..to start diving into the future of AI....

