

AI in the Public Sector

Beyond the Hype, Putting Citizens First

AI in Governance
ACSH virtual event
17 May 2024

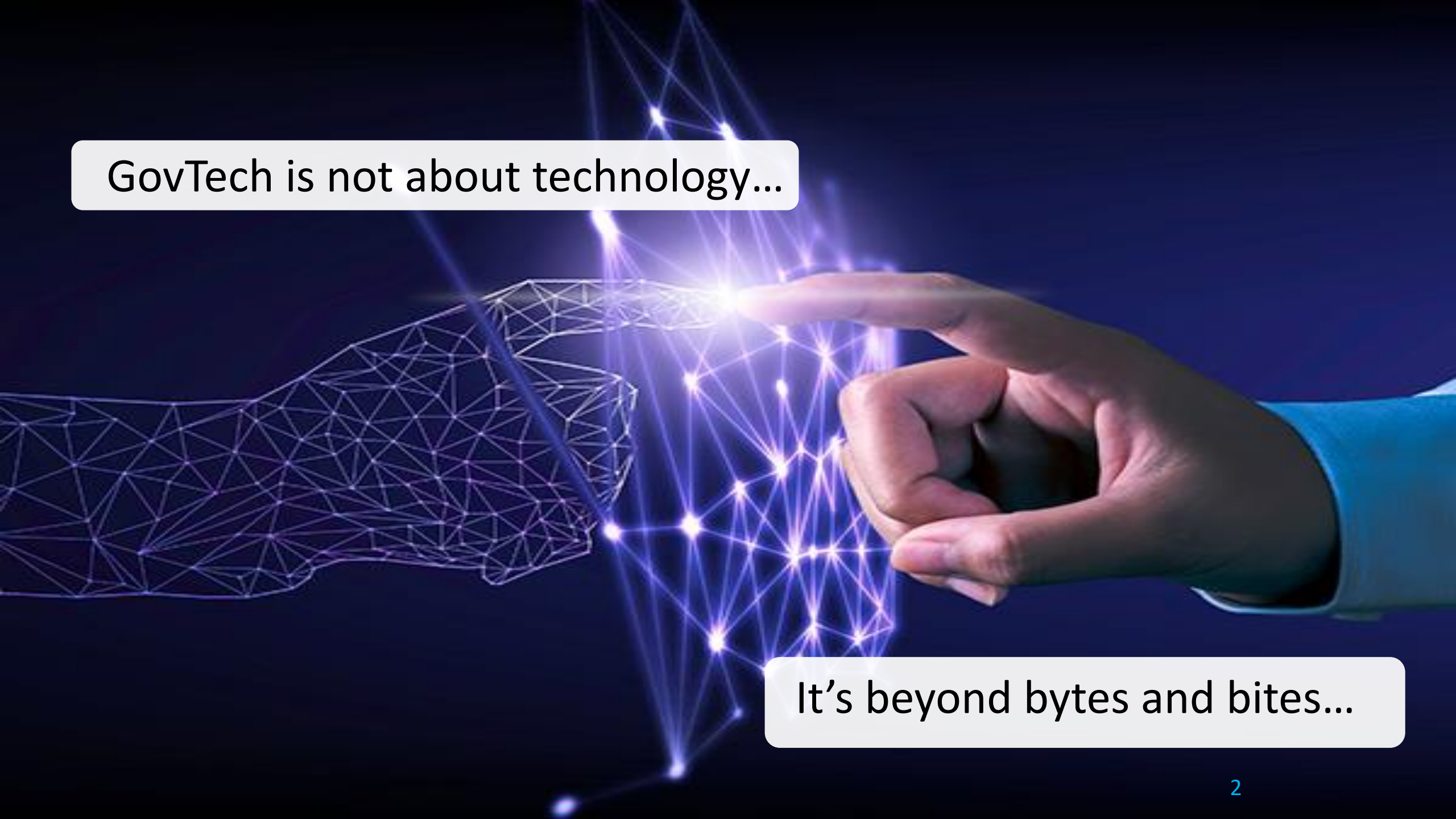
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A group of business professionals in suits are gathered around a table, looking at a laptop. The scene is overlaid with a complex digital interface featuring binary code (0s and 1s), a globe, various charts, and data points. A network of white lines connects various nodes, some of which are hexagonal. The overall color palette is dominated by blues, greys, and oranges, creating a high-tech, futuristic atmosphere.

The digital transition is here

Public governance has a fundamental role in the change underway

A hand in a blue suit sleeve points towards a digital wireframe of a hand. The wireframe is composed of white lines forming a mesh. From the wireframe, a network of glowing blue lines and nodes extends across the scene, representing a digital or networked environment. The background is a dark blue gradient.

GovTech is not about technology...

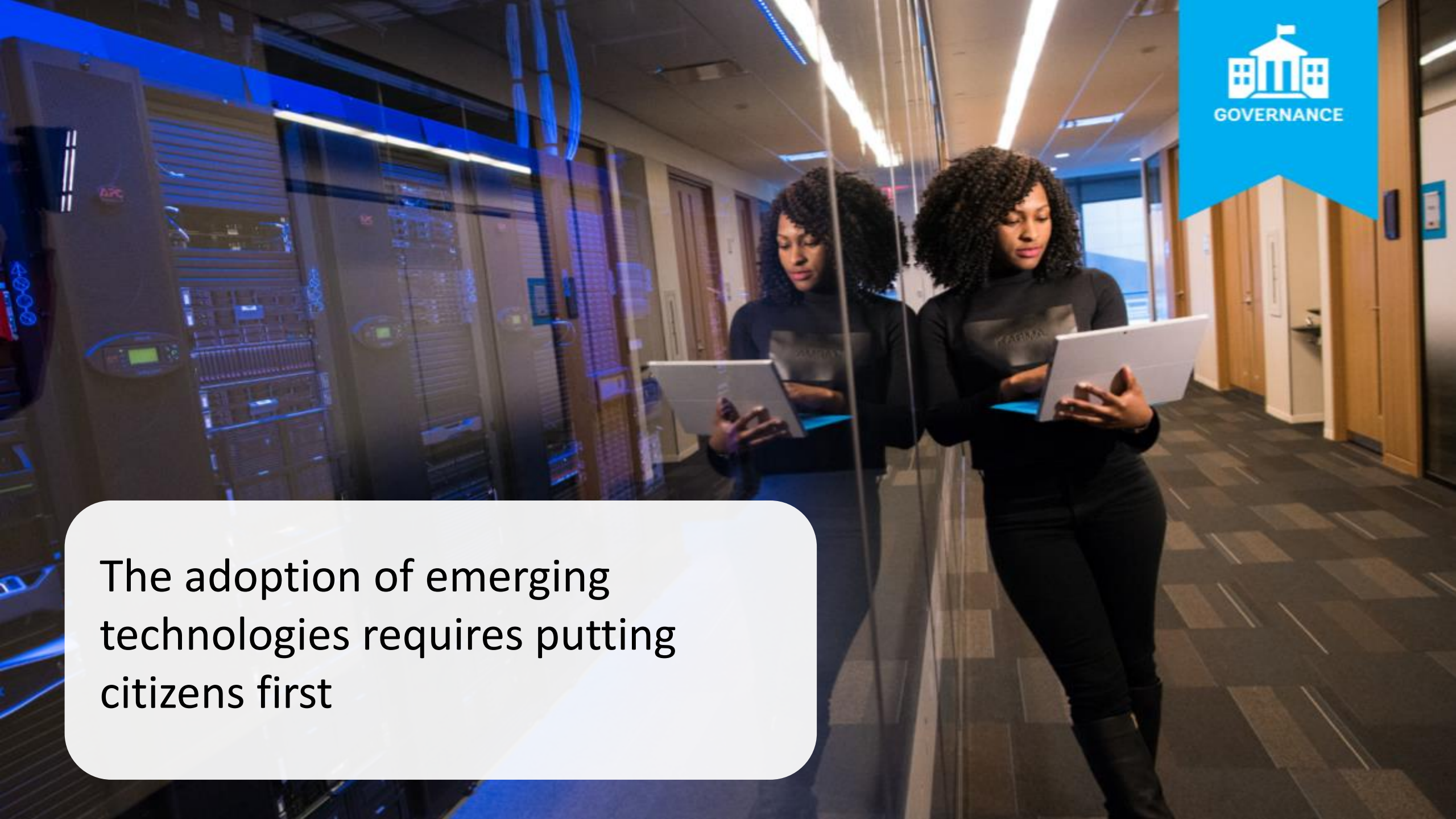
It's beyond bytes and bites...



GovTech relies on people, settings
processes and culture

Change management needs to be
at the core of digital transformation

The adoption of emerging technologies requires putting citizens first





Problem-driven approach, rather than technology driven is needed



Analytical Work



World Bank report focused on mapping experiences of the use of AI in the Public Sector, identifying opportunities and risks



The potential

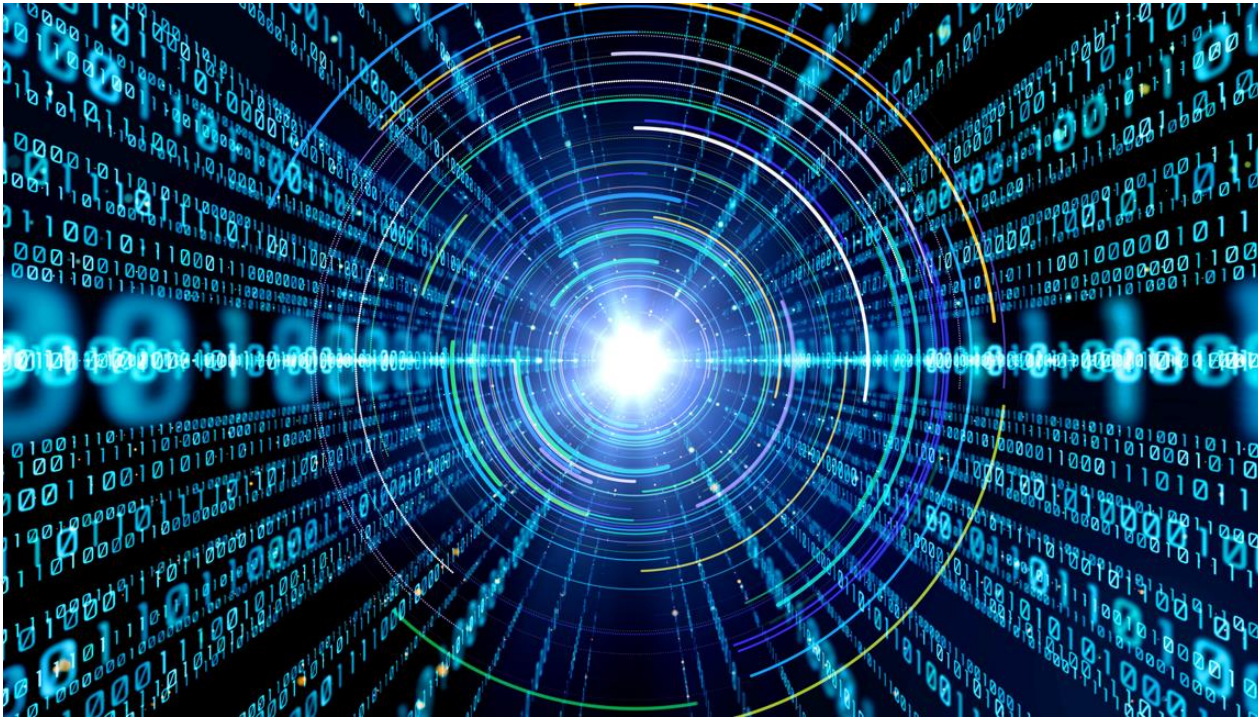
Emerging technologies have the potential to transform governments. Can be used for:

- Personalized service delivery experience
- Improve efficiency of back-end processes
- Strengthen policy compliance and aid in the identification of fraud
- ...





Main Challenges



- Lack of leadership, awareness
- Inadequate policies, legislation and incentives for emerging technologies
- Insufficient digital data and other digital infrastructure
- Lack of digital talent and skill



Country Examples

BRAZIL

AI System that identifies 225 red flags of potential fraud in public procurement processes and can help improve expenditures. World Bank Partnering with City of Sao Paulo, the States of Rio de Janeiro and Mato Grosso, and the Federal Ministry of Health.



NIGERIA

Mobile app on citizen engagement called DataCrowd that uses AI-powered image classifier, AI-powered geofencing and AI-powered opinion mining and sentiment analyzer.



Country Examples

SINGAPORE

Bot MD is an AI Chatbot mobile app that acts like 'google' for hospital and clinical information for doctors and frontline health workers.



UNITED KINGDOM

DoNotPay, touted as the world's first robot lawyer, helps users dispute parking tickets. In one month post-launch, DoNoPay.com helped people overturn 160,000 of 250,000 parking tickets—a success rate of 64 percent (King, n.d.). DoNotPay has now expanded its offerings to airline ticketing disputes and subscriptions.



Country Examples

UNITED STATES

The U.S. General Services Administration (GSA) has an Office of Governmentwide Policy, which developed a new pilot using AI for scanning bidding documents to determine regulatory compliance.



CANADA

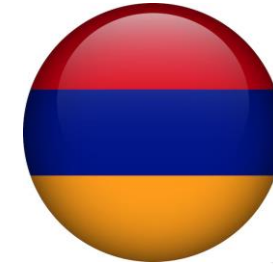
AI for audit to maximize efficiency, minimize the costs of audit work, and enhance the coverage of audit procedures. It analyses contracts and presents potential anomalies for further human investigations.



Country Examples

GEORGIA

AI tool to select the cases for tax audit. A prototype developed with WB's piloted on anonymized data provided by the Georgia Revenue Service (GRS). The model identified potential tax evaders with a 63% accuracy rate, surpassing the effectiveness of traditional rule-based or manual selection methods.



ARMENIA

AI tool to detect tax evasion among business and individuals. It analyses data on import and storage; and performs the cross match between sales and invoices to detect anomalies and suspicious cases which trigger tax audit. Using targeted audits tax administration reduced the total number of audits by about 2,5 times over recent years.



Country Examples

AZERBAIJAN

- Azerbaijan Artificial Intelligence Lab, under the Ministry of Digital Development and Transportation (AAI, <https://ailab.az/>).
- Ministry of Digital Development and Transportation (MDDT) with WB's support conducted Data Governance Assessment in 2023 and currently is developing Data Governance Strategy. MDDT is also planning to develop the AI Strategy this year.
- AI in justice: Piloting of two AI solutions. The first solution focuses on supporting judges and lawyers in quality decision-making (virtual judge assistant) with the focus on commercial cases. The second AI solution facilitates access to justice and judicial literacy. It aims to provide primary legal aid, regardless of a person's physical location while taking into account varying degrees of computer literacy across Azerbaijan.



PHOTO: SHUTTERSTOCK



AI Governance: main elements

- Leadership agency
- Whole-of-government architecture and approach
- Data governance and AI strategies, policies and standards
- Interoperability and data exchange
- Partnership with private sector and academia
- AI operation framework



Component	Description
Ideate	The problem statement is produced in detail. The statement is agnostic to technology.
Conceptualize	The project manager coordinates discussions between small and medium enterprises and AI experts.
Propose	A detailed proposal is prepared. It contains the problem statement, potential solution options, and a checklist with a brief description of each to ensure alignment with legal, policy, and ethics risks, mitigation action, and expected results. A separate section on data sources is critical. Management approves.
Develop a prototype	The project manager ensures technology teams work together with Small and Medium Enterprises (SMEs) seamlessly to develop a proof of concept. A prototype visualizes the solution with or without code.
Test	SMEs and technical teams test the system.
Develop and deploy	The system is developed full scale, tested again, and deployed for operational use. It is also integrated with the environment.



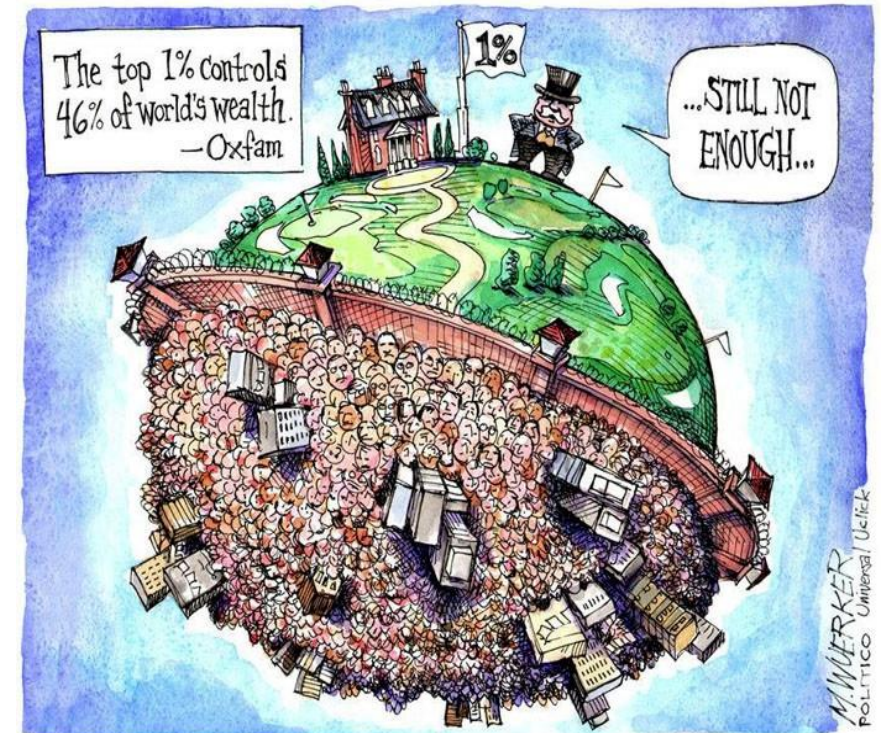
Ethical considerations

AI can harm!

failure to address ethical consideration leads to public mistrust

Three categories of ethical concerns:

- **INEQUALITY** – bias in use of algorithms
- **CONTROL** – excessive surveillance and misuse of information
- **CONCENTRATION** – concertation of power in a few actors



Ethical Principles and Digital Rights

Human control
of technology

Citizen Engagement

Fairness

Privacy and Data Protection

Safety and Security

Promotion of human values

Professional responsibility

Transparency and explainability

Accountability



Policy actions

National strategies on AI shall consider:

- Stimulating awareness and knowledge sharing
- Strengthening data management
- Building internal capacity
- Learning by doing
- Ethical and legal framework
- Funding and procurement





Thank you!

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