



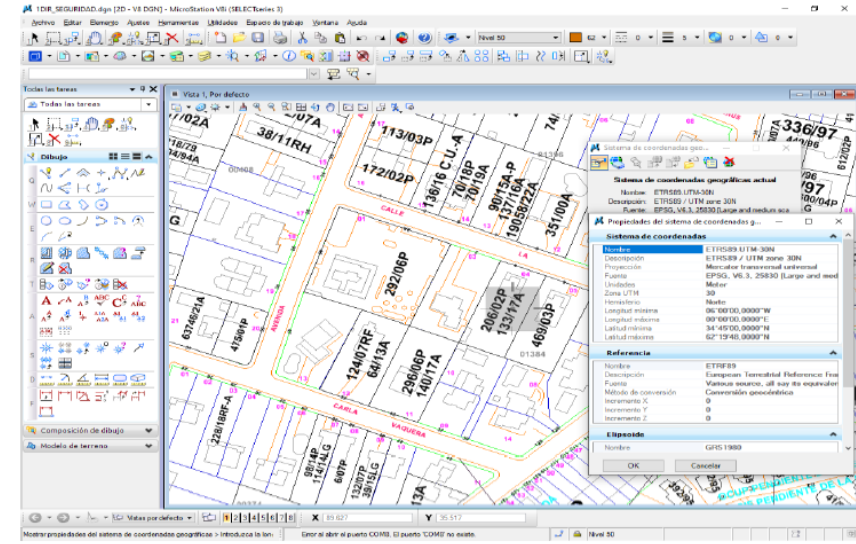
Best Cases Award

All submitted cases

Innovation in Local Government: Digital Transformation and GeoAI for Data Management

Key information

Submitter organisation	Suma Gestión Tributaria. Diputación de Alicante
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Suma Gestión Tributaria. Diputación de Alicante
Level of government	Local Government
Geographical coverage	Spain
Geographical extent	Local
Functions of Government	General Public Services
Status	Pilot



Brief description

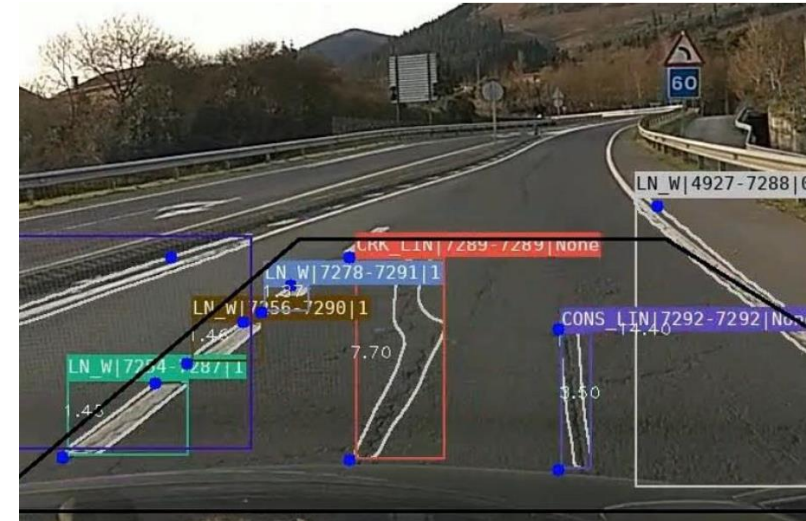
The main objective is the development of DataManagement in Public Administrations through the incorporation and hybridisation of **Geographic Information Systems** and **emerging technologies such as Artificial Intelligence** (Machine Learning, Deep Learning) for training in the detection of properties that are not taxed in the local tax lists, collecting the necessary data from other administrations and entities and putting them into taxation. It aims to avoid delays in collection for local councils and inconvenience for citizens.

Useful link: <https://www.suma.es>

Autonomous Inspector for public infrastructures: Monitoring Work Zones for Bizkaia Regional Council and Interbiak

Key information

Submitter organisation	ASIMOB
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Bizkaia Regional Council – Bizkaia Interbiak
Level of government	Local
Geographical coverage	Spain
Geographical extent	Local government
Functions of Government	Economic affairs – transport
Status	Implemented



Brief description

The **Autonomous Road Inspector** and the **Autonomous Urban Inspector** are solutions designed by ASIMOB (a Data as a Service - DaaS company) that helps Public Administrations perform automatic monitoring of roads. The solution transforms any vehicle in an inspector of the assets of the infrastructure: thanks to Computer Vision techniques and information from sensors, only one vehicle is able to check automatically the status of traffic signs, road markings, safety barriers, the pavement and other geometrical data, that help to understand the real condition of the infrastructure. The solution is already used for municipalities, regional administrations and national administrations in Spain, Belgium, The Netherlands, Canada, Brazil, Saudi Arabia, and pilot projects have started in Serbia, Israel, etc.

Useful link <https://asimob.es/en/>

Key information

Submitter organisation	Participa.gov
Technology	Blockchain
Public Sector Organisation responsible for the case	Agência para a Modernização Administrativa
Level of government	Central, regional, Local
Geographical coverage	Portugal
Geographical extent	National
Functions of Government	General public services
Status	Implemented



Brief description

Participa.GOV is a one-stop-shop platform where citizens can present their proposals and decide through their votes on all relevant initiatives for their lives – From the national budget to a GovTech contest or their children's school initiatives. Public entities launch a challenge, based on a set of rules predefined at the back office, and citizens present their proposals and then decide through their voting. The Participa.gov platform was built using highly secure eID mechanisms and **blockchain technology**, ensuring security, auditing, and transparency in the process from start to finish.

Useful link <https://participa.gov.pt/>

Assistente Virtual

Key information

Submitter organisation	Participa.gov
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Agência para a Modernização Administrativa
Level of government	Central, regional, Local
Geographical coverage	Portugal
Geographical extent	National
Functions of Government	General public services
Status	Implemented



Brief description

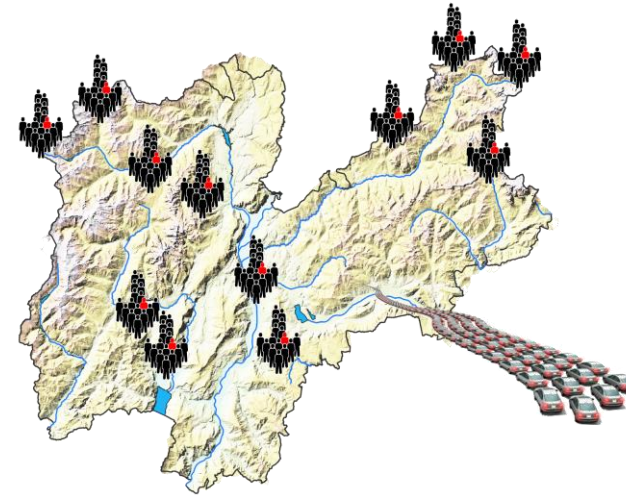
The virtual assistant is an AI driven chatbot housed within Portugal's Public Service Portal – the e-portugal.gov.pt website, which aggregates all public services. The current iteration of the Virtual Assistant works as a 24/7 support line solely on queries related to activation of the Digital Mobile Key (also known as CMD, it is a digital authentication mechanism for Portuguese citizens). It reduces queue time on the support telephone lines by sorting out menial queries automatically. From may to December of 2023, the chatbot has had 23.780 conversations (101/day on average).

Useful link <https://eportugal.gov.pt/servicos/assistente-virtual-para-servicos-publicos>

Overtourism

Key information

Submitter organisation	Provincia Autonoma di Trento
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Provincia Autonoma di Trento
Level of government	Regional Government
Geographical coverage	Italy
Geographical extent	Local
Functions of Government	General public services
Status	In development



Brief description

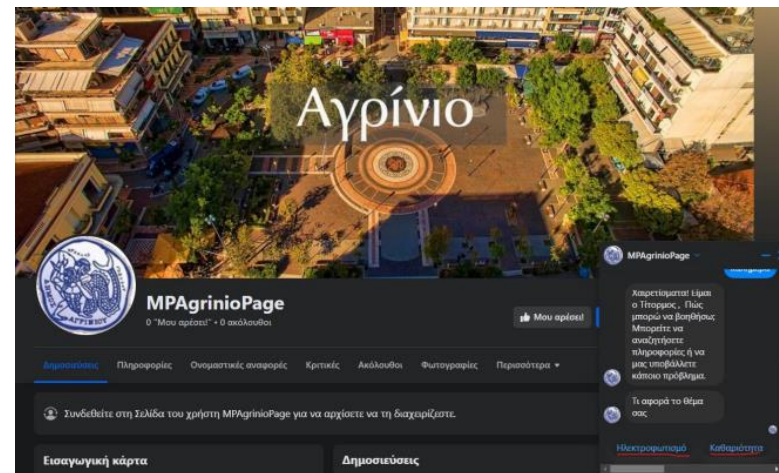
The project aims to **manage overtourism in the Trentino province**. For that, a system resembling a “traffic light indicator” has been developed to inform visitors about three levels of likelihood of overcrowding in a given area, and help public servants anticipate future conditions and potential regulations (e.g. apply limitations in road traffic). The indicator's classification is based on the total number of visitors, with thresholds tailored to each location's capacity. Neural networks were utilized for forecasting, with past data used for training and future classes predicted with high accuracy (about 90%). Overall, the project seeks to provide actionable insights to mitigate overtourism's negative impacts and enhance visitor experience

Useful link <https://www.trentinoinnovation.eu/en/innovate/innovation-tools/public-ai-challenge/>

Citizens assist platform (chatbot)

Key information

Submitter organisation	Municipality of Agrinio
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Municipality of Agrinio
Level of government	Regional government
Geographical coverage	Greece
Geographical extent	National
Functions of Government	General public services
Status	Pilot



Brief description

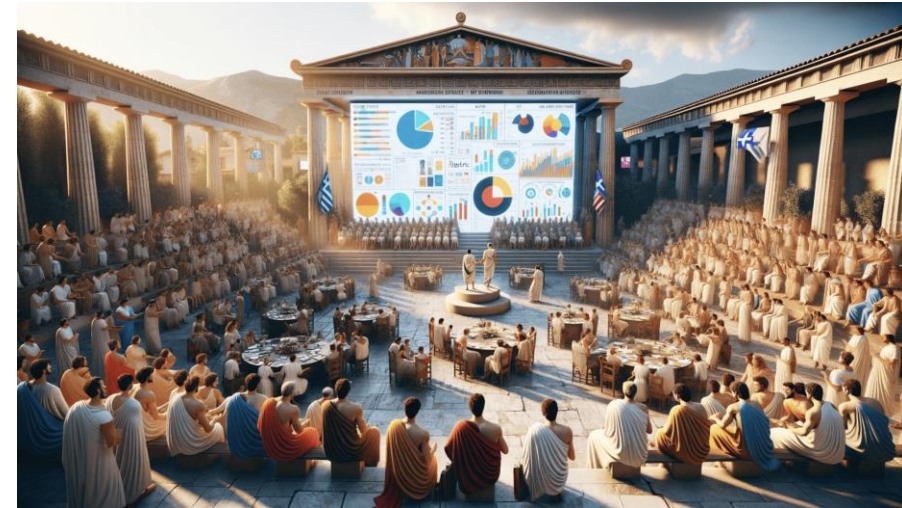
In the municipality of Agrinio, citizens can contact the administration through a phone number that is only available in working days and hours. Now, with the "Titormos" chatbot, the citizen can submit any question or request, and after collecting the necessary information, the technology saves it as a ticket and sends a confirmation email. The bot is also connected to ChatGPT and can answer free form questions from citizens.

Useful link <https://www.agrinio.gr>

Large-scale high-engagement citizen participation

Key information

Submitter organisation	Simpaticom B.V.
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Municipality of Eindhoven
Level of government	Local government
Geographical coverage	Netherlands
Geographical extent	Local
Functions of Government	General public services
Status	Implemented



Brief description

Using ChatGPT, a consortium from Eindhoven (The Netherlands), created an AI-mediated engagement app to enable more citizen participation in governmental decision making. The tool, that uses a Large Language Model (LLM)-technology, allows for 450 people to talk in parallel in 150 groups of 3, having meaningful conversations helping create outcomes: it's a social, not a personal, application. Without the app, hosting such an event would require a large physical space, opportunities for people to isolate themselves in that space, creating means to capture the conversation etc.

Useful link <https://www.linkedin.com/feed/update/urn:li:activity:7170063595270062080/>

Predicting Image Quality Degradation in Digital Radiology

Key information

Submitter organisation	Azienda Provinciale per i Servizi Sanitari di Trento (APSS)
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Azienda Provinciale per i Servizi Sanitari di Trento (APSS)
Level of government	Local government
Geographical coverage	Italy
Geographical extent	Local
Functions of Government	Health
Status	In development



Brief description

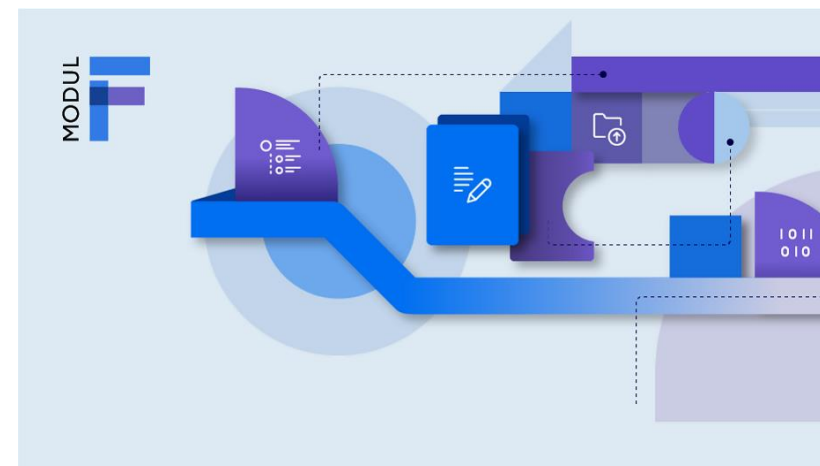
Optimal design of medical x-ray imaging systems is essential for delivering maximum image quality while minimizing radiation risk to patients. This project aims to: first, automate the processing of radiological images, and secondly, discover trends on an ongoing basis with the aim of detecting and fixing Digital Radiography system performance problems. By analyzing the sequential radiological images, this model aims to preemptively **identify trends in equipment degradation**. Regarding the technology, the building process involves leveraging the combined strengths of Convolutional Neural Networks (CNNs) and Long Short-Term Memory Networks (LSTMs) to analyze sequential radiological images from a images-processed database, grouping images into sequences.

Useful link <https://www.trentoinnovation.eu/en/innovate/innovation-tools/public-ai-challenge/>

MODUL-F: empowering public administration through low-code/no-code

Key information

Submitter organisation	Senatskanzlei Hamburg
Technology	Low-code/no-code
Public Sector Organisation responsible for the case	Senatskanzlei Hamburg
Level of government	Regional government
Geographical coverage	Italy
Geographical extent	Regional
Functions of Government	General public services
Status	Implemented



Brief description

MODUL-F (Modular Solution for IT Specialist Procedures) is a low-code/no-code platform that accelerates and simplifies internal administrative digitisation in Germany. Thanks to its no-code approach, the platform enables easy creation of IT specialist procedures following the modular construction principle. Thereby, specialist procedures are created using pre-programmed modules and reused across different administrative entities. The platform is a cloud-based software-as-a-service solution, offered nationwide to all administrations (federal, state, and local). The aim of the platform thus is to support administrative staff digitally and to further promote end-to-end digitisation in public administration, based on the German Online Access Act (OZG).

Useful link <https://www.digitale-verwaltung.de/Webs/DV/DE/onlinezugangsgesetz/rahmenarchitektur/basisdienste-basiskomponenten/modul-f/modul-f-node.html>

“Responsible use of AI” Pilot Project with the Province of Fryslân, Rijks ICT Gilde & the Z-Inspection® Initiative

Key information

Submitter organisation	Z-Inspection® Initiative
Technology	Artificial intelligence
Public Sector Organisation responsible for the case	Province of Fryslân and Rijks ICT Gilde, The Netherlands
Level of government	Local Government
Geographical coverage	Netherlands
Geographical extent	Central Government, Local Government, Academic-Research, Community led
Functions of Government	Education, Environmental protection
Status	Pilot



Pilot: Assessment for responsible Artificial Intelligence

Brief description

The submission involves a pilot project that took place from May 2022 through January 2023. During the pilot, the practical application of a deep learning algorithm from the province of Fryslân was assessed. The AI maps heathland grassland by means of satellite images for monitoring nature reserves. For this pilot a Trustworthy AI and Fundamental Rights Assessment was conducted.

Useful link <https://www.rijksorganisatieodi.nl/rijks-ict-gilde/mycelia/pilot-kunstmatige-intelligentie>

MareGraph: Towards an interoperable marine knowledge graph

Key information

Submitter organisation	Consortium (e.g. EU-financed project)
Technology	Artificial Intelligence - Knowledge graph
Public Sector Organisation responsible for the case	VLIZ
Level of government	National
Geographical coverage	Belgium
Geographical extent	National
Functions of Government	Education, Environmental protection
Status	In development



MareGraph
Towards an Interoperable
Marine Knowledge Graph

Brief description

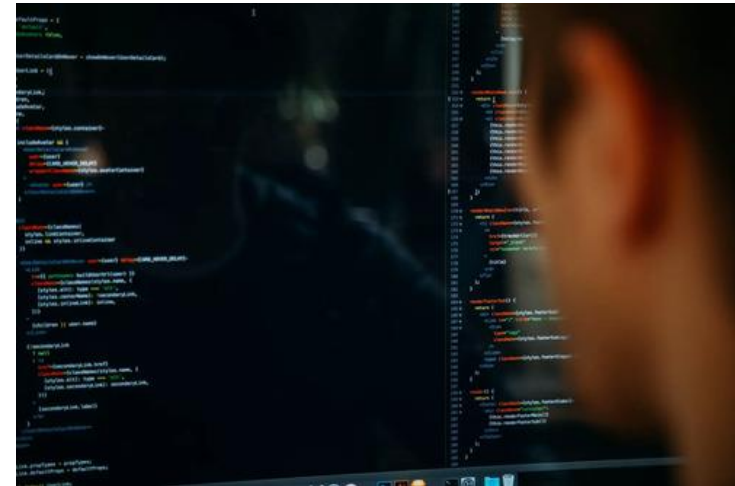
MAREGRAPH aims to support the EU and its Member States to achieve marine themed objectives by semantically enriching, interlinking and providing high value and foundational datasets. These currently power the “effective biodiversity and conservation knowledge products” of today and will enable building the knowledge products of the future, where knowledge graphs and AI closely interact to support the marine public sector in making and building open knowledge on marine biodiversity. The MAREGRAPH project will provide an open linked data production and publication of three high impact datasets in the marine domain (the World Register of Marine Species (WoRMS), Marine Regions and EurOBIS (the European Node of the international Ocean Biodiversity Information System) using state of the art technologies. This will allow the onboarding of essential marine datasets in the Common European Data Spaces.

Useful link <https://www.maregraph.eu/>

AI to streamline the sorting of certified emails (CEs)

Key information

Submitter organisation	Italian Social Security and Welfare Administration (INPS)
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Italian Social Security and Welfare Administration (INPS)
Level of government	Central
Geographical coverage	Italy
Geographical extent	National
Functions of Government	Social protection
Status	Implemented



Brief description

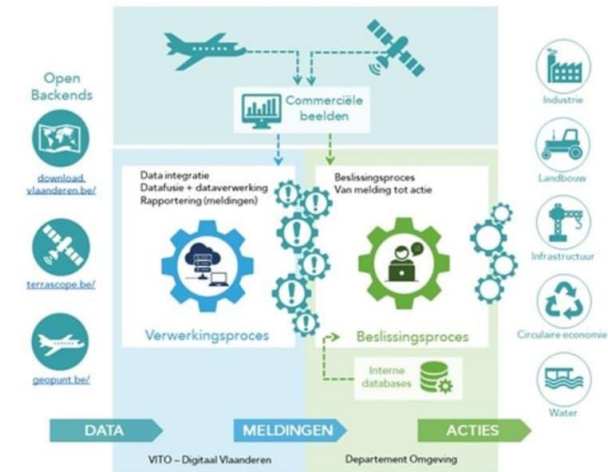
In 2021, the repetitive nature of the manual work of scanning and deriving the received CEs presented opportunities to test potential solutions by innovating with emerging technologies. Consequently, INPS selected BERT, an open-source machine learning model developed by Google that can be exploited by software engineers to create ad-hoc codes to process natural language. The system analyses all CEs and their attachments, accurately classifies them into the relevant topics and directs them to the designated personnel, effectively eliminating the need for manual processing. Over two million emails have been successfully classified since its deployment and it has been implemented in the INPS' offices of fifteen Italian cities, including Rome, Milan, and Naples. Given its technological scalability, it is planned to replicate the model in other cities.

Useful link <https://www.agendadigitale.eu/cittadinanza-digitale/inps-ecco-come-usiamo-lia-a-vantaggio-dei-cittadini/>

Parcel Monitoring Platform Flanders, an AI-based geo-imaging tool for data-driven policy formulation and evaluation

Key information

Submitter organisation	Flanders Digital Agency
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Flanders Digital Agency
Level of government	Regional government
Geographical coverage	Belgium
Geographical extent	Regional
Functions of Government	Education, Environmental protection
Status	Implemented



Brief description

The Parcel Monitoring Platform Flanders is an innovative system designed by Digitaal Vlaanderen (Flanders Digital agency) and VITO (Vlaamse Instelling Technologisch Onderzoek) to leverage AI and geo-imaging technologies for enhanced policy formulation and evaluation in Flanders, Belgium. This platform is specifically aimed at providing precise, real-time monitoring of land parcels to support data-driven decision-making in policy domains, such as energy, agriculture, urban planning, or environmental management.

Useful link <https://www.vlaanderen.be/digitaal-vlaanderen/onze-oplossingen/earth-observation-data-science-eodas/remote-sensing-projecten-bij-digitaal-vlaanderen/perceelsmonitor-vlaanderen>

AI4Justice, Intelligent assistant to support judges in drafting sentences by locating texts of previous judgments and jurisprudence

Key information

Submitter organisation	CTTI
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	CTTI
Level of government	Regional
Geographical coverage	Spain
Geographical extent	Regional
Functions of Government	General public services
Status	In development



Brief description

The time dedicated by judges to search for precedents and legal foundations to write a sentence is high and an impediment to being more agile in the drafting of sentences. The solution is an **assistant to judges and magistrates** that, by entering an open text or prompt, can quickly, accurately, and relatedly obtain all applicable historical information for the sentence being drafted. In the same way, the assistant must provide the applicable legal foundations and sentence draft for a better management of mass litigation cases with hundreds of very similar claims accumulate that has also similar resolutions. With such digital tools, the judicial powers could have the necessary resources to ensure agile and efficient justice.

Useful link https://innobuyer.eu/selected_projects/ai-for-justice/

Virtual Desktop of Digital Immediation: Bringing Justice closer to citizens through digitalisation

Key information

Submitter organisation	Councilbox
Technology	Blockchain
Public Sector Organisation responsible for the case	Spanish Ministry of the Presidency, Justice and Parliamentary Relations
Level of government	Central
Geographical coverage	Spain
Geographical extent	National
Functions of Government	Public order and safety
Status	Implemented



Brief description

The main objective is to bring Justice closer to citizens through digitalisation, to make it more inclusive, accessible and green, facilitating the holding of remote hearings with full legal security guarantees. At the end of June 2024, there are more than 550 judicial bodies and 4,300 Justice Professionals registered, with more than 370,000 virtual meetings having been held. With Blockchain, the veracity of all events that occur between the beginning and the end of each process carried out in the Virtual Digital Immediation Desk (EVID) is guaranteed. Attendees cannot repudiate decisions or actions taken during the hearing; they cannot manipulate documents or recordings or consents or texts and, by having elements that guarantee the reliable identification of attendees and storing them in encrypted form in Blockchain chains, there can be no impersonations either.

Useful link <https://www.councilbox.com/en/virtual-desktop-of-digital-immediation/>

Application of Generative AI to the Generalitat de Catalunya to facilitate citizens' understanding of legal texts

Key information

Submitter organisation	CTTI
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	EADOP
Level of government	Regional
Geographical coverage	Spain
Geographical extent	Regional
Functions of Government	General public services
Status	Implemented



gencat
Portal Jurídic de Catalunya

✦ Els resums de documents legals generats per la intel·ligència artificial (IA) es proporcionen únicament amb finalitats informatives i no s'han de considerar com a assessorament legal. Aquests resums no són oficials i no substitueixen la informació publicada als diaris i butlletins oficials. Poden contenir expressions susceptibles de millora lingüística.

LLEI 14/2017, de 20 de juliol, de la renda garantida de ciutadania.

Per a què serveix la norma? Aquesta norma té com a finalitat garantir que les persones i famílies en situació de pobresa a Catalunya puguin portar una vida digna. El seu objectiu és fomentar l'autonomia i la participació social d'aquests col·lectius a través de la regulació de dos tipus d'ajudes econòmiques: una prestació garantida i una prestació complementària per a l'activació i inserció laboral o social.

A qui va dirigida la norma? La norma està elaborada per a ciutadans empadronats i residents legals a Catalunya que no compten amb recursos econòmics suficients. Se centra en persones que compleixen certs criteris d'edat i temps de residència en el territori. A més, presta una atenció especial a grups vulnerables com ara dones víctimes de violència de gènere, persones sense llar i aquelles persones en situacions d'extrema necessitat.

Brief description

Very often, legal language is a barrier that prevents citizens from easily understanding legal texts. To eliminate this obstacle, the Government makes available to users of the Legal Portal of Catalonia and to the general public the **summaries of Catalan law rules** in plain language obtained from generative artificial intelligence. These summaries are not legal advice, as they are unofficial and do not replace information published in official newspapers and bulletins – they are provided for informational purposes only.

Useful link <https://govern.cat/salaprensa/notes-premsa/622202/el-govern-utilitza-el-llenguatge-planer-per-facilitar-la-comprensio-dels-textos-juridics-a-la-ciutadania>

Mapping Portugal: Leveraging Machine Learning for Land Registration

Key information

Submitter organisation	Estrutura de Missão para a Expansão do Sistema de Informação Cadastral Simplificado (eBUPi)
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Estrutura de Missão para a Expansão do Sistema de Informação Cadastral Simplificado (eBUPi)
Level of government	Central
Geographical coverage	Portugal
Geographical extent	National
Functions of Government	General public services
Status	Implemented



Brief description

The BUPi project aims to streamline Portuguese property management, fostering administrative effectiveness, openness and technological modernization. By making property information accessible, it enhances the quality of life and supports sustainable development. The project simplifies procedures for registering and identifying properties, improving market efficiency by reducing administrative and bureaucratic costs associated with real estate transactions. Additionally, it seeks to provide accurate and current information on properties to benefit property owners, government agencies and citizens.

Useful link <https://tek.sapo.pt/multimedia/artigos/tecnologia-ao-servico-do-registo-de-terrenos-para-conhecer-mais-e-melhor-o-territorio-portugues>

Using Artificial Intelligence to detect and predict river overflows

Key information

Submitter organisation	CTTI, Generalitat de Catalunya
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	CTTI, Generalitat de Catalunya
Level of government	Regional
Geographical coverage	Spain
Geographical extent	Regional
Functions of Government	General public services
Status	Pilot



Brief description

The main objective of this initiative is to improve decision-making in emergency planning using AI algorithms applied to combined datasets that include flow information and geospatial data. Specifically, this project aims to investigate the feasibility of using artificial intelligence (AI) algorithms to simulate or estimate flood risks in a more computationally efficient way than traditional mathematical and hydraulic models. It focuses on assessing the ability of AI to provide agile real-time predictions of possible flooding in river basins, particularly for this proof of concept, the Tordera river basin has been chosen.

Useful link <https://govern.cat/salaprensa/notes-premsa/620482/govern-utilitza-tecnologia-robotica-ia-analitzar-qualitat-laigua-lembassament-sau-predir-zones-inundables-al-riu-tordera>

Use of robotic technology to analyse water quality in SAU reservoir

Key information

Submitter organisation	CTTI, Generalitat de Catalunya
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	CTTI, Generalitat de Catalunya
Level of government	Regional
Geographical coverage	Spain
Geographical extent	Regional
Functions of Government	General public services
Status	Pilot



Brief description

The aquatic multi-robot, which is programmed and autonomous and can move autonomously, makes it possible to obtain real-time data on water samples (images with different degrees of resolution, water samples) from the Sau reservoir, and can be useful when access to the sheet of water is difficult, either at very low levels or in areas of difficult access. Instruments of this type can be very useful in periods of drought as they allow access to all points and better control of water quality.

Useful link <https://govern.cat/salaprensa/notes-premsa/620482/govern-utilitza-tecnologia-robotica-ia-analitzar-qualitat-laigua-lembassament-sau-predir-zones-inundables-al-riu-tordera>

Application of drones for the transport of biological samples between a primary health centre and a hospital

Key information

Submitter organisation	CTTI, Generalitat de Catalunya
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	CTTI, Generalitat de Catalunya
Level of government	Regional
Geographical coverage	Spain
Geographical extent	Regional
Functions of Government	Health
Status	Pilot



Brief description

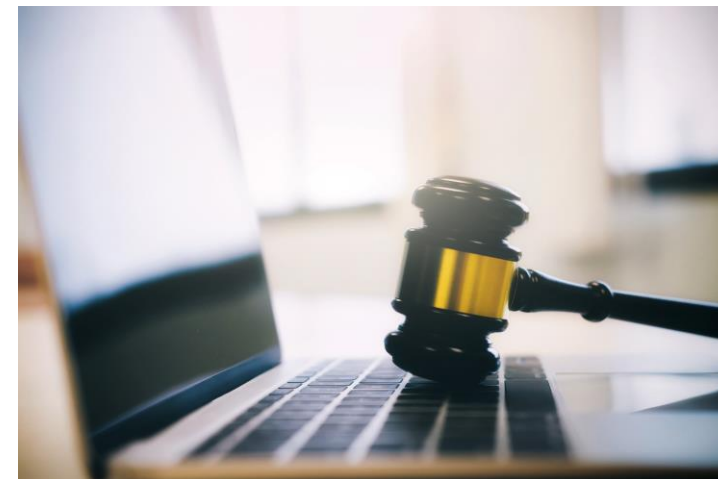
This project implements and evaluates a health transport route in the health region of Girona, which allows the transport of biological samples (blood and urine) and equipment between the Hospital of Olot and the centre of the Basic Care Area (ABS) of Vall 'en Bas. The results of the pilot have been very satisfactory, with a reduction from 20 minutes in ground transport to 7 minutes in drone transport. The quality of the samples transported has improved (thanks to less agitation compared to road transport), drone logistics allow for greater flexibility in scheduling transport times, and they have lower environmental impact in terms of CO2 emissions.

Useful link https://naciodigital.cat/garrotxa/societat/garrotxa-provara-trasllats-reals-mostres-biologiques-drons_1940513_102.html

Robotic Process Automation in the Administration of Justice

Key information

Submitter organisation	Ministerio de la Presidencia, Justicia y Relaciones con las Cortes
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Ministerio de la Presidencia, Justicia y Relaciones con las Cortes
Level of government	Central
Geographical coverage	Spain
Geographical extent	National
Functions of Government	Public order and safety
Status	Implemented



Brief description

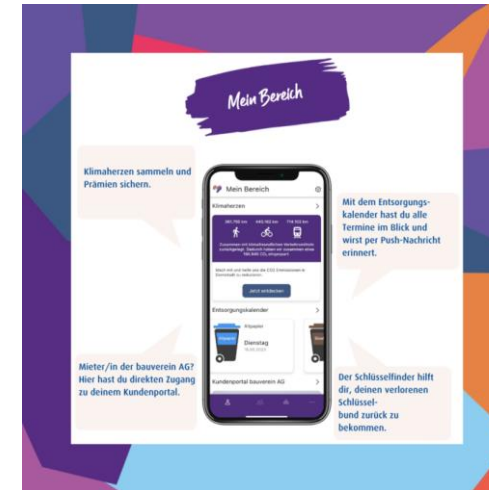
The application of **Robotic Process Automation (RPA)** to routine, repetitive and low-risk work, allows to streamline the daily work of the processing staff and to serve as help to citizens and professionals. It offers enormous benefits in terms of efficiency, process improvement, sustainability and energy savings. Since its inception in 2020, it is estimated that more than 9.2 million operations have been carried out, which has resulted in savings of more than 500 thousand hours of work for civil servants and 7,200,000 euros in costs. To date, more than 25 lines of process automation have been launched, including automatic cancellation of criminal records, nationality applications, automatic issuance of life insurance certifications, etc.

Useful link <https://www.administraciondejusticia.gob.es/-/robotizacion-de-procesos-administrativos>

Darmstadt im Herzen - Neighbourhood assistance

Key information

Submitter organisation	HEAG Holding AG
Technology	Application
Public Sector Organisation responsible for the case	HEAG Holding AG
Level of government	Local
Geographical coverage	Germany
Geographical extent	Local
Functions of Government	Housing and community amenities
Status	Implemented



Brief description

The **Harmstadt im Herzen** solution promotes sustainability and connects Darmstadt's communities by merging multiple functions into one intuitive platform. Consequently, it has streamlined various daily tasks for residents: it provides information about the latest local events and the most recent news in the city, it encourages people to get in touch and work together locally by creating carpool groups, trading goods, etc. Not only it improves improve the general standard of living in cities, but it encourages sustainable actions, fostering an environmentally conscious community and reducing the city's carbon footprint through a rewards'-based system.

Useful link <https://www.darmstadtimherzen.de/leben-in-darmstadt/darmstadt-im-herzen-app/>

EMi Empleo Inteligente (EMi Smart Employment)

Key information

Submitter organisation	Consellería de Empleo, Comercio e Emigración. Xunta de Galicia
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Consellería de Empleo, Comercio e Emigración. Xunta de Galicia
Level of government	Regional
Geographical coverage	Spain
Geographical extent	Regional
Functions of Government	General Public Services
Status	Implemented



Brief description

Emi (Smart employment) is an artificial intelligence and big data tool that has just been implemented in Galicia's Public Employment Service's offices. It guides unemployed people towards the skills that the labour market requires, based on their abilities. It aims to improve the **quality, and the personalisation of the services offered to job seekers** and employers by the Galician Public Employment Service staff through enhanced labour market data for better decision making. The AI models in operation make 6-month projections of contracts for a specific occupation for a chosen geographical area. In addition, they can calculate, based on 12 variables and for more than 60% of occupational groups, the probability of finding employment for individuals in 3, 6 and 12 months. The implementation of the tool was extended to the 53 employment offices in Galicia as well as to 128 collaborating entities, adding up to a total of more than 400 users.

Useful link <https://emprego.xunta.gal/portal/en/emi-smart-employment>

Artificial Intelligence in the Processing of Official Publications – AI for summaries

Key information

Submitter organisation	Official Barcelona Provincial Gazette and Documentation and Official Publications Service
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Barcelona Provincial Council
Level of government	Local
Geographical coverage	Spain
Geographical extent	Local
Functions of Government	General Public Services
Status	Implemented



Brief description

The CIDO - Official Information and Documentation Searcher (within the Official Barcelona Provincial Gazette, BOPB) disseminates information from Catalan public administrations. It has implemented several AI solutions, one of which is a **system that automatically generates summaries** of official publications for the BOPB. Using supervised machine learning techniques and neural networks, the system has been trained with 275,000 publications published between 2013 and 2022. This system generates summaries of up to 100 words for publications in Catalan or Spanish and records manual modifications to improve accuracy.

Useful link https://cido.diba.cat/media/pdf/IA_anuncis_oficials_SBOPiDiPO.pdf

Artificial Intelligence in the Processing of Official Publications – CIDOBOT

Key information

Submitter organisation	Official Barcelona Provincial Gazette and Documentation and Official Publications Service
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Barcelona Provincial Council
Level of government	Local
Geographical coverage	Spain
Geographical extent	Local
Functions of Government	General Public Services
Status	Implemented



Brief description

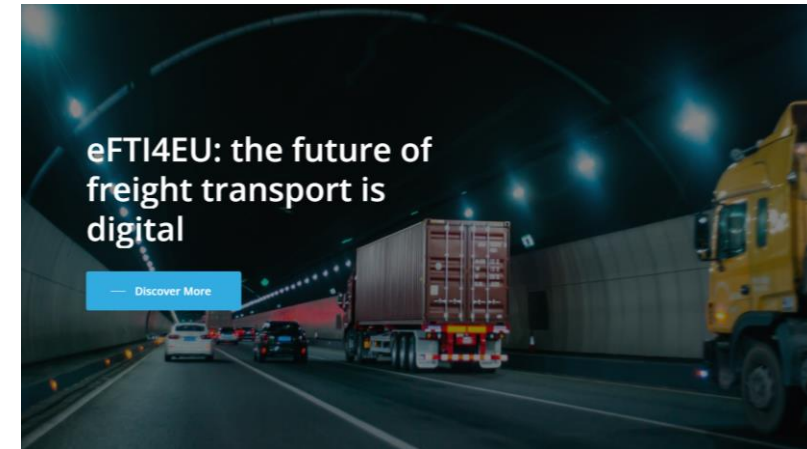
The CIDO - Official Information and Documentation Searcher (within the Official Barcelona Provincial Gazette, BOPB) disseminates information from Catalan public administrations. It has implemented several AI solutions, such as the **CIDOBOT** for thematic classification of publications in official gazettes. Based on neural networks, it classifies publications by thematic or procedural areas, such as personnel selection processes, grants, procurement, local regulations, and collective agreements. To do this, it has been trained with summaries of publications made manually by a human team from various official gazettes. The AI solutions have significantly improved the quality and efficiency of public services, optimizing the processes of summary writing and publication classification, reducing time and effort.

Useful link https://cido.diba.cat/media/pdf/IA_anuncis_oficials_SBOPiDiPO.pdf

eFTI4EU: making the future of freight transport digital

Key information

Submitter organisation	Estonian Ministry of Climate
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	The Estonian Ministry of Climate as project coordinator (EU-financed project)
Level of government	N/A
Geographical coverage	N/A
Geographical extent	European
Functions of Government	N/A
Status	In development



Brief description

eFTI4EU is a cooperation of a pan-European consortium of 23 partners, including 9 Member States (plus 4 Observers), united in their vision to pave the way for the implementation for Electronic Freight Transport Information (eFTI) architecture. The aim of the project is to create a unified approach to the operation of eFTI Gates, and to implement a reference architecture for exchanging logistics and transport data, which will be piloted through a series of use cases (both at national and cross-border level) in all the 9 Member States directly involved. eFTI4EU is the first project making the EU Regulation 2020/1056 (eFTI) real, and it is financed under the Connecting Europe Facility (CEF) program of the European Commission.

Useful link <https://efti.fi/en/efti-front-page>

Reimagining Helsinki: Participatory urban planning with Generative AI

Key information

Submitter organisation	City of Helsinki
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	City of Helsinki
Level of government	Local
Geographical coverage	Finland
Geographical extent	Local
Functions of Government	Housing and community amenities
Status	Implemented



Brief description

The Municipality of Helsinki invited established a new Participatory AI approach to codesign and build two summer streets with a citizens' committee. This initiative is part of **Helsinki's broader Smart City strategy**: by integrating advanced AI technologies into urban planning, Helsinki aims to create a more livable, sustainable, and inclusive environment for its residents. **UrbanistAI's** co-design features utilize AI-powered design tools allowing participants to create realistic images of potential street transformations so they could be discussed and evaluated. This approach uses the universal language of imagery to create, assess, and convey design scenarios. This approach proved highly inclusive, as the Helsinki citizens' committee included individuals of all ages, from various geographic regions, cultural backgrounds, and abilities. Together, they successfully co-designed two streets that were later constructed.

Useful link <https://joinup.ec.europa.eu/collection/public-sector-tech-watch/reimagining-helsinki-participatory-urban-planning-generative-ai>

MitosLOD: Exporting Linked Open Data from the Greek National Registry of Administrative Public Services

Key information

Submitter organisation	GRNET SA
Technology	Semantic Web
Public Sector Organisation responsible for the case	Ministry of Interior
Level of government	Central
Geographical coverage	Greece
Geographical extent	National
Functions of Government	General Public Services
Status	Pilot



Brief description

The **MitosLOD** project aims to transform the Greek National Registry of Administrative Public Services (MITOS) into Linked Open Data (LOD) to significantly enhance transparency, efficiency, and accessibility of public services. By converting over 3,500 public service descriptions into a standardized, machine-readable format, MitosLOD seeks to simplify citizens' and businesses' interactions with government services, facilitate better decision-making, and promote the digital transformation of public administration in Greece.

Useful link https://big-data-test-infrastructure.ec.europa.eu/whats-new/news/mitoslod-pilot-story-transforming-greek-public-services-linked-open-data-2024-06-19_en

Automated web requests' management through Artificial Intelligence technologies

Key information

Submitter organisation	The National Institute for Social Security (INPS)
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	The National Institute for Social Security (INPS)
Level of government	Central
Geographical coverage	Italy
Geographical extent	National
Functions of Government	Social Protection
Status	Implemented



Brief description

INPS decided to implement an **Artificial Intelligence (AI) solution** aimed at simplifying and streamlining the sorting process of citizens' requests received through the **INPS Contact Center channels**, by automating the direct forwarding to the appropriate level (front- or back-office) based on the content of the request. The solution leverages innovative AI techniques and automates the analysis of the vast number of requests received. Specifically, the implemented solution is based on a family of innovative algorithms known as "Transformers", among which the "BERT" model was adopted. In general, the entire implemented system is based on a microservices architecture (Python), making it dynamic and scalable according to needs.

Useful link <https://www.osservatori.net/it/prodotti/formato/insight/intelligenza-artificiale-efficienti-servizi-inps-insight>

Water Piper Leakage Management

Key information

Submitter organisation	Netcompany-Intrasoft
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	Municipality of Burgas
Level of government	Local
Geographical coverage	Bulgaria
Geographical extent	Local
Functions of Government	Housing and community amenities – Water management
Status	Implemented



Brief description

Netcompany-Intrasoft, the Municipality of Burgas, and EKSO s.r.l. joined forces to establish a series of experiments that demonstrated the feasibility of installing **cheap vibration sensors** on test-bed water pipes, and used the resulting data to train appropriate **Machine Learning** models that automatically detect the presence of leakages with very high accuracy. The recorded data were pre-processed and then given for training to a **Deep Learning** model. The case therefore has shown that with sparsely installed cheap sensors along a water network, we can localize with high accuracy early water leakages in real-life conditions.

Useful link <https://ai4publicpolicy.eu/water-infrastructure-planning-maintenance/>

Key information

Submitter organisation	National Transparency Authority
Technology	
Public Sector Organisation responsible for the case	National Transparency Authority
Level of government	Central
Geographical coverage	Greece
Geographical extent	National
Functions of Government	General Public Services
Status	Implemented



Brief description

The **e-Peitharxika application** is an integrated information system for the systematic monitoring of disciplinary proceedings across the Greek Public Administration. “E-Peitharxika” application stands as a tool facilitating the monitoring of the entire life cycle of each disciplinary case, from the moment the disciplinary procedure starts until the decision is issued. The innovation of the application relies on real-time data, for the first time in Greece the competent public authorities have real-time data regarding the disciplinary procedures and compliance with the deadlines for each individual procedural step or/and the compliance with the legality and quality of disciplinary decisions. “Everything is integrated in a single database, offering direct access and extraction of key reports and statistical data for drawing useful conclusions on the functioning of the system for investigating disciplinary responsibilities.

Useful link <https://e-peitharxika.aead.gr/>

LLM-powered tax inquiry chatbot for the Bulgarian National Revenue Agency

Key information

Submitter organisation	Institute for Scientific Research in the Field of Computer Science (“INSAIT”) at Sofia University “St. Kliment Ohridski”
Technology	Artificial Intelligence
Public Sector Organisation responsible for the case	National Revenue Agency, Ministry of Finance
Level of government	Central
Geographical coverage	Bulgaria
Geographical extent	National
Functions of Government	Economic Affairs
Status	Implemented

INSAIT

пусна BgGPT чат, свободно достъпен на:

chat.bggpt.ai



Brief description

This project harnesses the power of **BgGPT, a state-of-the-art open-source LLM (large language model)** trained on an extensive, meticulously curated dataset of Bulgarian text (with understanding of the Bulgarian language, culture, and legislative framework to improve interactions between Bulgarian citizens and the government). Developed by INSAIT as part of one of the first government-led initiatives of its kind, BgGPT represents a significant step towards democratising AI technology. It capitalises on two recent breakthrough AI technologies: i) Large Language Models (LLMs): AI models trained on web-scale text corpora, allowing them to generate human-like text, and ii) Retrieval-Augmented Generation (RAG): that enhances LLMs by providing them with task-specific knowledge, such as the tax code.

Useful link <https://www.mon.bg/news/nsait-startira-bggpt-dostapen-izkustven-intelekt-na-balgarski-ezik/>