



AI Watch

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

**Ongoing work: collection and
publication of AI cases
in the Public Sector**

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24/6/2021

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.*

Topics

- Short questionnaire
- Survey on AI use in the public sector: cases, enablers and effects
- AI cases in the public sector as open data
- Conclusions & results of the questionnaire

Let's start with some questions

1. *What is the most important enabler for the use of AI in the public sector?*
2. *What is the greatest impact of AI in the public sector?*
3. *Rate the importance of:*
 1. *Having an EU inventory of AI cases in the public sector*
 2. *Letting organisations adding directly the cases to the inventory*
 3. *Having a common set of metadata about cases*

To answer*: Connect to <https://www.sli.do/> & insert the code: **#AIWatch**

**Please answer before the end of this presentation*

**Answers are anonymous*

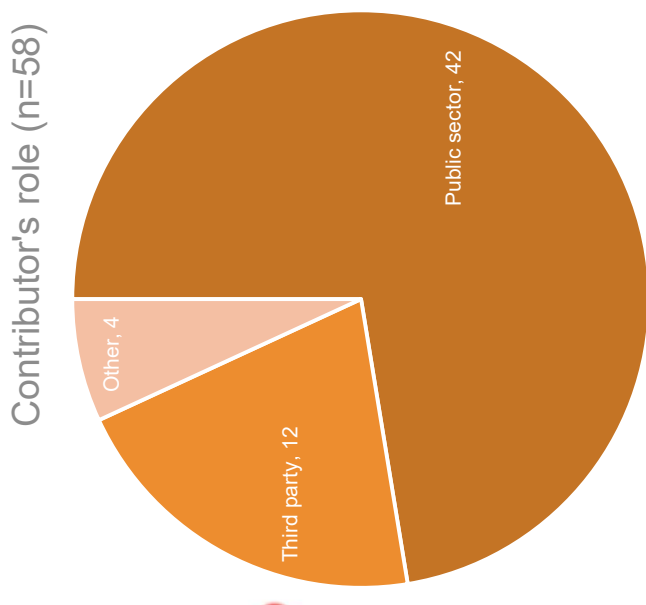
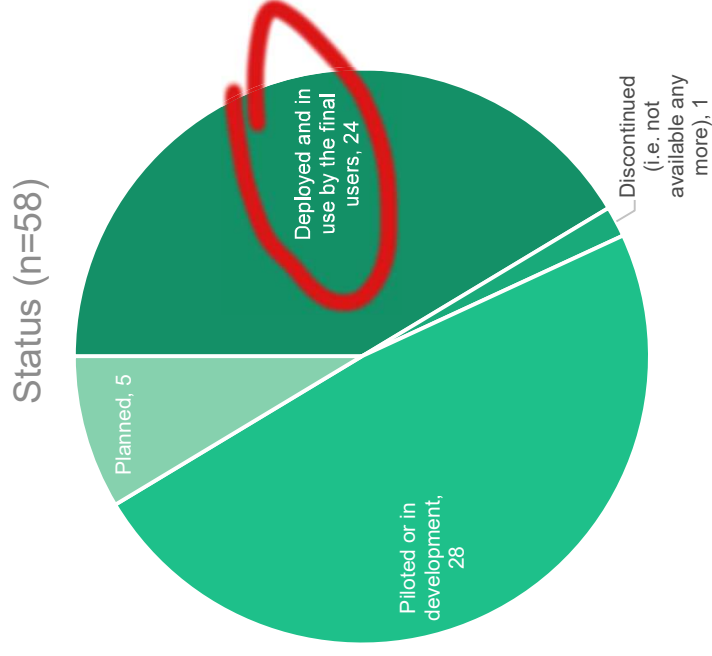
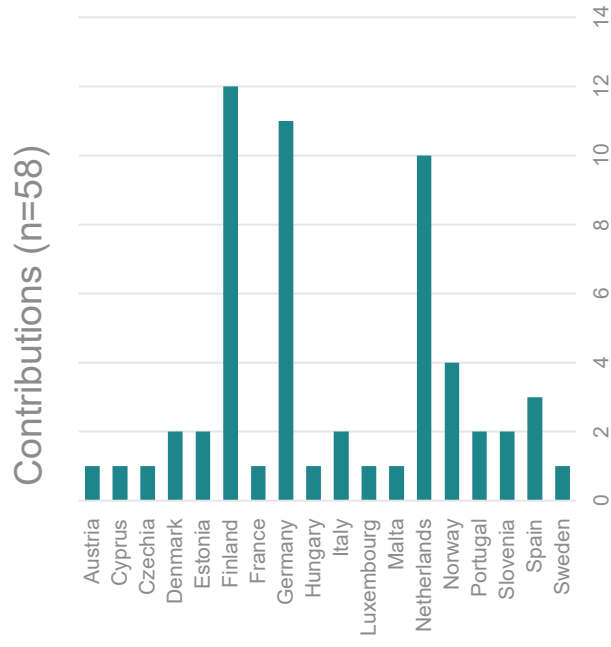


The survey

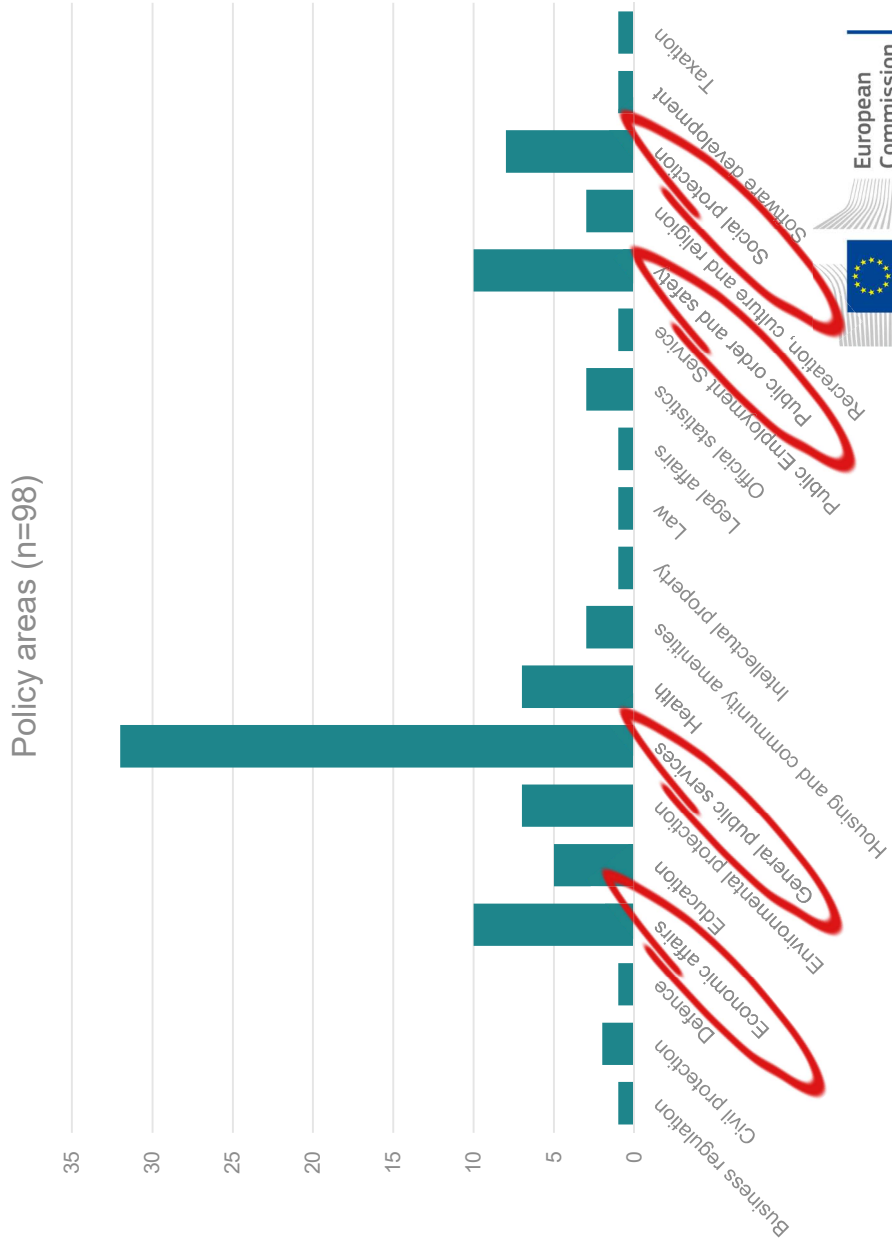
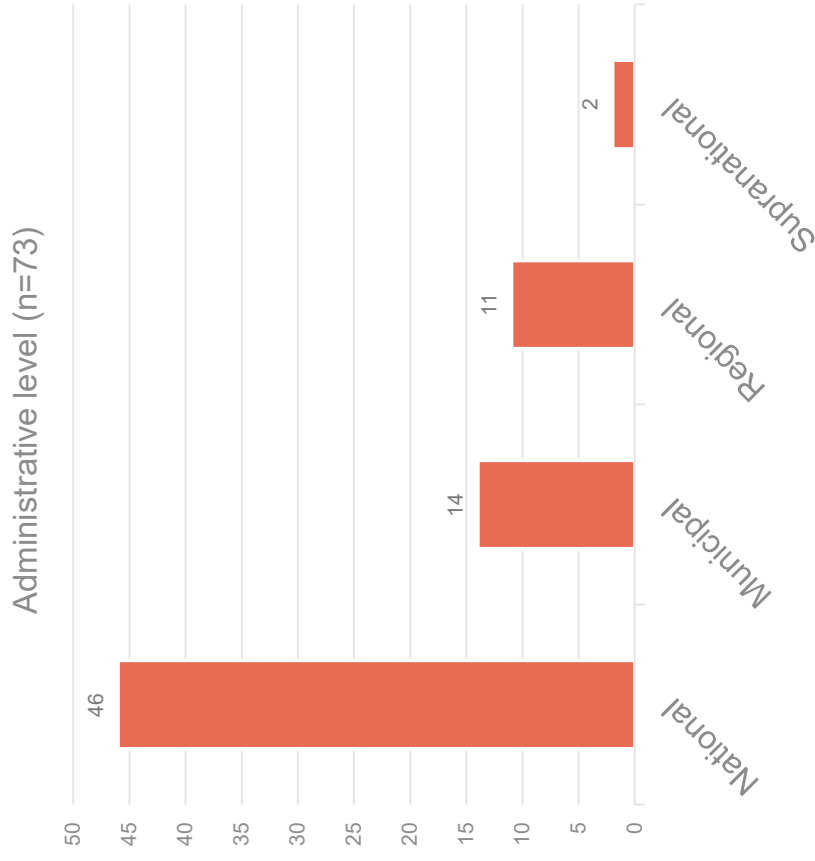


- Two main goals (and parts):
 1. Collection of AI cases in the public sector
 2. Impact assessment of the use of AI in the public sector
- Launched at the beginning of 2021, will remain open for contributions till the end of 2021
- Around 20' to fill the survey
- Available at: <https://ec.europa.eu/eusurvey/runner/IA-of-AI-public-sector>
- **Your contribution is fundamental!**
- Let's check some preliminary results of the contributions received so far

Contributions, statuses, roles



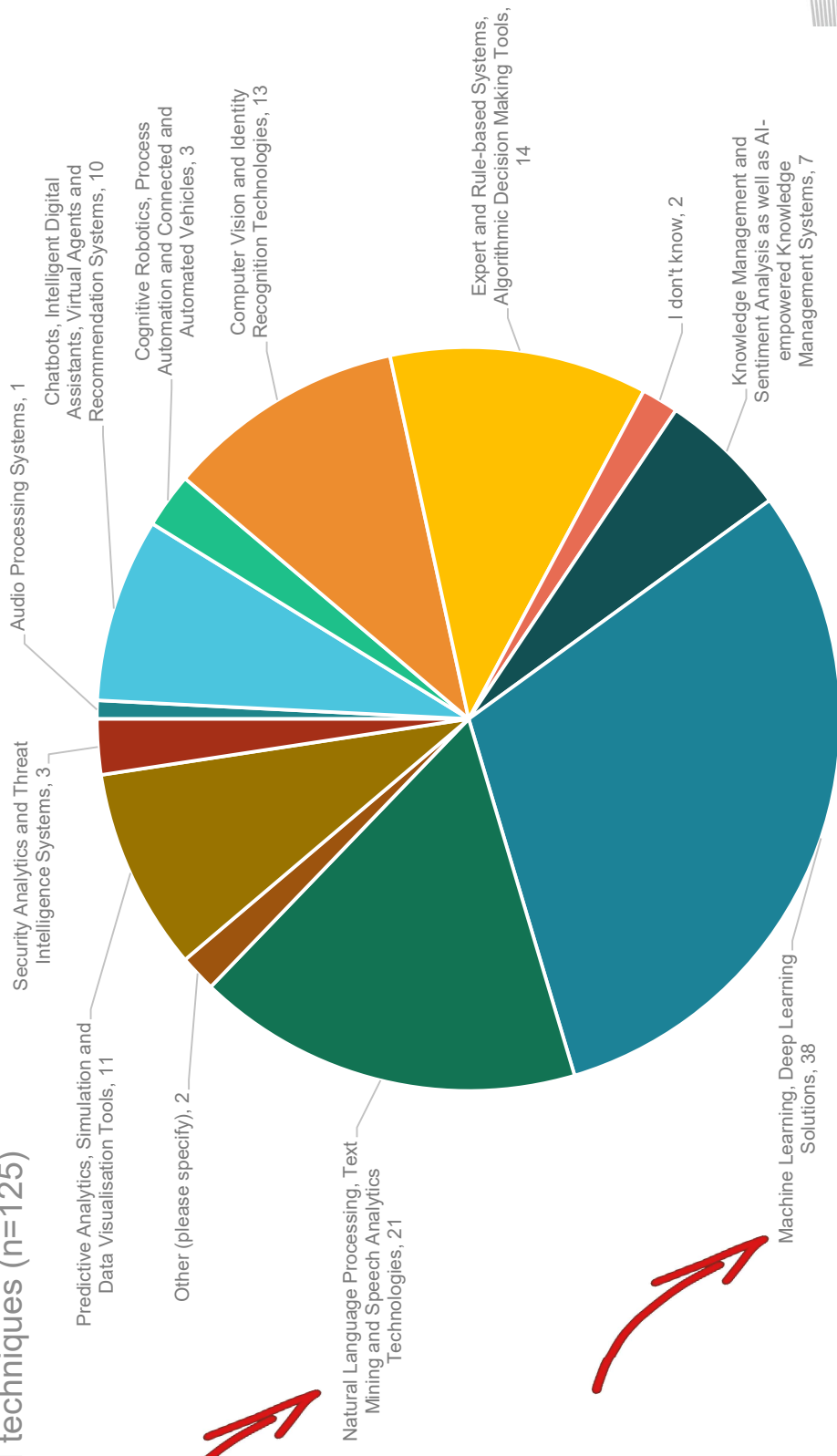
Administrative level, policy areas



<https://www.slii.do/>; Code: #AIWatch

AI techniques

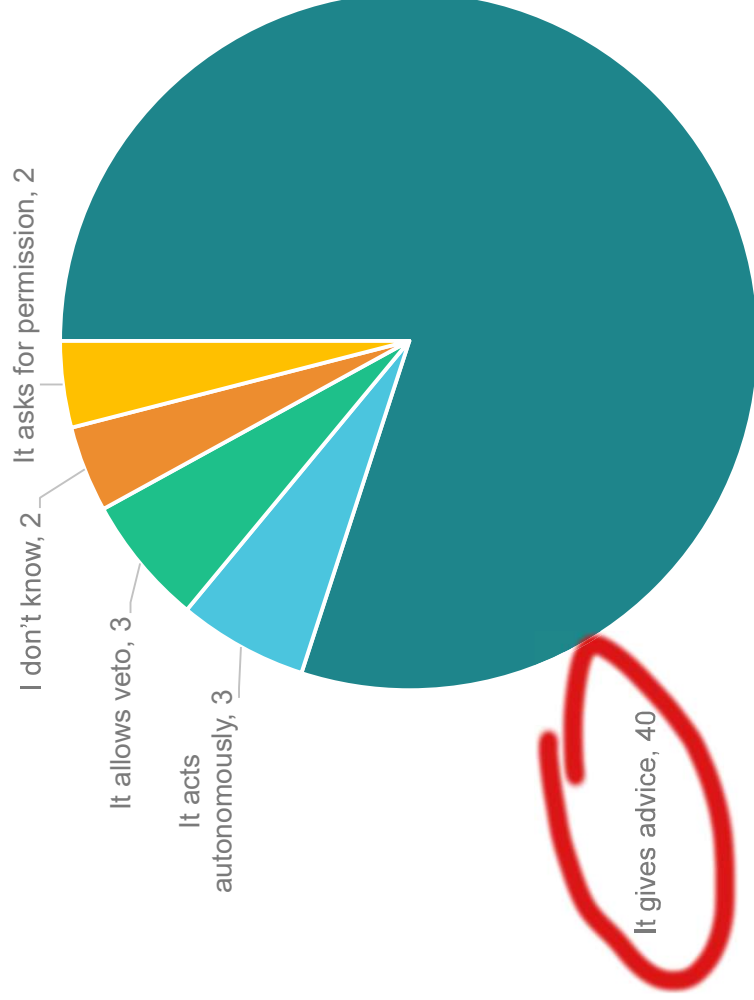
AI techniques (n=125)



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Automation degree

Automation degree (n=58)

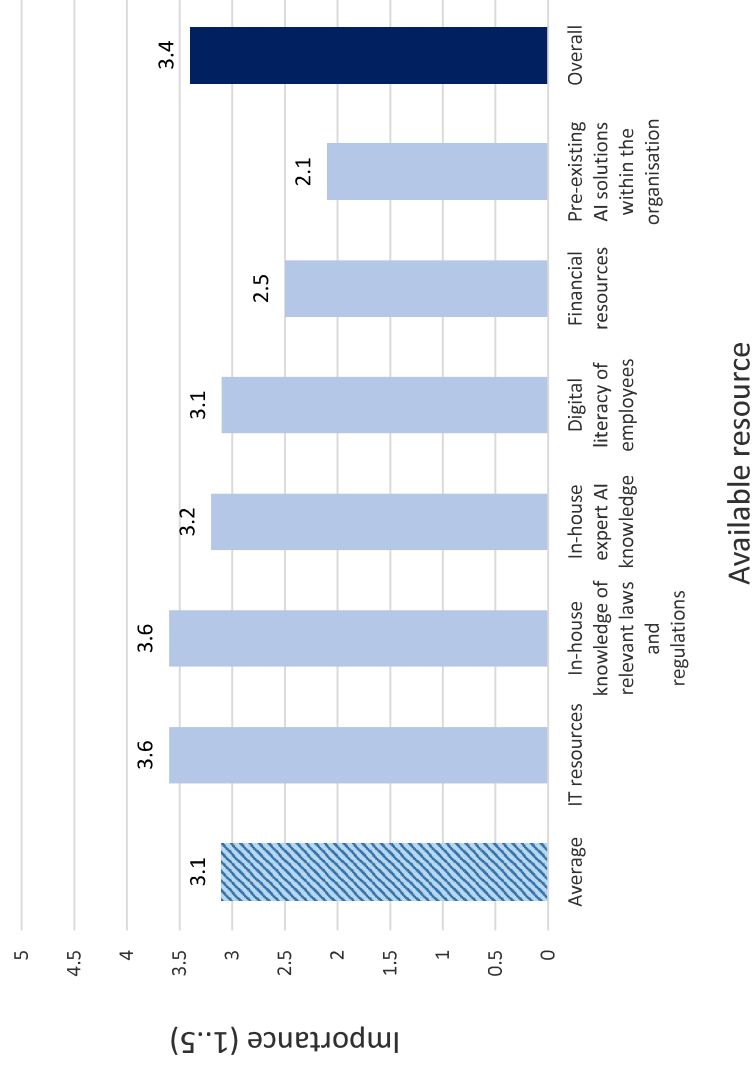


- It gives advice (i.e. the AI-enabled solution gives advice to a human; the human takes the decision)
- It acts autonomously (i.e. the AI-enabled solution acts completely independently without informing the human)
- It allows veto (i.e. the AI-enabled solution decides independently, but the human can override or block the decision)
- I don't know
- It asks permission (i.e. the AI-enabled solution takes a decision and the human gives permission to the AI application to execute the decision)

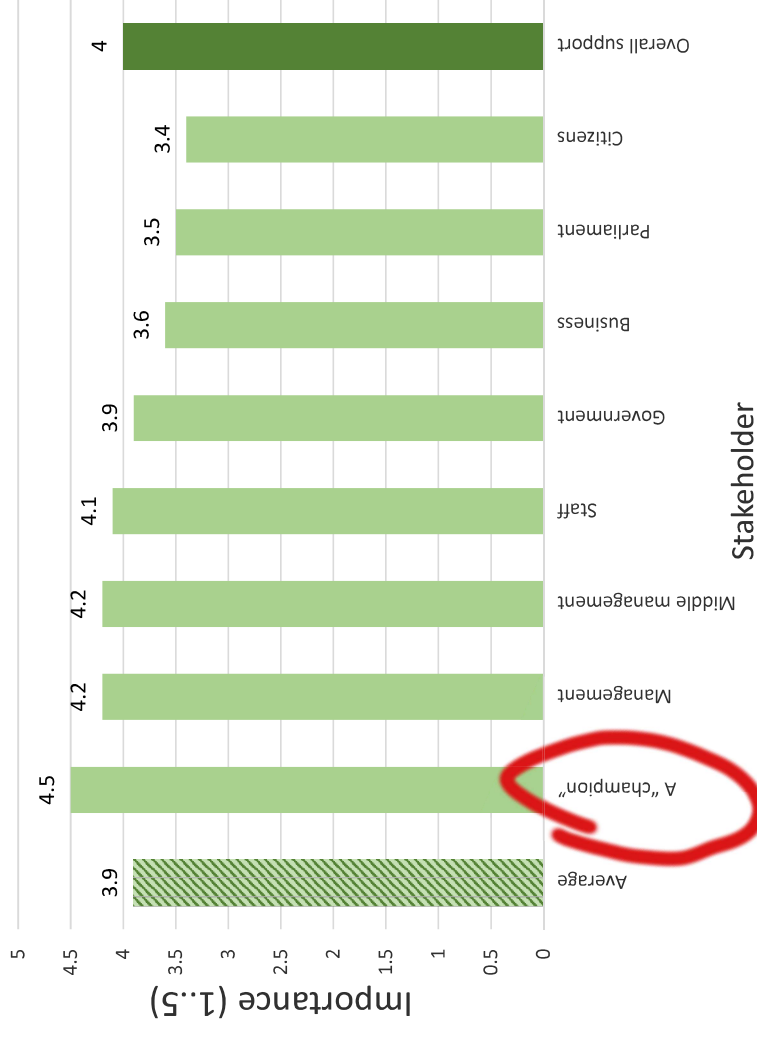
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Enablers: Resources & stakeholders

Availability of resources (n=503)



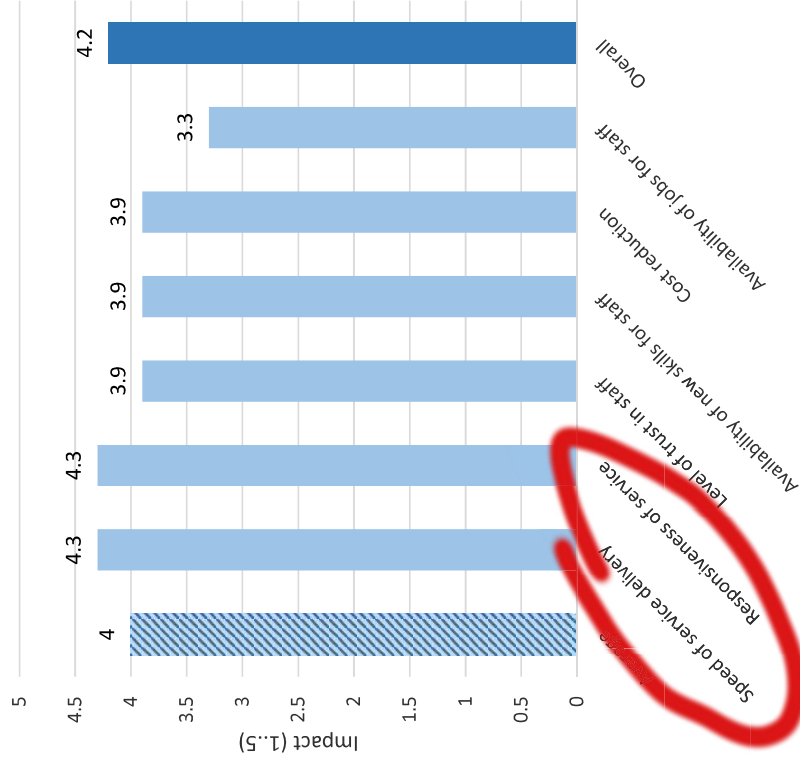
Support from stakeholders (n=535)



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Effects: Service & Internal

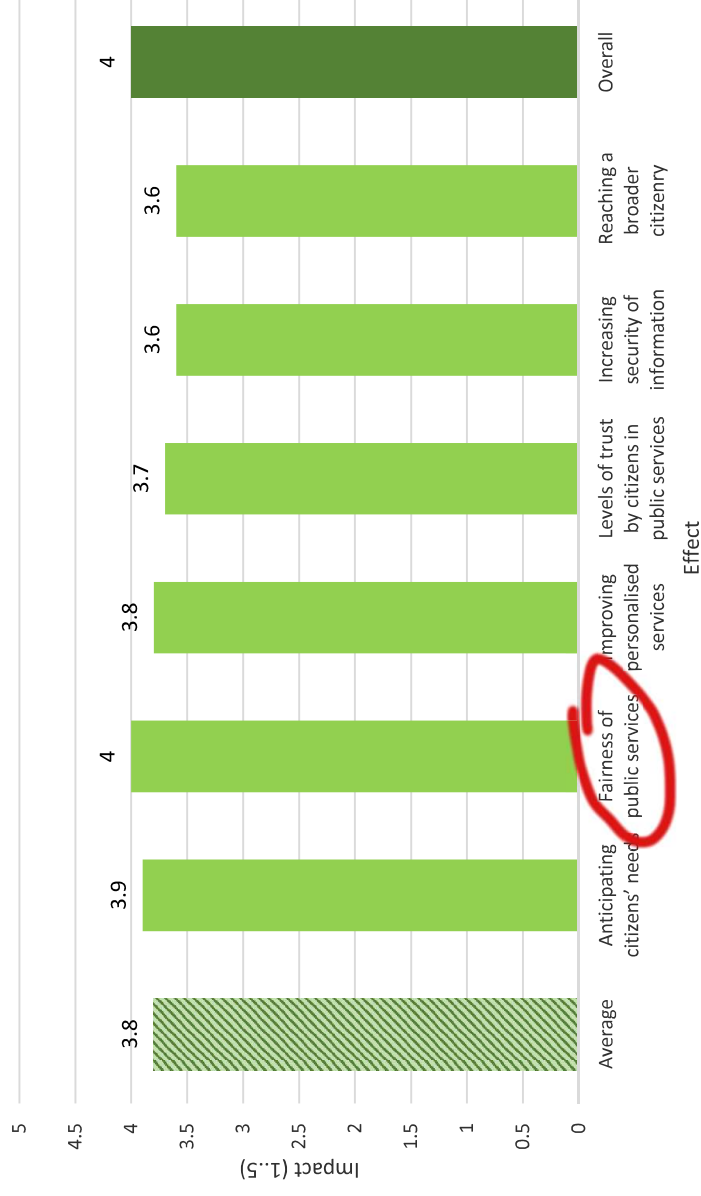
Internal operations (n=355)



Internal operation

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Improving public services (n=333)



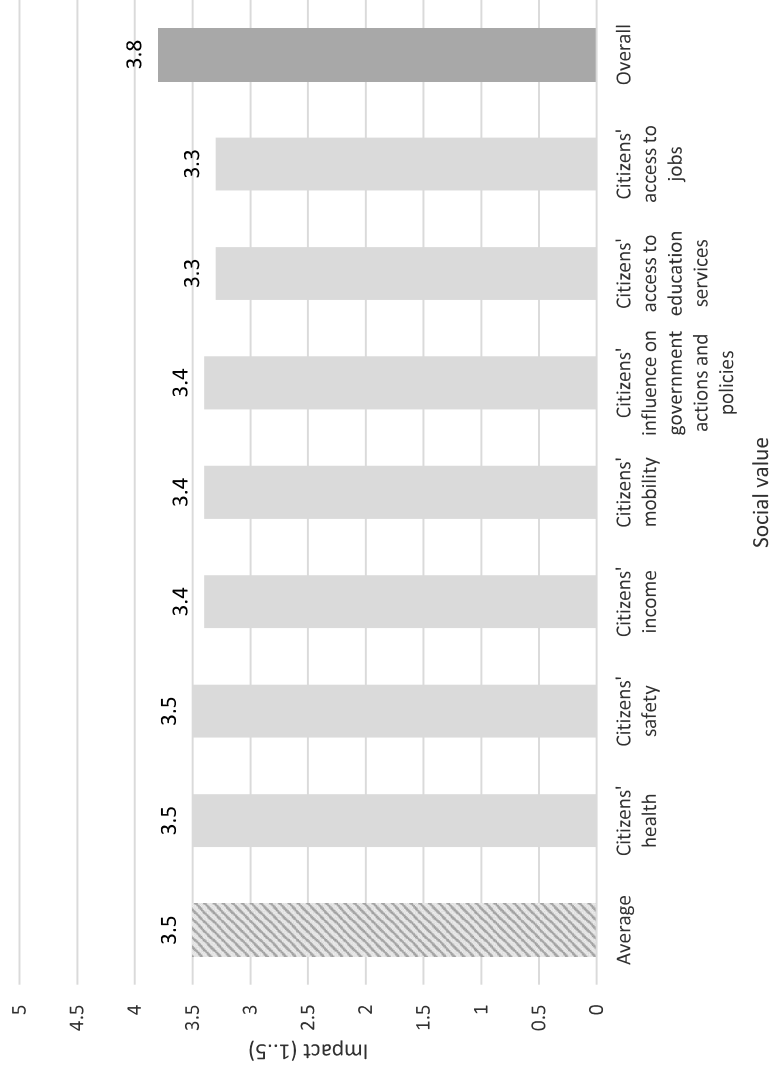
Effect



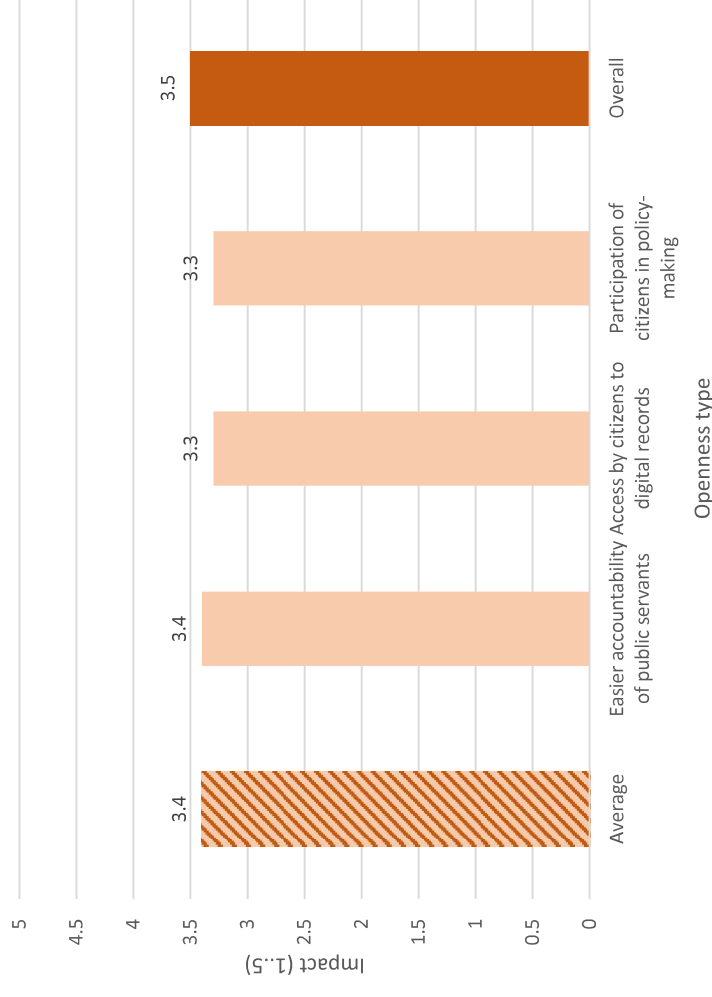
European Commission

Effects: Social & openness

Social value and well-being (n=368)



Impact on Openness (n=180)



Social value

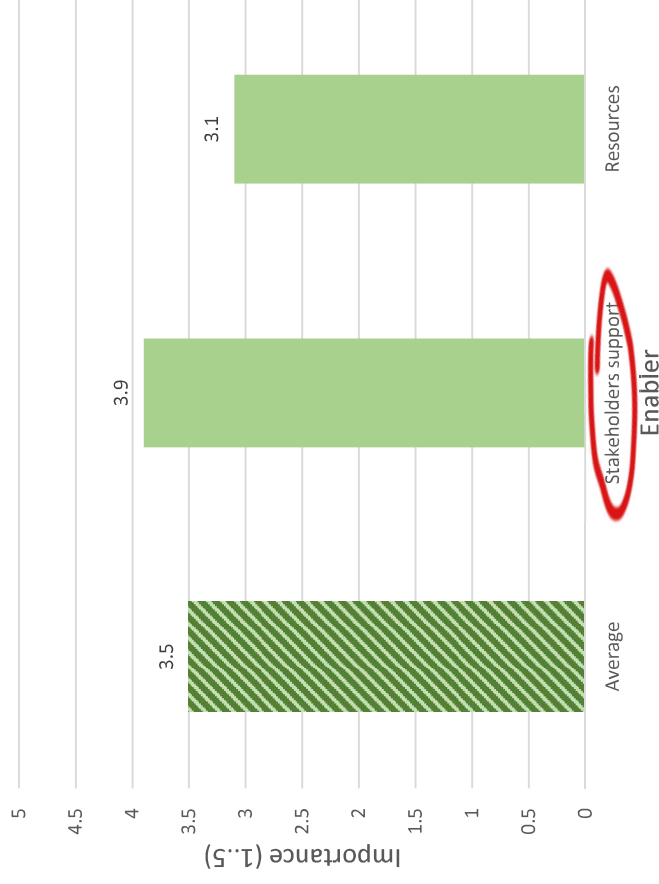
Openness type



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Enablers & Effects (summary)

Importance of enablers (summary, n = 1038)



Effect comparison (n=1456)



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AI cases as Open Data



Organisation: European Commission, Joint Research Centre
Point of contact: ec-ai-watch@ec.europa.eu

Title: Selected AI cases in the public sector

AI-WATCH

Description

This dataset contains a list of selected cases taken from the public sector institutions in Europe on the adoption and implementation of AI for many purposes. The updates of the list is an ongoing work, so that the content of the datasets will be continuously updated at least till the end of 2021. Each case is documented with the following properties: Title; Title of the case; Country; Administrative level; National, regional or local; Url; weblink of the AI case or, if not available, of its documentation or further description; User; COFOG first level; COFOG code as defined in <https://www.oecd.org/gov/48250728.pdf>; COFOG second level; COFOG code as defined in <https://www.oecd.org/gov/48250728.pdf>; AI type; AI subdomain as defined in <https://publications.jrc.ec.europa.eu/repository/handle/JRC118163>

How to cite

European Commission, Joint Research Centre (2021): Selected AI cases in the public sector. European Commission, Joint Research Centre (JRC) [Dataset] PID: <http://data.europa.eu/89h/7342ea15-4d4f-4184-9603-98bd87c8239a>

Keywords

AI Artificial Intellig... Digital Government Innovative Public S... eGovernment

Related resources

Data access

CSV - Comma Separated Value format

ODS - Open office format

XLS - Microsoft Excel format

Publications

AI Watch - Artificial Intelligence in public services: Overview of the use and impact of AI in public services in the EU

DOI:10.2760/039619

Other resources

AI Watch project main web site

JoinUp community about AI in public sector

Test service: AI public services explorer

IMPORTANT: this service is currently under testing and it is not an operational tool of the European Commission. Its maintenance is not guaranteed and both the site and data structures might change in the future. The AI Public services explorer is a test tool to provide an integrated

- **142 cases** taken from various activities (workshops, surveys, interviews, desk research, etc)

- **Purpose: AI Watch investigation**

- Available at the [JRC Data Catalogue, AI Watch collection, “selected AI cases in the public sector”](#)

- Published as open data & available in 3 formats for download

- A [basic viewer](#) is also available



<https://www.sli.do/>; Code: #AIWatch

Basic viewer

Search & filter

Services (142)

Search:

- AI Typology
- AI
- Audio processing (4)
- Automated reasoning (5)
- Computer vision (16)
- Knowledge representation (2)
- Machine learning (68)
- Neural language processing (57)
- Navigation (3)
- Robotics and automation (1)
- Searching (3)
- Unknown (2)

Per Page: 10

1 2 3 4 5 Next Last

Mona - Public chatbot on relevant questions for companies on the subject of the corona crisis and the economy

The new chatbot 'Mona' is intended to cover all relevant questions for companies on the subject of the corona crisis and the economy. The service of the Federal Ministry for Digitalization and Business Location (BMDWL) is available online on the 'Unternehmens Service Portal' (USP, Company Service Portal) and can also be used on mobile devices. The chatbot is designed to provide information on the current situation of companies and to provide support in solving their problems. On the one hand, users can ask newly formulated questions, on the other hand there is a classic information channel in which more detailed information is provided step by step on the three central topics of work, financial aspects and research at the user's disposal.

Unternehmensservice Portal, Austria, Austria

AdPaaS - Technical procurement documents comparison

The city of Antwerp has a platform called Antwerp City Platform as a Service (AcPaaS) that uses NLP to compare a technical document of a procurement (or an offer) and find the already existing IT components they have in house (API, applications, etc) that could possibly satisfy some of the requirements. To do this, they compare the text of the files of the technical documents with the metadata files. They also have launched an experimental service that compares technical diagrams with the metadata of the IT components.

Digipolis, City of Antwerp, Belgium

Camera System - Mobile phone usage on vehicles

Traffic Institute Vla is currently testing a new camera system that registers whether a motorist behind the wheel is on the smartphone. Other photos are deleted and faces are made unrecognizable. If the police establishes a violation based on that selection, they can issue a fine.

Traffic Institute Vla, Belgium

Analyse & download

AI-X Gallery Sources

Feedback Contribute AI-X Survey

Misty II - Robot for elderly people

Responsible organisation: Municipality of Barcelona (Government)

Twenty elderly people who live alone and already use services provided by the City Council's Area for Social Rights are to be selected to participate in a pilot project. The project aims to discover to what extent the quality of life for senior citizens can be improved through assistance with a social robot. For example, reducing isolation, increasing mobility, etc. https://www.wakepark.com/investments/robotics/robotics/2021/03/22/misty-robot-fact-mayore-vien-solitario-59894835_0_amp.html; https://figshare.net/articles/robotics/robotics/2021/03/22/misty-robot-fact-mayore-vien-solitario-59894835_0_amp.html

Additional information

Source: AI Watch - Artificial Intelligence in public services. Overview of the use and impact of AI in public services in the EU https://www.barcelonacatalunha.com/en/robotics/citizens/misty-ii-the-social-robot-becomes-part-of-the-life-of-twenty-senior-citizens_507945.html

Web site: https://www.barcelonacatalunha.com/en/robotics/citizens/misty-ii-the-social-robot-becomes-part-of-the-life-of-twenty-senior-citizens_507945.html

Start/end date: 2021/01/01 -

Still active? Unknown

Related AI cases

Copy CSV Excel PDF

Service	Similarity	Relationship
SHAP - Holiday rental home fraud	50%	AD LP CS JP
Chabot - Robot relations with citizens	50%	AD GC LP CS JP
Fungrola Town Hall - measuring beach maintenance	50%	AD GC LP CS JP
Mistral - citizen science for better urban life	50%	AD GC LP CS JP
Trellborg - Automated social welfare decisions	50%	AD LP CS JP
AdPaaS - Technical procurement documents comparison	40%	AD LP CS JP
Camera System - Mobile phone usage on vehicles	40%	AD LP CS JP
VDAB - Chatbot for job seekers	40%	AD LP CS JP
Vormstraten - Enabling accurate predictions to select day-care services which require further inspection	40%	LP CS JP
Physis - City Challenge Chatbot	40%	AD LP CS JP
Hope - Chatbot informing work of the Civil Protection Staff	40%	AD LP CS JP
CHANN - Smart Water spinning energy consumption	40%	AD LP CS JP
Covid AI - Emergency medical services real-time speech analysis for	40%	AD LP CS JP

Filter by service Filter by similarity Filter by relationship

View



Geographic coverage
Coverage across the relevant cases, showing the focus on one country, a group (max the number of relevant cases) or a combination of both.

Administrative level
Distribution of AI cases by administrative levels.

Main government division (COFOG I level)
Distribution of government division for the relevant cases. The Classification of Functions of Government (COFOG) categorises government expenditure into a series of divisions in a group.

COFOG I & COFOG II
Joint visual representation of the cases COFOG I, COFOG II.

AI typology
Distribution by AI typology.



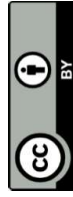
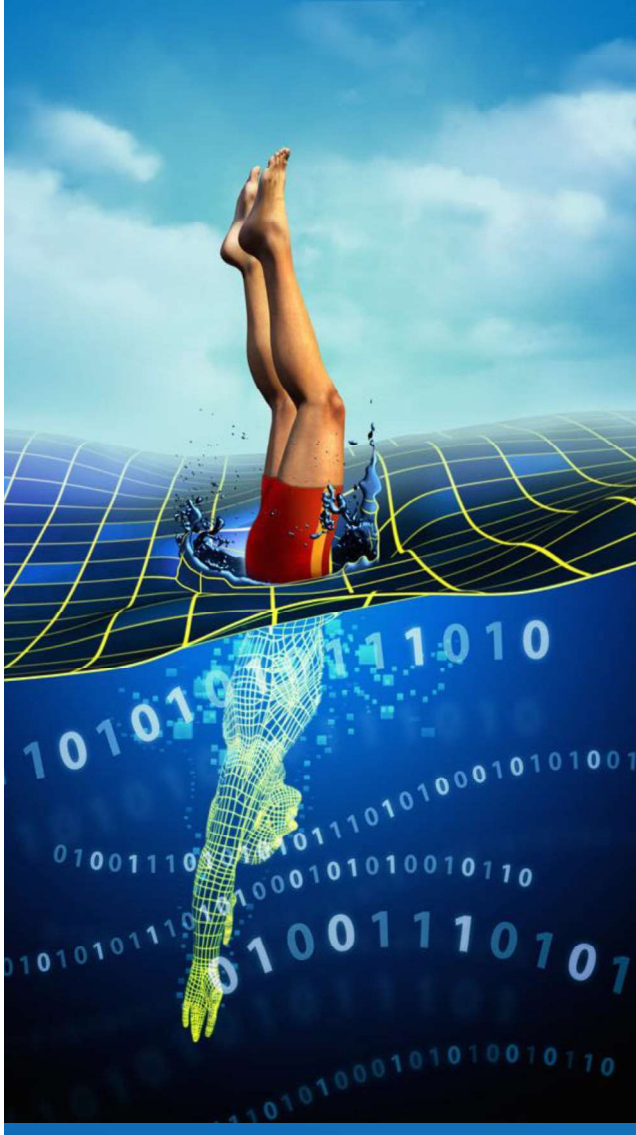
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Conclusions

- [Survey on the use of AI in the public sector](#)
 - **Machine learning** and **natural language processing** are well represented in the cases
 - Most of the cases give ‘**advices**’
 - **Support from stakeholders** is very important, especially the presence of an ‘**AI champion**’
 - Internal and external effects are equally distributed, with a **small prevalence of internal impact**
- 142 AI cases have been [published as open data](#).
 - The list is continuously updated.
 - **Contributions to the [survey](#) are very welcome!**
- [sli.do answers](#)

<https://www.sli.do/>; Code: **#AIWatch**

Thank you



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