AI-based tools for the public service
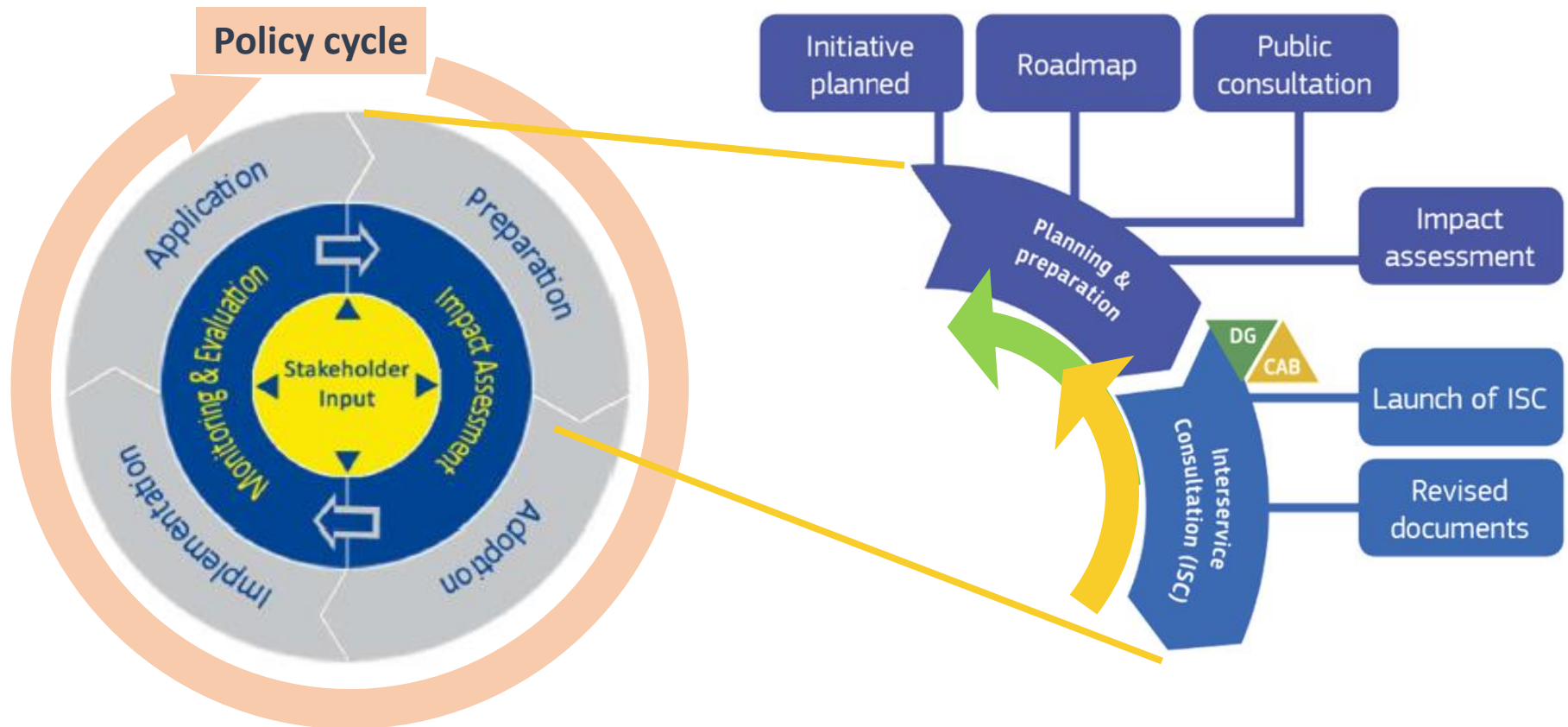## *in practice*

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@3nd ACM Digital Humanism Summer School

Vienna, 2 September 2024

As a brief introduction…

# 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

Typical policy making tasks and constraints

- Ex-post evaluation of an existing legislative act or entire policy area, measuring the actual impact the legislation had in economic, societal and sustainability terms.

- Ex-ante impact assessment requires a market analysis with identification of trends, their enablers and barriers, and options for policy decisions

- Meeting with stakeholders require briefings (line to take, defensives, etc), summary reports (for transparency or follow up reasons),

- Conducting consultations and gathering opinions and evidence from structured dialogues with stakeholders, including Member States

- Constraints:
  - Multi-lingual challenge,
  - Sensitive political questions with critical time-to-reply constraints
  - Legal compliance and consistency to EU and national law
  - Confidentiality vs. transparency and engagement
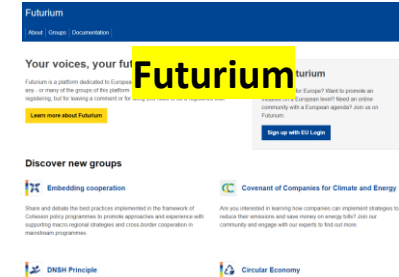
- ….

How to engage with the community?

Dedicated platforms

Have Your Say!

...
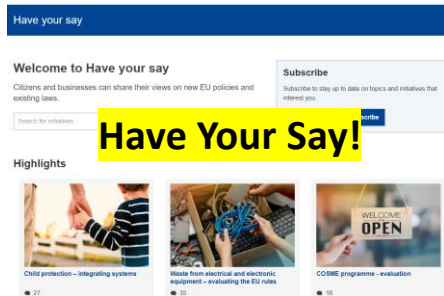
Structured consultations

EU Survey

...

Social media - type
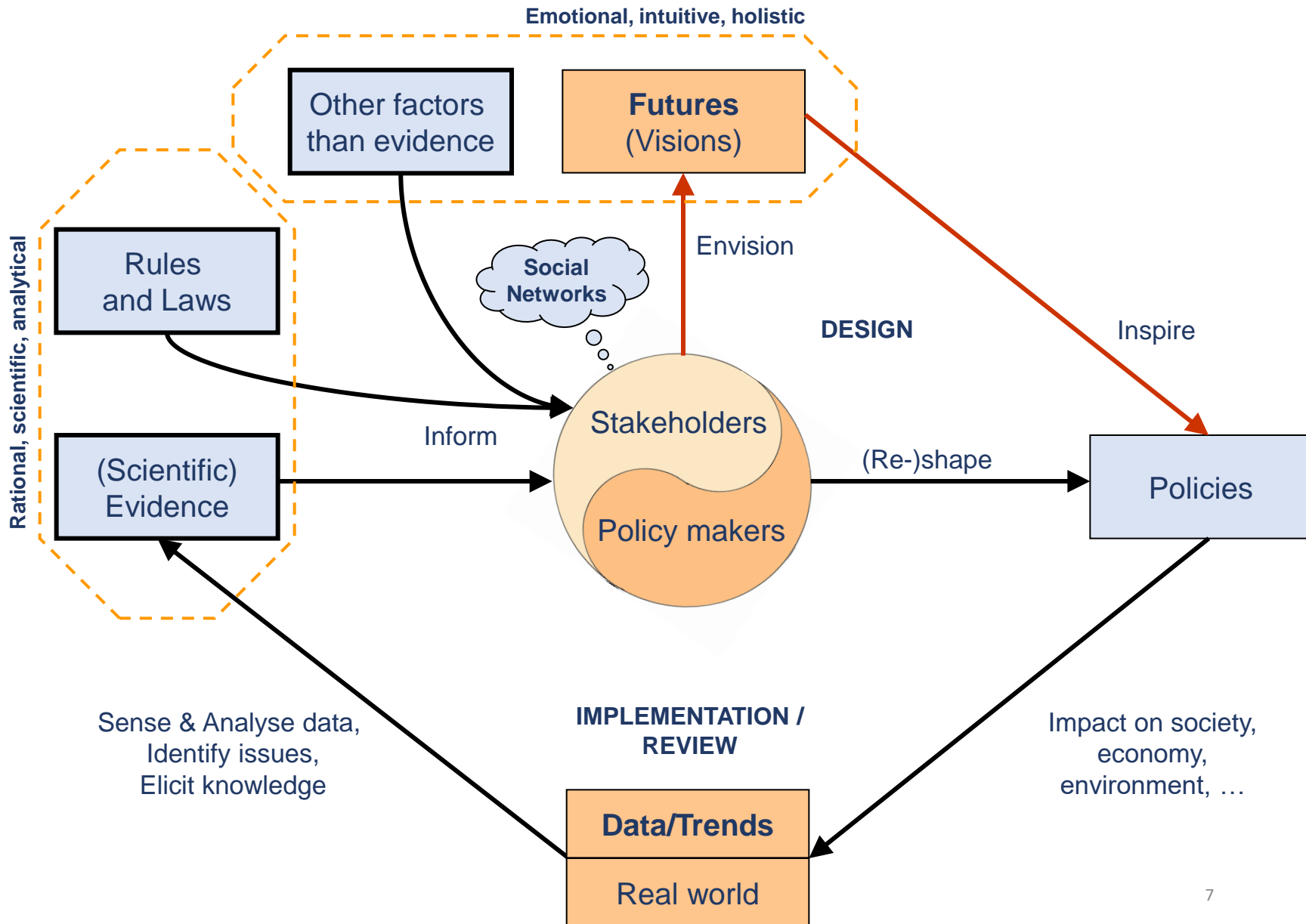
Futurium

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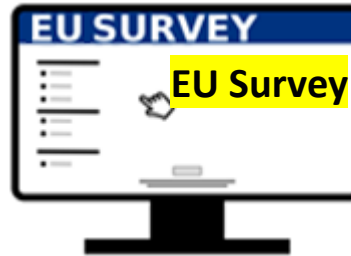
30+ departments, thousands of consultations, (growing every month), millions of respondents (e.g.: FutureCAP: 63.000)

How to make sense of the community's inputs ?

Can LLMs and GPTs solutions help?

Doris+ Consultation Dashboard

Policy making – combining evidence with participation

Policy making semantic model

- Desirability
- Likelihood

Futures

Trend

Vision

Vision

Vision

Trend

Vision

Vision

Vision

t

Ideas

- Impact
- Plausibility

Policy

Policy

pillars

p1 - - - - p7

p

p

actions

A - - - - A

A   A   A   A

t

Agents (who & how)

Legal and budgetary constraints

A   B   C

X   Y   Z

Evidence

Events
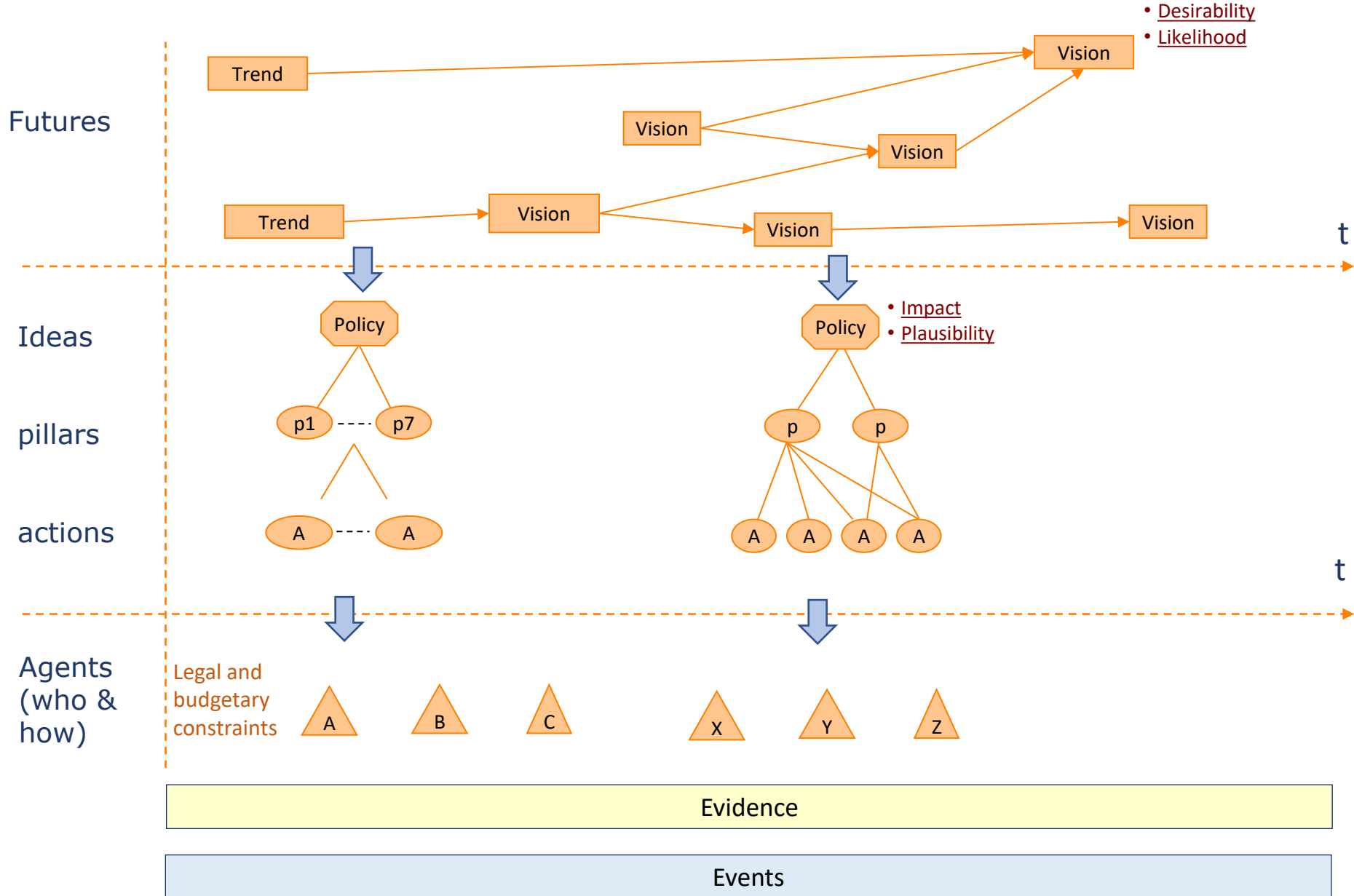
AI technologies transforming public services…

AI as transformational force

Has the potential to **automate repetitive time-consuming tasks**, coupled with **large-scale document analysis** and **skill augmentation**, will allow staff to gain efficiency and enable them to concentrate on more strategic, creative, and value-added assignments that require critical thinking, problem solving and relationship building.

❑ How to best **avoid a Neo-Taylorism** approach?
  Taylorism: method of industrial management designed to increase efficiency and productivity by splitting and optimising work processes, often associated to meaningless work because employees are simply treated as machines.

❑ How to **avoid deskilling** of workers?

❑ Quantity versus **quality**? Scanning versus **understanding**?

❑ **Energy consumption** – can AI become greener?

Potential Use Cases @ EC

- Enhancing document summarization capabilities,

- Streamlining the preparation of briefings and responses to questions,

- Introducing a conversational platform that supports non-classified human-like dialogues, and

- Providing generative AI services to leverage the vast data, information and knowledge base that the administration has across various business areas.

Trustworthy AI technologies as required by the AI Act

C(2024) 380 final

Examples of AI systems already in service

- **eTranslation** and **eSummary**: AI-powered language services that provide automated translation and summaries in the 24 official languages of the Union and other geopolitically or socioeconomically relevant languages.

- **eBriefing**: AI-based service to assist in drafting official briefings for EU Staff, but also for anyone who needs a general briefing on given topics in a similar format. Users can upload a series of documents on the subject in question and get back a briefing in the EU Institutions' format.

- **Publio**: AI-powered service for supporting users in their discovery of EU law and EU publications, thus also contributing to greater accessibility.

- **Doris+ (Data Oriented Services) drive-in**: provides sentiment analysis, keyword extraction, summarisation, and named-entity recognition to semi-automatically analysis in any type and document. There is also specific dashboard for public consultations answers (Doris public consultation dashboard).

- **SeTA (Semantic Text Analyser):** applications built on SeTA are successfully in use for metadata creation, document classification and discovery. SeTA is being tested for other use cases.

AI systems made available outside EC

eTranslation

Neural machine translation built on the EU's history of professional translation.

eBriefing

Generate reports from sets of documents in official or general styles.

eSummary

Quickly find out the main content of long documents.

Multilingual Post

Short translations in multiple languages in one shot for X.

Speech-to-Text

Upload your media and get full transcriptions or subtitles back.

Natural Language Processing Tools (NLP)

Anonymisation, Classification and Named-Entity Recognition.

AI-based multilingual services

Group Assignments

Group Assignments

To look into AI tools' impact on work-related skills, expectations & understanding of the objectives and tasks of a public servant. **We invite you to carry out experiments...**this is not a tutorial on eBriefing/eTranslation.

Use the [AI-based multilingual services](). ([Registration]() needed) If needed, you may also use other **trustworthy AI tools**.

Groups of 3-4 students select one of the following use cases:

A) Draft a reply in German, Portuguese, French or Spanish to a citizen complaint about the spending on a research funding programme: use input documents from:
https://www.ombudsman.europa.eu/en/decision/en/190664

B) Draft an overview or summary of a first version of a new European law clarifying and enforcing the GDPR in the context of generative AI platforms: use input from: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016R0679 and https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=OJ:L_202401689

Group Assignments (cont.)

C) Summarise the AI Act to explain its main purpose to a general audience. Use input from: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=OJ:L_202401689

D) Draft an overview of the citizens' answers received in a public consultation. Use input from: https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/12633-End-of-life-vehicles-revision-of-EU-rules/feedback_en?p_id=10408301

E) Reply to journalists' questions /an expert audience about the tasks of the European AI office. Use input from: https://digital-strategy.ec.europa.eu/en/policies/ai-office#ecl-inpage-tasks-of-the-ai-office

F) Given the results of a recent consultation on the White Paper "How to master Europe's digital infrastructure needs?" and the forthcoming evaluation of the European Electronic Communication Code Directive, identify 5-10 actions (policies, regulations, investments) that the future legislative framework on Electronic Communications should address.

Group Assignments (cont.)

H) Check the correctness of the information and identify potential mistakes or misleading statements in an AI-generated text. Use input from https://ec.europa.eu/echo/files/funding/hip2024/echo_-hf_bud_2024_91000_v1.pdf and document provided by email.

Consider questions such as:

- How do you perform your tasks? What tools did you use?
- What opportunities and risks do you see? What really helps your work and what causes negative stress for you? Who may benefit?
- When the focus is put on reviewing instead of drafting, how does it change the nature of your work and the skills needed?
- Is slow thinking (logical reasoning) still necessary and possible?
- How to ensure quality and reliability?
- What about human intelligence?

Rooms: FAV01 (here), FAV03 / Zemanek, Gödel, Seminarraum (1st floor)

Some References

- **AI-based multilingual services**: https://language-tools.ec.europa.eu/

- **C(2024) 380 final**: Artificial Intelligence in the European Commission (AI@EC), A strategic vision to foster the development and use of lawful, safe and trustworthy Artificial Intelligence systems in the European Commission, https://commission.europa.eu/document/download/601a9e64-cdb9-4545-becb-1079ba8c457c_en?filename=EN%20Artificial%20Intelligence%20in%20the%20European%20Commission.PDF

Thank you...

...Questions?

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