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Upskilling the Public Sector to benefit from AI for Digital Transformation

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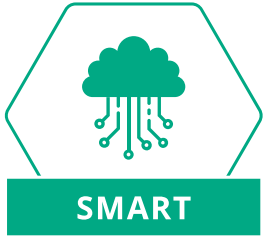*margaret.quinn@ernact.eu*

5 June 2024 | INTERREG WORKSHOP

ENAIBLER

Enabling an AI-driven public service

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

www.interregeurope.eu/ENAIBLER

SMART

TOTAL
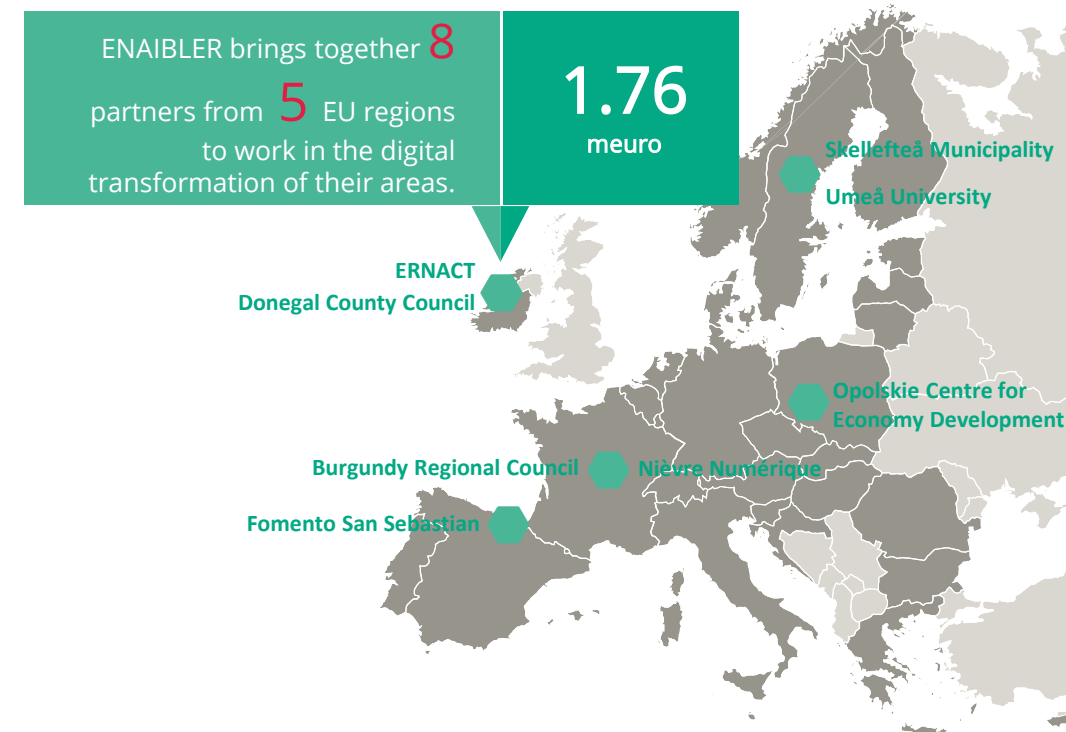**1.76** MEUR

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

ENAIBLER brings together **8**
partners from **5** EU regions to work in the digital transformation of their areas.

1.76
meuro

Skellefteå Municipality
Umeå University

ERNACT
Donegal County Council

Opolskie Centre for
Economy Development

Burgundy Regional Council
Nièvre Numérique

Fomento San Sebastian

Aim

Enable regional and local public sector organisations to adopt artificial intelligence (AI) as an effective 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**

Challenges for Public Sector

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- **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:** Tech/digital skills gaps. Need for upskilling

- **AI exponential growth** ChatGPT 100m users in 1 month!!

- **Rapid change** & explosion of AI Tools

ENAIBLER **Approach**

Exchange of Knowledge

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Building capacity

- **Framework to understand our AI Context:**

  EU, National, Regional- legal, strategies, supports, companies

- **Study visits** to partners: IE, SE, FR, PL, ES

- **Regional stakeholder Groups** (triple helix ecosystem)

- **Workshops/webinars** build understanding (Umeå University)

  - What AI can & can't do

  - AI ethics and safety

  - AI in digital transformation

  - AI & Co-creation

- **Identify Good Practices**

- **Leverage regional expertise**

ENAIBLER **Good Practice**

AI Foundation Certificate for Public Servants

Irish Government approach to Upskilling to embed AI

- **Mechanism to develop new technological skills** (upskilling/reskilling) for Public Servants

- **Delivers a pipeline** of potential, realisable projects

- **Online course created** using a private training provider & accredited by a Dublin university

- **Government Funded** for successful applicants (euro 1500 per person)

- **Competitive**- as applicants must provide feasible & championed AI project idea

ENAIBLER **Good Practice for Upskilling in AI**

AI Foundation Certificate for Public Servants

What is it?

- **A basic introduction to AI** -understand the AI jargon, what it can and cannot do.

- **Understand ethical responsibilities** around the deployment of AI based systems in the delivery of public services.

- **The course curriculum** : · Introduction to AI · Managing AI Projects · AI Tools and Ecosystems · AI Solution Design and Case Studies · Data Visualization · The Mathematical Foundations of AI · Introduction to Programming (Python) · Ethical Practice in AI, Data Science and Analytics

- **Participative** : Hands-on with Project development

- **Duration:** 12 weeks long, 5 hours per week of classes/week, group of 20, some home study

ENAIBLER **Good Practice for Upskilling**

AI Foundation Certificate for Public Servants

Example of Government, University, Private company collaboration for Upskilling

- Course oversubscribed - 61 people successfully trained thus far

- Promising project ideas emerging

- Course also channelled via other government agencies

- Some participants continue to develop AI expertise

Study Visits

ENAIBLER Sharing knowledge between 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

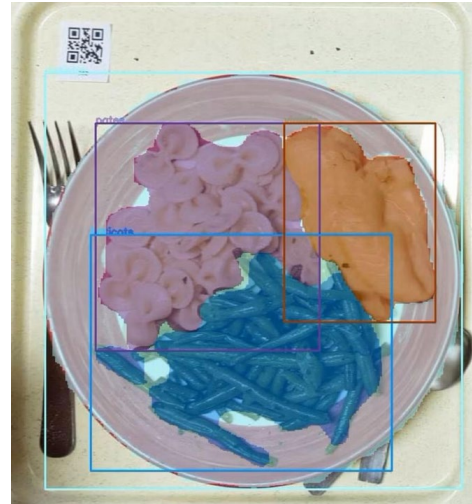# ENAIBLER
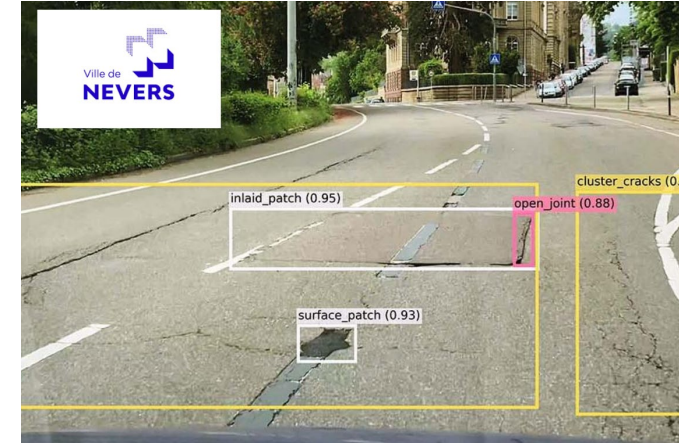# Sharing AI Use cases

Use cases

Human Digital Assistant

Hospital Food monitor

RIA – Recycling Information Assistant

Chatbot for Recycling

Pothole Identification

Guide for visually impaired

Use case Poland: AI-based case assignment & search module
– EZD PUW / EZD RP systems, Poland

USERS:

- **Public administration units:** local, regional, national, sectoral (universities, hospitals, specific units of administration)

KEY IMPROVEMENTS:

- Making decisions **faster**
- **Standarised** document circulation processes
- Emphasis on **digitalised forms**

More details: https://www.interregeurope.eu/good-practices/ai-based-case-assignment-and-search-module-0

Elimination of case-assignment errors

Continuous AI learning process

Case-assignment 24/7

The future: full automation of answers/ administrative decisions

Developing AI/Digital skills in in France

BFC Webinar Series

The BFC Region provides funding to the public sector for developing digital projects.

Building a community around digital uses and smart territories.

Webinar series: Since Sept 2023, BFC organises three webinars per month to inspire and encourage the public sector to develop digital projects (inviting private sector as a speaker). One webinar per month is dedicated to AI.

23 webinars have been organized since sept 2023, including 7 on AI A total of 345 attendees, with 128 attending AI webinars

Developing AI/Digital skills in France

Nièvre Numerique Seminar for Councillors

- **Chose to start by raising awareness** (from concerns felt when discussing artificial intelligence with stakeholders)
- **A half-day seminar for the elected representatives** and directors of the Nièvre County Council to make AI as accessible as possible
- **Explained the basics of AI and gave a series of case studies**, experts spoke on environmental impact, ethics & the opportunities/risks offered by AI for the public sector
- **Gave elected representatives and directors a better understanding** of how AI could help them in their missions

Developing AI/Digital skills in Sweden

Competence development on AI

- **AI Sweden.** Is a national centre for applied AI and consist of more than 120 partners from public and private sector. They provide free courses for different stakeholders. https://www.ai.se/en/adoption/courses-and-competence-building

- **AI-competence Sweden.** A national Initiative from 10 Swedish universities offering competence development within AI for professionals. They deliver many courses within different topics, ranging from nano-courses of 4 hours to academic 5-week courses. https://ai-competence.se/en/

- **#FrAIday.** A regional initiative by Umea University that provide workshops/seminars and courses to people interested in learning more about AI. https://www.umu.se/en/research/our-research/features-and-news/artificial-intelligence/fraiday/

ENAIBLER So far..

- Building regional ecosystems

- Increasing awareness & understanding of AI's potential

- Developing capacity building

- Identifying pilots

- Foundation for policy improvement in 5 regions

Interreg Europe

Co-funded by
the European Union

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Thank you!

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Enabling an **AI-driven Public Sector**

What is AI?

"AI is the development of computer systems that can perform tasks that normally require human intelligence, such as understanding natural language, recognizing images, and making decisions. It involves creating machines that can think, learn, and adapt in ways that mimic human cognition and behavior"

chatgpt