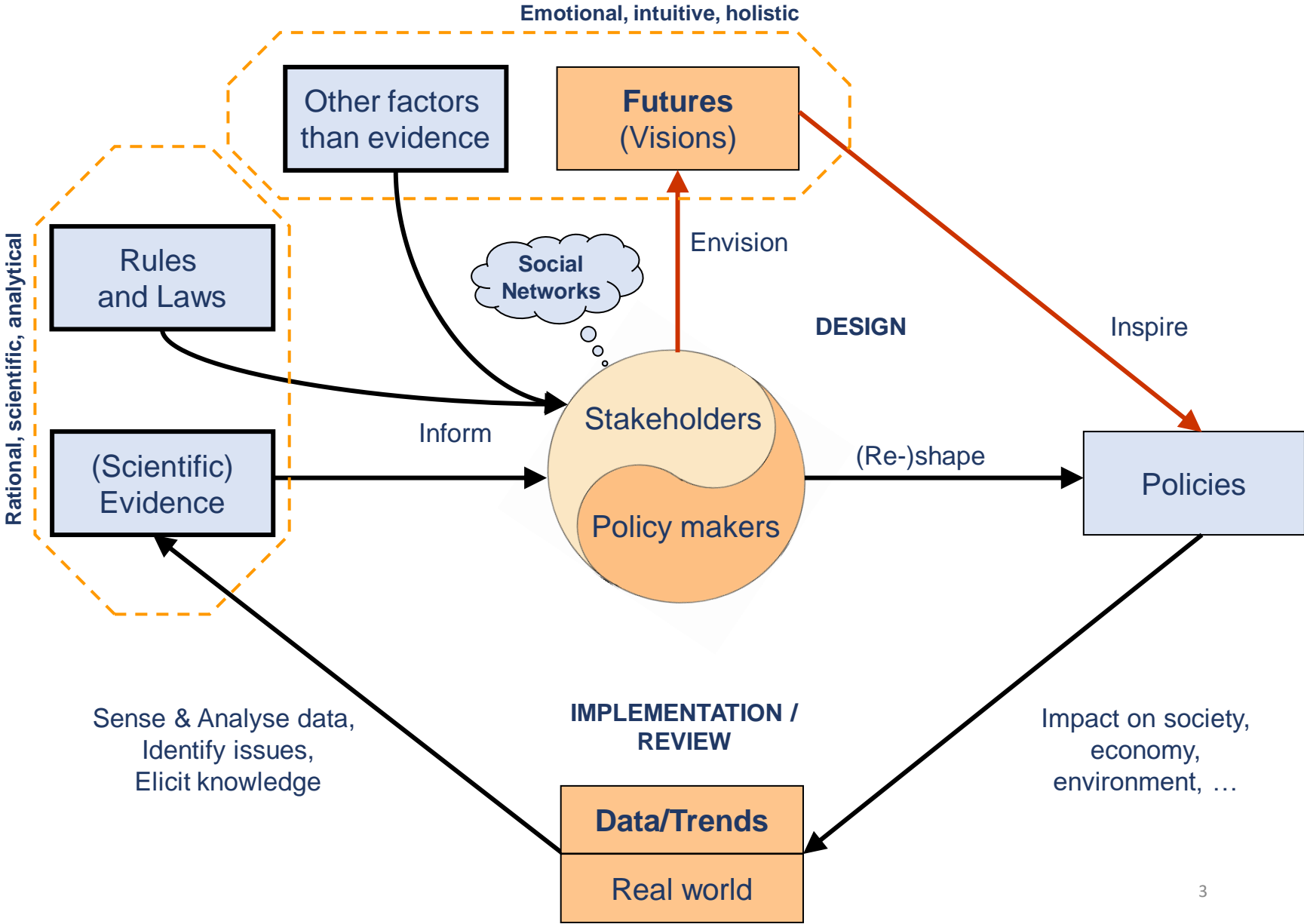# Two GPT Use cases in the Public Service:
- Summarisation services for Policy Making
- Drafting a Briefing Note

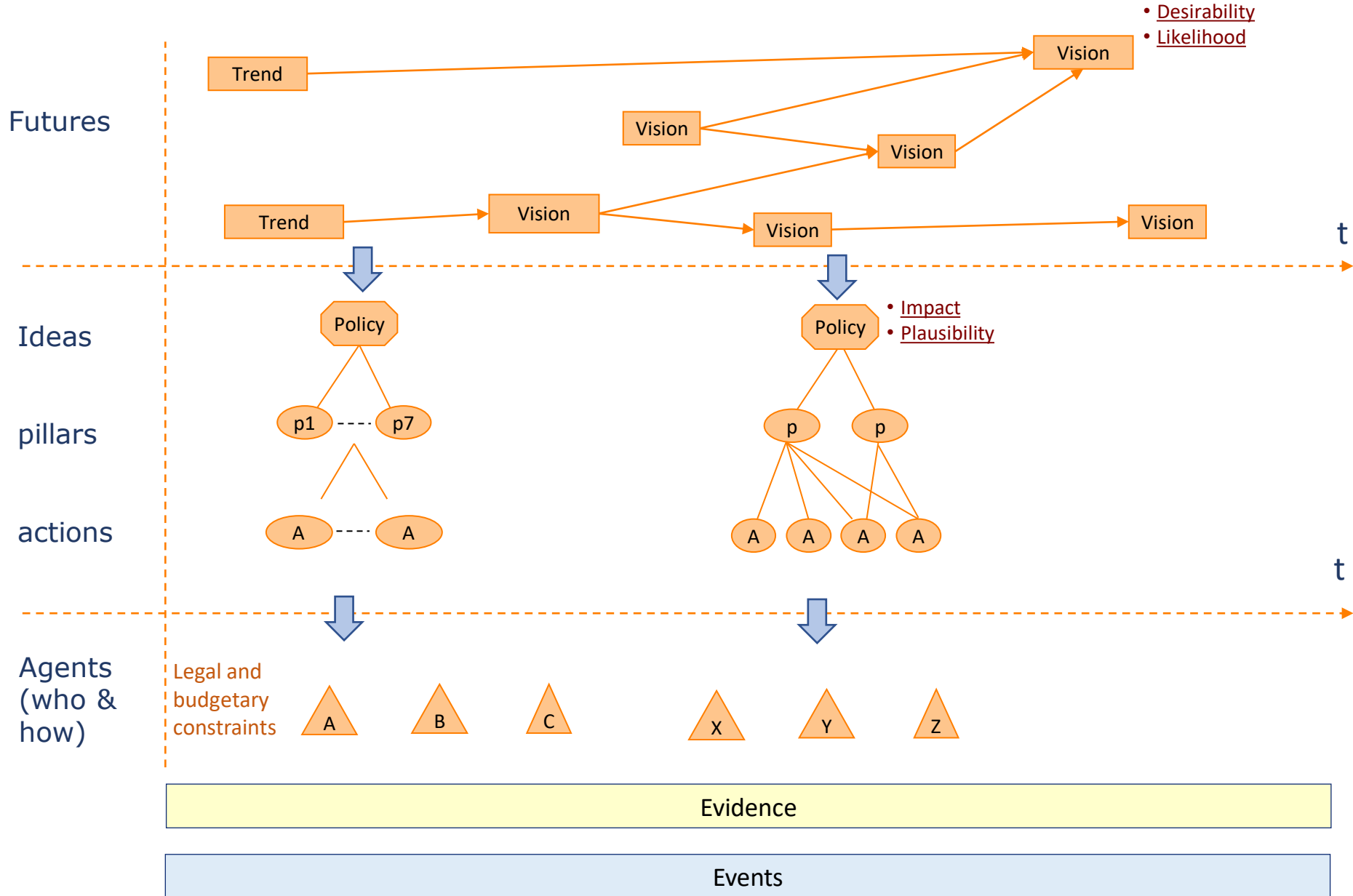Franco Accordino, Monika Lanzenberger

@2nd ACM Digital Humanism Summer School
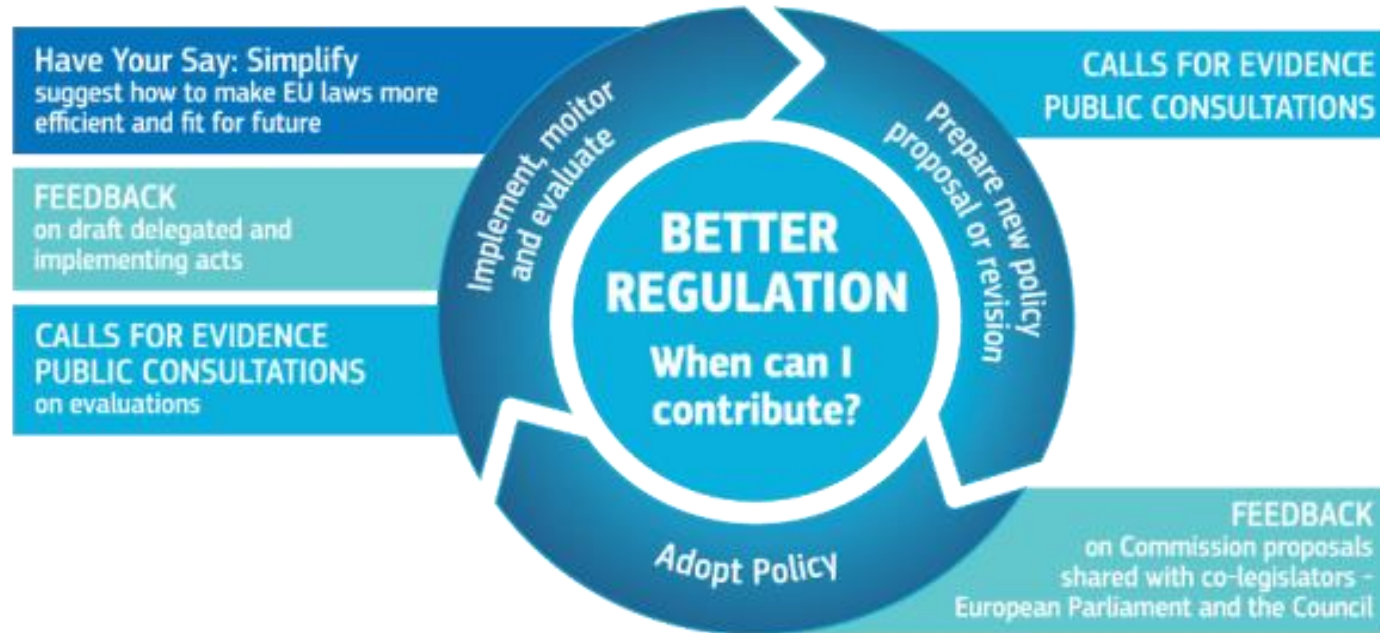Vienna, 5 September 2023

As a brief introduction…

Policy making – combining evidence with participation

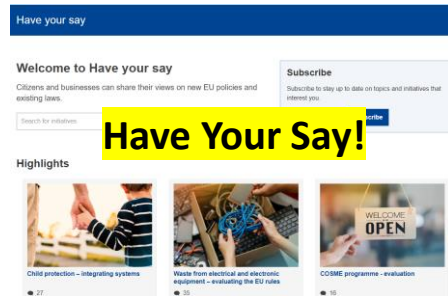Policy making semantic model

Policy making within the European Commission

- Ensure EU policymaking is based on evidence

- Making EU laws simpler and better, and avoiding unnecessary burdens

- Involving citizens, businesses and stakeholders in the decision-making process
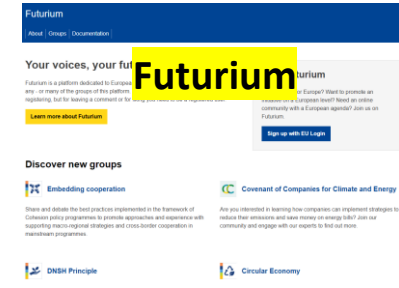
How to engage with the community?

Dedicated platforms

Have your say

Welcome to Have your say
Citizens and businesses can share their views on new EU policies and existing laws.

Subscribe
Subscribe to stay up to date on topics and initiatives that interest you.

Have Your Say!

Highlights

Child protection – integrating systems

Waste from electrical and electronic equipment – evaluating the EU rules

COSME programme - evaluation

...

Structured consultations

EU SURVEY

EU Survey

...

Social media - type

Futurium

About | Groups | Documentation

Your voices, your fut...turium

Futurium

Learn more about Futurium

Sign up with EU Login

Discover new groups

Embedding cooperation

Covenant of Companies for Climate and Energy

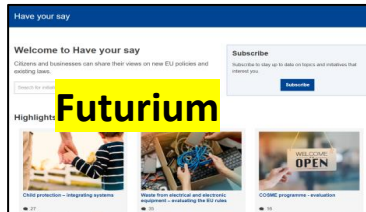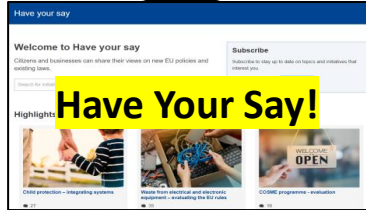DNSH Principle

Circular Economy

Stakeholder Feedback

30+ departments, thousands of consultations, (growing every month), millions of respondents (e.g.: FutureCAP: 63.000)

How to make sense of the community's inputs ?

Can LLMs and GPTs solutions help?

Stakeholder feedback's Data Model

EU Survey

Have Your Say!

Futurium

Reader

Structured input   Free text

User	Question 1	. . .	Qm	Qm+1	. . .	Question n
UID1						
UID2						
...			Answers			
UIDn						

Use Case Summarisation services for Policy Making

European Commission Policy Initiative: "End-of-life vehicles – revision of EU rules"

- The European Commission is preparing a new regulation (EU Law) for the co-decision of the European Parliament and the Council related to the disposal of obsolete vehicles.

- EU environmental rules aim to ensure that end-of-life vehicles (ELVs) are managed sustainably. They seek to eliminate hazardous substances in cars and require that most ELV parts and materials are reused or recycled.

- This initiative proposes improved collection, treatment and recycling of ELVs. It aims to ensure consistency with European Green Deal objectives by encouraging the car industry to adopt a sustainable model for the design and production of cars.

Public consultation on the legislative proposal

- The Better Regulation rules requires the European Commission to consult stakeholders at various stages before a final decision is taken to submit a legislative proposal for co-decision

- The first consultation on the EC proposal (feedback on roadmap) was run in Autumn 2020 and resulted into 61 inputs received

- Document submitted for feedback:
  - Inception impact assessment - Ares(2020)5755999

Problem statement

- In Autumn 2020 the Commission services were asked to rapidly summarise the feedback received from the stakeholders, 61 responses, in order to further refine its legislative proposal

- The Commission services took <u>one week</u> to perform the task and approve the summary using the tool available at that time (DORIS)

- The timeframe required is usually proportional to the number of responses, which in some cases can reach the order of tents of thousands. However, the complexity of the task depends also on the type and structure of the input (which can benefit from a pre-defined semantic structure).

- <u>Problem</u>: how can this task be performed more efficiently with the use of tools such as ChatGPT, making sure that the summary reflects, to the best possible extend, the actual views of the stakeholders in a fair, consistent and complete manner?

Questions to be posed

1. Identify the key points raised by the stakeholders in their accompanying messages (and, if feasible, their attached documents)

2. Summarise the stakeholder feedback in bullets, grouping similar statements and highlighting divergent opinions

3. Cluster opinions according to positive and negative sentiment (supportive or against the proposed regulation)

4. Identify evidence from the inputs that can reinforce or contradict the proposed rules

... more questions

The last consultation before adoption of the legislative proposals (to be sent to the European Parliament and the Council for co-decision) is currently open.

This consultation is based on the work made by the Commission services on the basis of evidence gathered, inputs received in previous consultations and the impact assessment. This is reflected in the following documents:

- Draft Proposal for a regulation - COM(2023)451
- Annex (criteria to determine whether a used vehicle is an ELV) - COM(2023)451
- Staff working document - SWD(2023)255
- Impact assessment report - SWD(2023)256
- RSB opinion on impact assessment - SEC(2023)292

5. Check how the resulting draft regulation takes up any of the inputs from the stakeholders

The Challenge

- Based on the experience from the Hands-On session, create your own local ChatGPT and integrate the stakeholder feedback for the summarization

- Generate a summary of max 5 pages addressing the questions 1-4

- Review the summary and remove wrong or irrelevant text, add relevant text that has been overlooked by ChatGPT

- Hard challenge: Integrate the documents submitted to the consultation (COM(2023)451, COM(2023)451, SWD(2023)255, SWD(2023)256, SEC(2023)292) as local textual resource and check how the resulting draft regulation takes up the feedback from the stakeholders (if any).

- Prepare a short presentation (around 10 min) to show your summary and discuss:
  - ➤ What worked well and what was the benefit of the tool?
  - ➤ What did not work and what are the risks?
  - ➤ How did you deal with text in other languages?

Use Case Drafting a Briefing Note

What is a briefing note?

- A text document written for a specific person or a group of people to prepare for an event (e.g. mission, conference, speech, negotiation, meeting etc.).

- It should be short and factual. If opinions are given, they should be clearly marked as such.

- Defensive points and a line to take should be included when appropriate.

- It should provide relevant background documents in the annex.

- Space is limited, so don't try to cover everything in your note. Focus on the essential message and objectives, and use clear language (no jargon or acronyms). What are readers trying to learn from your document? Imagine the questions they might ask. This will help you decide what to include and what to leave out.

Style Guide for EU Institutions' Publications

Questions to be addressed...

1. What are Institutionalised Partnerships?

2. What are EU Missions?

3. Which such Partnerships and Missions exist and how much funding do they receive?

4. Who are the main stakeholders/actors in EU Missions and Partnerships?

5. Was there an assessment of the EU Missions carried out and which are the key findings?

6. Was there an assessment of the Partnerships carried out and which are the key findings?

...more questions

7. Should the EU Missions be continued in future? Should they be changed?

8. Which are areas of criticism and which arguments can serve as defensive points?

9. Are Austrian organisations participating in EU Missions? If yes, which are the main actors?

10. Were the EU missions recently discussed in Austrian Online Media and what were the main statements?

11. Is there anything else important to know about EU Missions and Partnerships?

12. ....?

The Challenge

- Based on the experience from the Hands-On session, create your own local ChatGPT for the briefing note

- Integrate the 3 documents ([SWD/2023/260], [COM/2023/457], [EU-Missionen]) as local textual resource and search for additional material in the Web as you deem useful

- Generate a briefing note of max 15 pages addressing the questions

- Review the briefing note and remove wrong or irrelevant text

- Prepare a short presentation (around 10 min) to show your briefing note and discuss:
  - ➢ What worked well and what was the benefit of the tool?
  - ➢ What did not work and what are the risks?
  - ➢ How did you deal with text in German?
  - ➢ In your view under which conditions can a generative AI tool be useful in a public service?

References

- **[SWD/2023/260]** SWD/2023/260 final COMMISSION STAFF WORKING DOCUMENT EU Missions two years on: An assessment of progress in shaping the future we want and reporting on the review of Mission Areas and areas for institutionalised partnerships based on Articles 185 and 187 TFEU https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52023SC0260&qid=1693661112861

- **[COM/2023/457]** COM/2023/457 final COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE AND THE COMMITTEE OF THE REGIONS, EU Missions two years on: assessment of progress and way forward, https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52023DC0457&qid=1693681440339

- **[EU-Missionen]** Baseline Studie zu EU-Missionen in Österreich, JOANNEUM RESEARCH Forschungsgesellschaft, AIT Austrian Institute of Technology, https://era.gv.at/public/documents/4713/Baseline_Studie_zu_EU-Missionen_in_%C3%96sterreich_v2.pdf

- **[Style Guide]** Interinstitutional Style Guide, Publications Office of the European Union, 2022, http://publications.europa.eu/code/en/en-000100.htm