

**Interreg
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ENAIBLER

AI for Public Services

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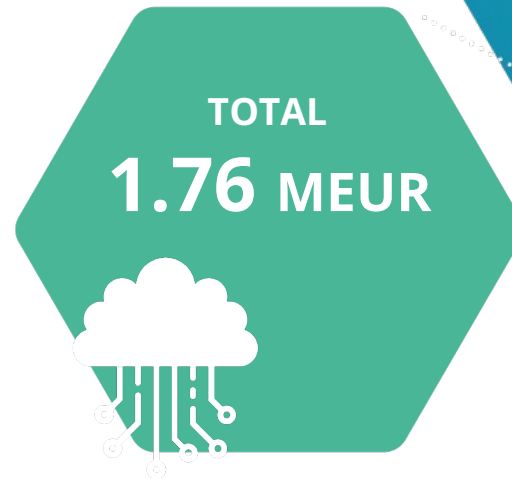
7 November 2023 | INTERREG WEBINAR

ENABLER

Enabling an AI-driven public service

ENABLER to enable regional and local governments to lead AI-driven policies supporting the digital transformation of their territories

www.interregeurope.eu/ENABLER



Enabling an **AI-driven Public Sector**

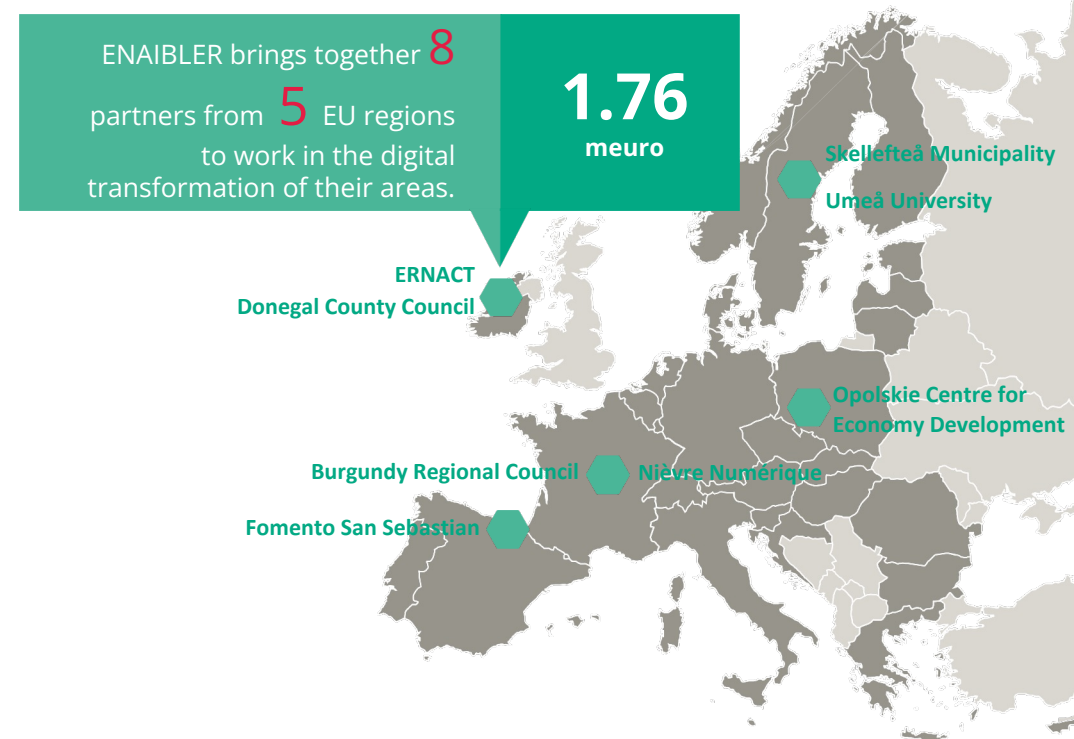
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Artificial intelligence is acknowledged as one of the gamechangers in the digitisation of territories.

The public sector can play a vital role if it is empowered in the use of AI which it is the main objective of **ENAIBLER**.

ENAIBLER focus: how to upskill the public sector to lead regional digital transformation taking advantage of AI to deliver improved policies and services

March 2023 – Feb 2027







Aim

Enable regional and local public sector organisations to adopt artificial intelligence (AI) as an effective way of supporting them in their task of digitally transforming their territories.

Sub-objectives

1. **Build the capacity of the public sector organisations** to unlock the benefits of AI balanced with ethical, fairness and safety considerations.
2. **Empower the role of the public sector** as early-adopter and promoter of AI-driven solutions.
3. **Assist the public sector** in the implementation of more open, transparent and ethical policies and services.

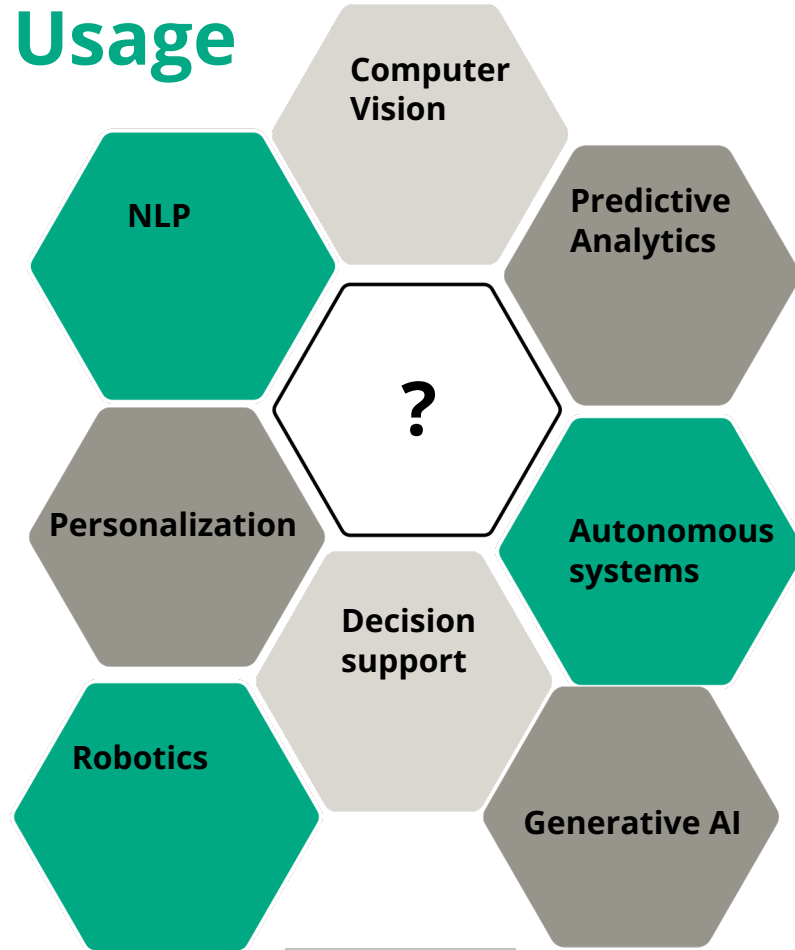
Main outputs and results

- **Adoption of AI by public sector** which will act not only as consumer but also as promoter of AI-driven services and policies benefiting citizens, companies, research organisations and the public sector itself.
- **5 policy instruments improved** thanks to the project

Enabling an AI-driven Public Sector

Typology of AI Usage

(Non-exhaustive..)



Chatbots, LLM CHATGPT, Knowledge Management Communication, Citizen engagement



Recommender systems

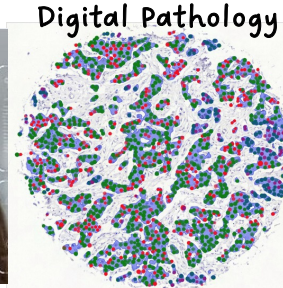


AI to control robots

Patterns in socio-economic data



Facial recognition



Digital Pathology

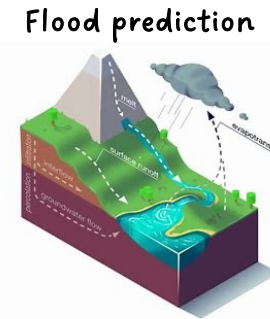


Land classification



Engineering maintenance

Cyber Security

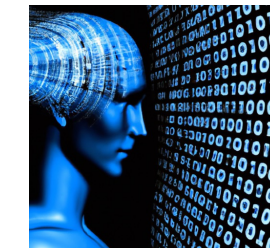
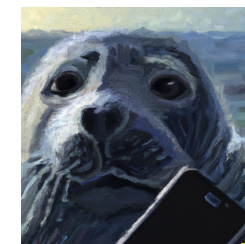


Flood prediction



Driverless cars

Drones



Images, video, music
Songs, poems...

Enabling an **AI-driven Public Sector**

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Challenges for local authorities!

- Low awareness/understanding of AI
- Lots of Hype, fear & misconceptions
- Concerns on ethics & trust
- Patchy adoption in Public services
- Barriers: Data, Trust, Culture, Infrastructure, Skills
- AI exponential growth– ChatGPT 100m users in 1 month!!
- Rapid change & explosion of AI Tools



ENAIBLER Approach

Exchange of Knowledge

Building capacity

- Framework to understand AI Context in our regions:
EU, National, Regional- legal, strategies, supports, companies
- Study visits to partners: IE, SE, FR, PL, ES
- Regional stakeholder Groups (triple helix ecosystem)
- Workshops/webinars to build understanding (Umeå University)
 - What AI can & can't do
 - AI ethics and safety
 - AI in digital transformation
 - AI & Co-creation
- ENAIBLER Knowledge resource

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Study Visits

Sharing knowledge between our regions

France

- What AI can & can't do
- The impact of AI on work
- Impact of AI on the ecological transition
- AI & Ethics discussion
- AI & Co-creation
- AI role in the Green transition

Sweden

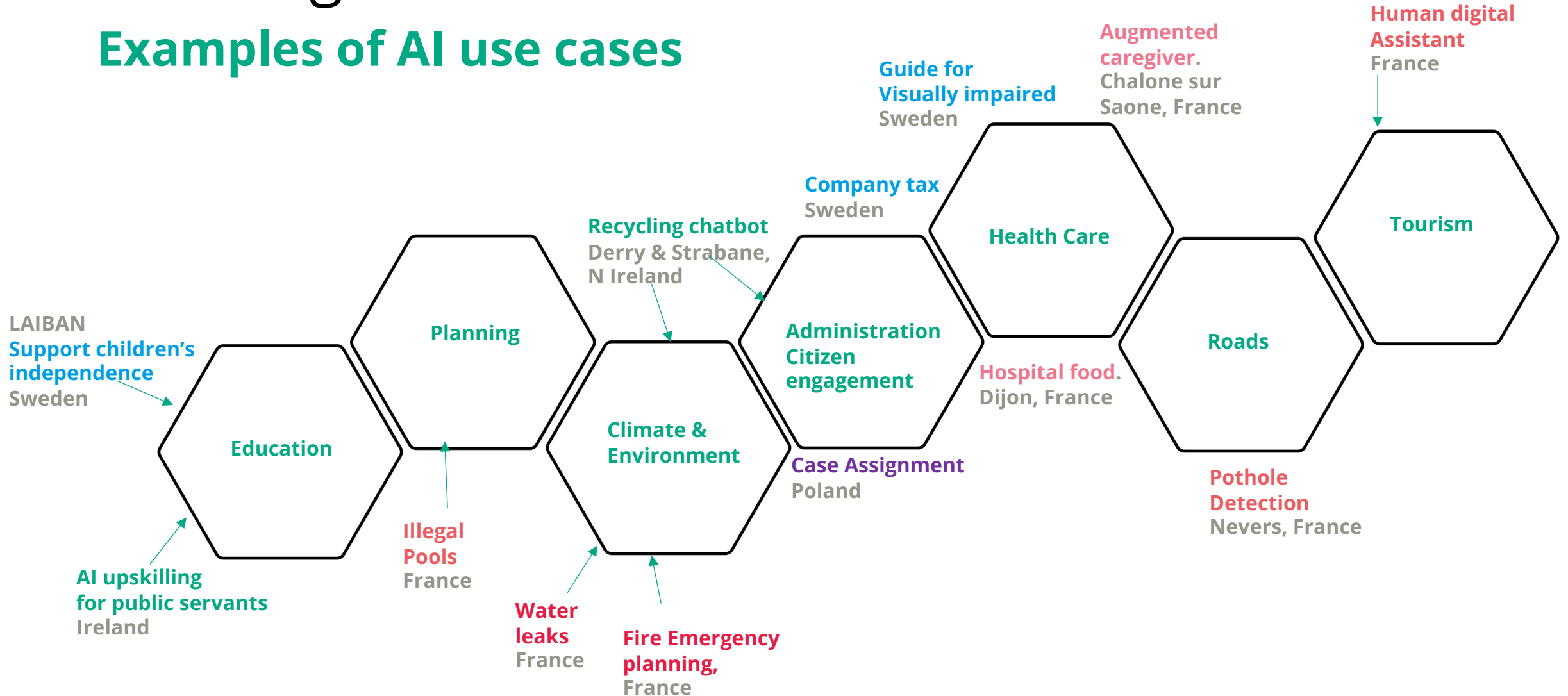
- The Swedish AI trust Model
- Explainable AI
- AI Business Lab
- AI's role in digitalization
- AI Assessment methodology
- AI & Ethics –priorities workshop
- AI research in Healthcare

Ireland

- The Potential of AI in Public services
- AI research in ATU University
- AI research in Ulster University
- Case study : Recycling chatbot development

Enabling an AI-driven Public Sector

Examples of AI use cases



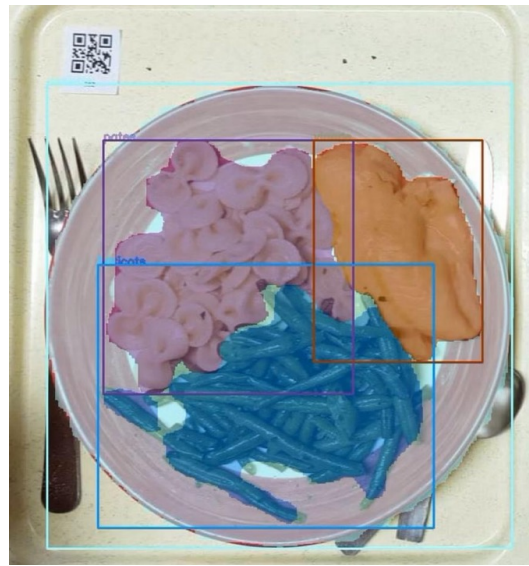
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Artificial intelligence use cases.

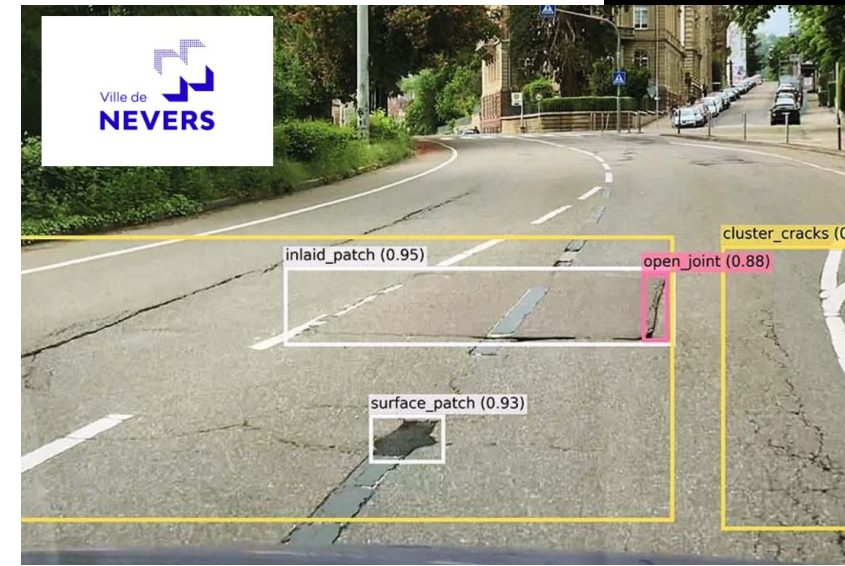


RIA - Recycling Information Assistant

Chatbot for Recycling



Hospital Food monitor



Pothole Identification



Human Digital Assistant



Guide for visually impaired

ENAIBLER So far..

- **Building regional ecosystems**
- **Increasing awareness & understanding of AI's potential**
- **Identifying pilots**
- **Foundation for policy improvement in 5 regions**



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Thank you!

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