

How AI can be a force for good in government?

June 2019

■ ■ ■ The better the question. The better the answer.
The better the world works.

The future is NOW...

**Digital
disruptions
are driving
innovation
and new
organizational
models**



Next Gen Security



Internet of Things



AI



Robotics



AR/ VR



Blockchain



Cloud



Social



Connectivity

... and puts growing pressure on governments

Do more with less

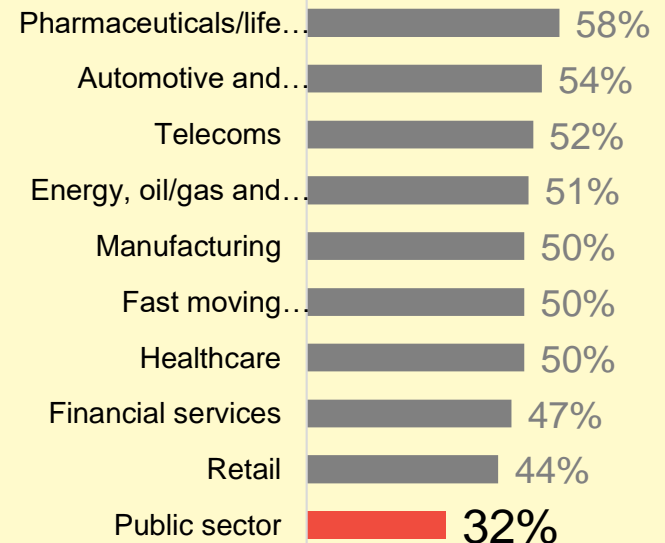
Meet citizens' growing expectations

Respond to ongoing industry disruption

Enhance economic competitiveness

Rebuild public trust

Business leaders understand the importance of AI, but the public sector is lagging behind in AI adoption



A photograph of a city street during the "golden hour" of sunset. In the foreground, a row of bicycles is parked on the left side of the frame. The street is paved and has several cars parked along the right side. A person is walking on the sidewalk on the right. The sun is low on the horizon, creating a strong lens flare and casting long, warm shadows. The background shows buildings and trees.

AI has the potential to overcome the biggest challenges governments face and dramatically improve life for citizens

Use of AI in governments has two big opportunities that don't apply to the private sector

- ✓ It allows them to structure and analyze the huge amount of data they hold on citizens – and use it for social good.
- ✓ It gives them a unique chance to drive how citizens use and benefit from these technologies.

AI represents an opportunity for countries of all sizes

Pressing Challenges



Indicative domains of AI application in the government and public sector

**Transport & Urban
planning**

**Defense &
Security**

**Environmental
Management**

**Public
Administration**

**Justice and
Public Safety**

Health

Education

**Disaster Planning
and Management**

There are though barriers to overcome...



Budget
constraints



Organizational
Silos



Lack of
integrated ICT
infrastructure



Gap in core
skills and
competencies



Narrow focus of
implementation



Risk averse
cultures

Governments will have a critical role to play in promoting wider AI adoption and use

1

Ensure legal accountability and liability

Ensure legal certainty on how existing laws and policies apply to AI and autonomous systems
Promote open, transparent and inclusive governance across the wider eco-system
Adopt policies to clarify liability in event of problems arising from AI

2

Tackle privacy and security issues

Provide guidelines for testing AI systems to ensure they function as intended
Create information governance policies to ensure AI systems collect, use, store and share data in accordance with privacy and personal data laws

3

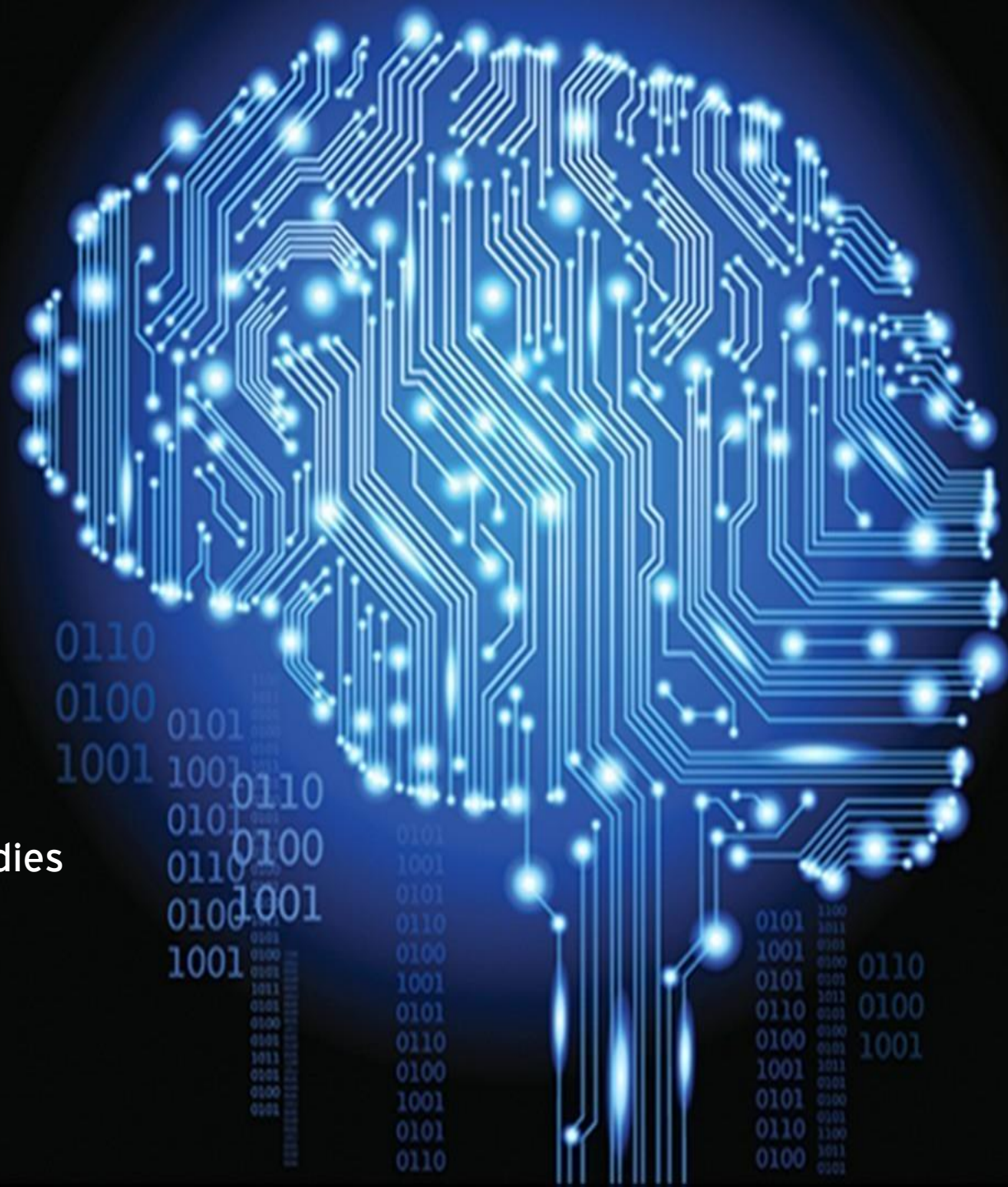
Promote policies addressing ethical challenges

Promote research into safe development of AI
Adopt ethical standards in the design of AI systems
Promote concept of “machine ethics” - giving machines the ability to make appropriate choices and to tell right from wrong.

4

Empower the public to understand AI - Address societal implications

Provide competency-based education programs to provide users with a basic understanding of AI systems
Ensure laws applicable to AI systems put users' interests at the center
Increase funding for studies on societal impacts
Invest in education and skills training to prepare workforce for digital age
Rethink models of social support. e.g. guaranteed universal income for every citizen



AI European GPS Case Studies

European Government & Public Sector: AI in action!



Accelerating subsidy payments. As part of its E-estonia is deploying a number of AI initiatives; from checking sat images to confirm farmers activities when the received hay cutting subsidies.

Finding work to unemployed. Matching laid-off workers skills with new employers. Plans to use AI in basic judicial system decision making.



Helping vulnerable citizens such as children, the homeless and substance abusers. We've worked with a London borough to pilot an AI-based system to identify children in need of safeguarding. The system had an 85% success rate, and in just seven months, it identified 1,700 families that would benefit from targeted services. [Public Finance 2018 Award Winner: EY - Solution Partners of the Year](#)



Giving citizens a better experience, analyzing social network feeds. Government in Denmark is using AI to analyze posts by citizens on their social networks and identify the biggest issues they face. This allows them to respond to issues proactively and use predictive analytics to address problems before they emerge.



“How do we **both benefit and protect** our country from the impacts of AI?”

The public sector aims to take a trailblazing role in pushing the development of AI as a whole in Estonia

AI Strategy addresses (not exhaustive list):

- ✓ Use of open source components / “tools”
- ✓ Data science & AI collaboration network
- ✓ Guidelines on how to manage AI projects
- ✓ Knowledge transfer and experience exchange
- ✓ For the sustainable development of Estonian language and culture it is important to use natural language processing
- ✓ New positions of Chief Data Officers at least on Ministerial levels
- ✓ Flexibility in funding e-state developments
- ✓ Creation of “sandboxes” for testing & developing public sector solutions
- ✓ Data governance

A woman with blonde hair tied back, wearing a red lanyard and a patterned top, is speaking into a microphone. She is gesturing with her left hand. In the background, several people are seated, listening. The setting appears to be a conference or event with a blurred background.

Q&A

Find more on how EY can support you
in GPS and AI by visiting
<https://go.ey.com/2Vgj2DC>

