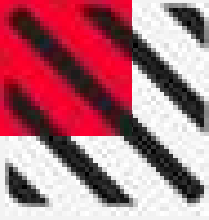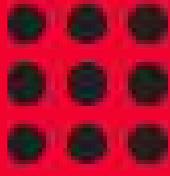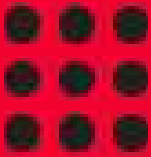Click to add text

How to empower digital services transformation with the use of AI:

a case study of Poland

Ilona Urbaniak, PhD - NASK, Poland

Antoni Rytel - GovTech, Poland

Vision: Digitization of public administration in Poland / AI Strategy in Poland

Engine

EZD
electronic documentation
management system

Ecosystem tool called gov.pl

Gateway to public administration services
catalogue of online services/information for citizens
26 mln users per month
(e.g.taxes, registration of birth, child benefits)

Future:

Wide implementation of gov.pl services
To be used by any local/central public
administration authority

One of the important aspects of implementing modern technologies in Poland
is the use of artificial intelligence.

Why the Uniform electronic document management system (EZD)?

The existing EZD system supports 700 authorities (data for 3 months, 1Q2021)

Benefits for public administration:
- time reduction
- cost reduction
- high volume
- Convenience
- easy access
- No printing required
- unification/standardization/harmonization
- effective use of human resources

1 621 571
Internal documentation

4 610 919
Internal (chain of command) approvals

900 556
Number of sent documents

- Easing access to public services and citizen's life

- Paper-less public administration

- One system for public administration for day to day operation - receiving, storing and archiving electronic correspondence

60K
approx. 60K public authorities (small and large)

1,9 mln
Public sector employees including administration/healthcare/education.

EZD RP

Upgrade of the EZD PUW - currently the leading eDMSs for public administration in Poland

Full integration of digital processes in administration - connection between administrators with key resources

System developed in very close cooperation with stakeholders/users – bottom up initiative

Free of charge for users

EZD RP provides resource registry API

Launch of EZD RP- January 2022

AI in EZD RP

Two existing/developed practical applications of AI
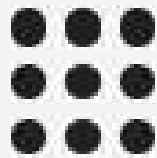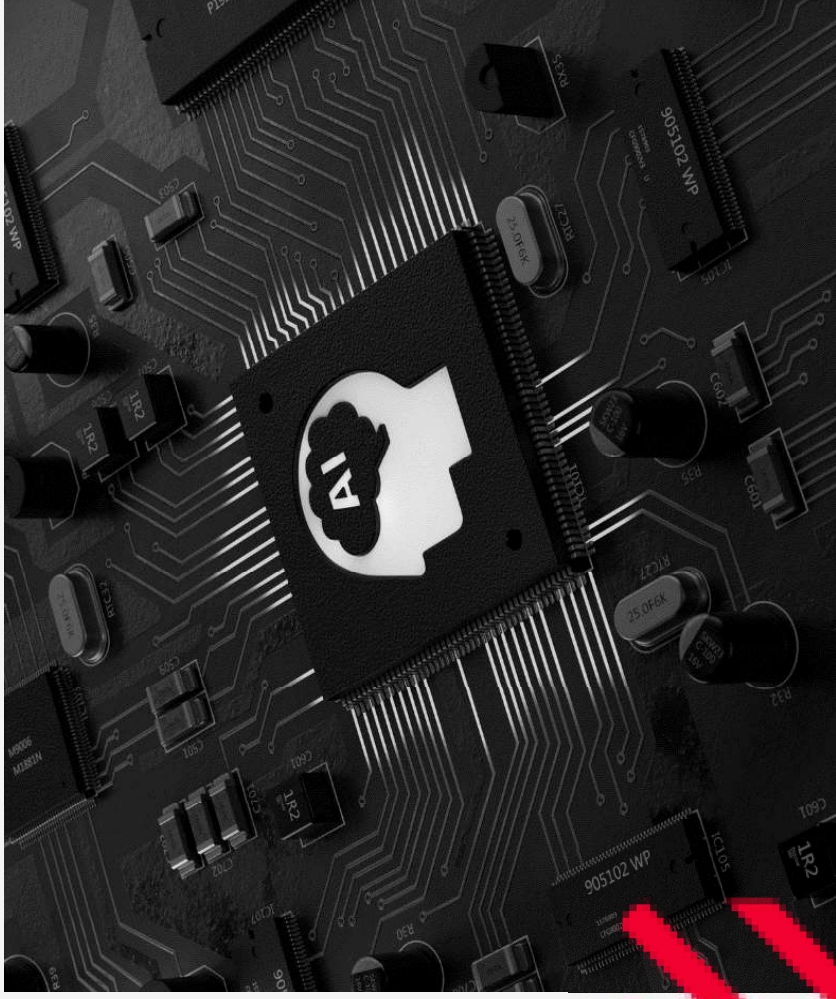in the electronic document management system EZD RP

1 Automatic division of correspondence based on existing signatures.

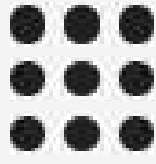**2** Automation of document anonymization before sharing

AI in EZD RP

- Identification of sensitive data
- Detection of non-typical user's actions or anomalies in the usage of documents
- Verification of identical signatures
- Automatic metadata insertion
- Grouping of similar issues
- Summarising document
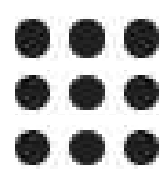- And more...

3 Future features based on AI

GOV.PL – one gateway to access them all

Hundreds of services …

Thousands of institutions …

Tens of millions of monthly users …

… all in one place!

4

gov.pl | Website of the Republic of Poland

Coronavirus: information and recommendations

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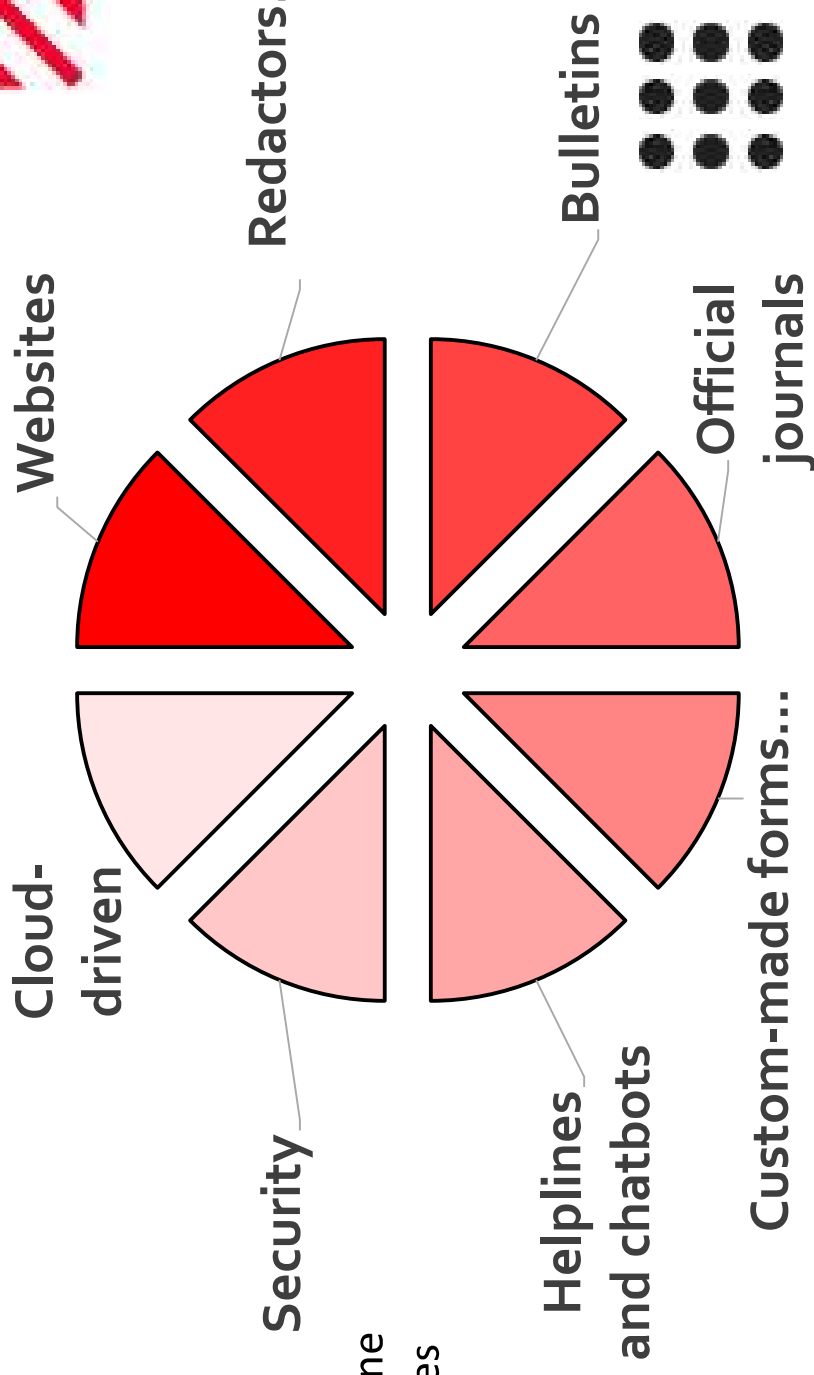
One ecosystem for all your needs

5

- Provided for free to central and local government institutions
- Combined with EZD-RP, it will create one ecosystem for all government processes
- Maintained and expanded centrally, administered locally

Websites

Redactors...

Bulletins

Official journals

Custom-made forms...

Helplines and chatbots

Security

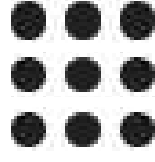Cloud-driven

Synergy of both systems

6

EZD RP ⟷ **GOV.PL**

- Users able to check the status of every process they're involved in
- AI provided with priceless anonymised data from tens of millions of users
- Customer satisfaction research

112.35
38.70
2024
81.44
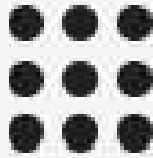
Jan Feb Mar Apr May June July

EZD RP is the key pillar for digitalization of Polish public administration while using AI tools

Poland remains committed to further developing all tools you have seen today and sharing the results

Stay tuned to our future presentations of our innovations with AI components

Thank you

Ilona Urbaniak, PhD (NASK)
Antoni Rytel (GovTech)