



GovTech Connect Assembly

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'Leveraging GenAI for Greater Efficiency in the Public Sector'

BLOG



GenAI: Revolutionising Public Sector Efficiency?

- *Generative AI (GenAI) is creating waves across sectors* by streamlining text, images, and insights.
- *Countries like Germany, France, and Italy*, are leading with promising GenAI applications in government.
- *Widespread adoption in public administration still faces challenges*, and GenAI's full potential is yet to be realised.



Why is GenAI Hard to Implement in Government?

- **Transparency & Risk Management:** 'Black-box' AI models can complicate use in decision-making.
- **Bias & Data Privacy:** A need for quality training data, and the sensitivity of using public data, poses risks.
- **Operational Costs:** Robust infrastructure and skilled workforces require investment, and an evolving market makes procurement more difficult.



From Challenges to Benefits: Why is GenAI Worth It?

- ***GenAI can automate tasks***, improve decision-making, and provide citizens with faster, accurate services.
- ***Global productivity improvements driven by GenAI could be worth \$1.75 trillion per year*** by 2033 across all levels of government.
- ***Leading initiatives to follow include*** Hamburg's 'LLMoin', France's 'Albert', and Italy's 'social security assistant'.



'From Vision to Action: Overcoming Implementation Challenges of GenAI in Public Services' – Panel Discussion



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