



DIGITAL GOVERNMENT

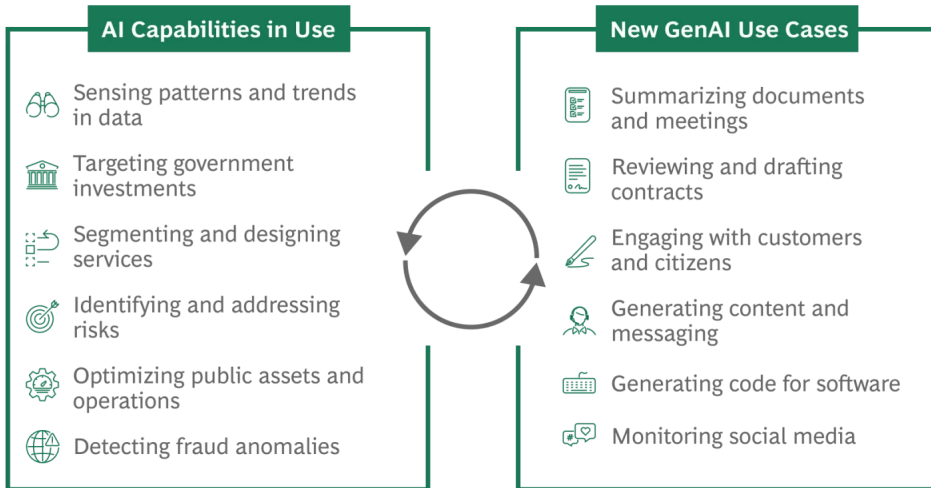
What Will AI Do for Government?

GenAI and other AI tools present unique challenges and risks for government organizations. But if implemented responsibly, AI technologies can help governments make citizens' lives better.

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Generative AI provides an unprecedented opportunity for governments around the world to deliver public services with greater efficiency and impact. The potential value is remarkable: BCG research suggests that the market for GenAI applications for the public sector will grow at more than 50% per year, with an estimated productivity value of \$1.75 trillion per year by 2033 across all national, state or provincial, and local governments.

How GenAI Complements AI Capabilities Already in Use







How can public sector leaders capture the transformative potential of generative AI? First, they need to understand how GenAI can create value for them. GenAI can increase public sector productivity by improving decision making at scale while raising the quality and range of services that governments offer.

To make the most of these technologies, public sector organizations will need to address a number of risks—including those related to accuracy and data ownership as well as the potential for AI tools to exhibit bias in their outputs. Leveraged responsibly, however, AI, GenAI, and other advanced data systems can enable governments to drive maximum public impact while lowering the cost of providing essential services.

Embracing the Opportunity

GenAI heralds a significant shift in public sector efficiency and service delivery, promising to transform mundane tasks and free up time for higher-value work. Potential applications span several key areas:

 <p>Policymaking</p>	<p>With its ability to synthesize extensive documents, reports, and research, GenAI can empower policy researchers to delve deeper into analysis and develop more informed policies.</p>
 <p>Service Delivery</p>	<p>GenAI assistants can revolutionize citizen engagement by providing multilingual, 24/7 support. These assistants can guide citizens through complex processes like tax filings and immigration applications, ensuring accessible and personalized service delivery.</p>
 <p>Corporate Functions</p>	<p>Within governmental corporate realms, GenAI can streamline productivity and optimize processes such as procurement, human resources, and IT development. It can enhance learning outcomes and employee engagement.</p>
 <p>Regulatory Bodies</p>	<p>For regulatory agencies, GenAI can simplify compliance monitoring and data analysis—spotting trends, patterns, and irregularities. It can aid in environmental monitoring, financial regulation, and simulating the impacts of proposed regulations, thereby improving enforcement and compliance strategies.</p>
 <p>Central Agencies</p>	<p>GenAI can assist in resource optimization and strategic decision making, enabling a holistic approach to budgeting and organizational design. It can support the drafting and reviewing of complex documents, promoting an integrated perspective on government priorities and stakeholder inputs.</p>

With GenAI and other AI systems, fostering an innovative culture is crucial. This involves training staff on GenAI tools, aligning recruitment with future skill requirements, and forming strategic partnerships for technological advancement.

Each organization’s GenAI journey will be different, based on its particular needs and service mandates. But iterative development will be crucial, with governments integrating GenAI tools into their current operations and gradually enhancing their technological and organizational frameworks. Such an approach will not only streamline government functions but will also help prepare the workforce for a future augmented by AI technologies.

Confronting the Risks

For government leaders, navigating the intricacies of AI implementation in the public sector brings unique challenges, given the impact on citizen lives. The risks are substantial: GenAI outputs that are presented convincingly could be factually incorrect, or they could lack critical context. Improperly trained or monitored AI models could put sensitive data at risk.

Establishing a responsible AI (RAI) framework is crucial to harnessing AI's potential while safeguarding against its risks, maintaining public trust, and ensuring the delivery of superior services. Key priorities for embedding RAI include:



Ethical AI Principles

Setting clear expectations for the ethical deployment of GenAI, with ongoing discussions to adapt these principles to evolving technologies and applications.



Policies and Guidelines

Developing a consistent policy framework across government entities to outline appropriate tool use, identify high-risk use cases, and ensure human oversight.



Governance Structure

Implementing governance mechanisms tailored to an agency's goals, digital maturity, and the data's sensitivity, including escalation paths for high-risk applications.



Risk Awareness Training

Conducting agency-wide training to heighten awareness of GenAI risks and compliance, complemented by continuous upskilling in risk management and GenAI capabilities.



Responsible AI in Tech Decisions

Prioritizing safety, transparency, auditability, and bias mitigation in GenAI tool procurement, along with addressing data security, privacy, and copyright concerns.



Cultural Integration

Leading by example to instill a culture of RAI, emphasizing ethical considerations as central to the organization's mission and values as well as its business outcomes.

By prioritizing these areas, governments can navigate the GenAI landscape responsibly, ensuring innovation is balanced with ethical considerations and risk management.

Getting Started

To harness GenAI's full potential, government leaders should focus on five critical success factors, enabling scalable opportunities and enhancing service delivery:

- **Prioritize high-value use cases.** Begin by identifying and prioritizing opportunities that offer the most significant benefits to citizens and the government. Early pilots are crucial for gaining insights and developing skills.
- **Emphasize learning.** Facilitate learning and skill development during the experimentation phase. Track and share success stories across the organization, and as GenAI use matures, shift toward aligning efforts, capturing synergies, and providing central support.
- **Make foundational investments.** Prepare for scaling beyond initial pilots by enhancing workforce skills, establishing governance, and building the necessary technological and data capabilities for advanced GenAI applications.
- **Establish responsible AI guardrails.** Establish responsible AI frameworks to mitigate the risks of the technology and foster innovation with confidence.
- **Build a leadership and innovation culture.** To gain the full benefits of AI and GenAI, government leaders must be actively involved in implementing the technology and promoting a culture of experimentation within the organization.

As GenAI evolves, it presents numerous opportunities to augment government services, making them more efficient and impactful. By taking a proactive approach, governments can leverage GenAI to improve citizens' lives in a meaningful way.

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