



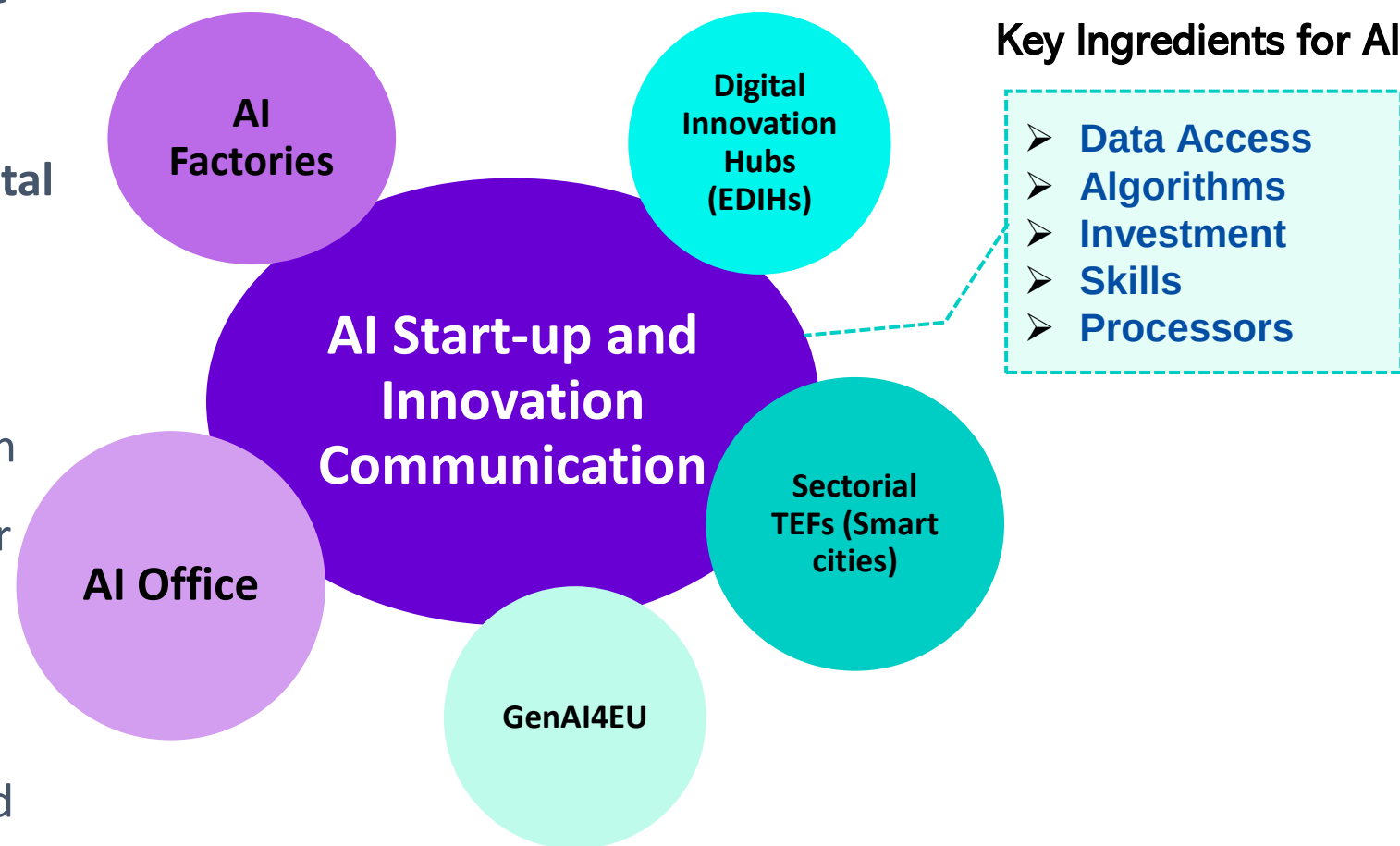
# GenAI4EU for the public administrations

*Ivana Zeppa AI Office – CNECT A1*

# Excellence in Artificial Intelligence

## Strengthening the development and use of trustworthy AI

- Actions and policies to reap the societal and economic benefits of AI
- Boosting **innovative ecosystems of trustworthy AI** to enhance the EU's competitiveness and economic growth
- Access to **real-world testing** and other **European support structures** for AI uptake
- Aiding the **Commission in leveraging the use of transformative AI tools** and reinforcing AI literacy





# The AI Innovation Package in a nutshell



AI FACTORIES  
EuroHPC Amendment

GenAI4EU  
Uptake in  
- Strategic industries  
- Science  
- Public sector

AI Office

ALT-EDIC

Citiverse EDIC

€2,1Bn

€500M

€100M

€50M

€50M

€1Bn

€4Bn



# GenAI4EU Initiative

Stimulate widespread uptake of genAI across:

- strategic industries
- **public sector**
- science

## *From GenAI4EU to Apply AI*

Strategic shift towards sectoral development and deployment of AI. As outlined in the **2024 political guidelines**, the aim is to enhance industrial uses of AI and **improve public services delivery**, including healthcare, in collaboration with MS, industry and civil society.



€500M

Startups and innovators work closely with industrial users and PA, attract investments in the Union and have access to the key ingredients of AI - ***data, computing, algorithms and talent.***

# Focus on GenAI4PA Strategy



## Objectives

- **Boost the uptake** of trustworthy GenAI “made in Europe”
- **Increase the efficiency** of PA processes and PA productivity
- Improve the **quality, ease of access, and transparency of public services** for citizens and companies

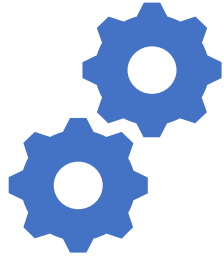
## Actions

- Fund cross-border pilots under DEP WP2025-2027 to deploy and replicate GenAI use cases across EU national, regional, and local administrations
- Fine-tune existing open-source models to tailor to public sector needs
- Engage civil society organizations for a Citizen-centric approach
- Leverage synergies with other EU initiatives, such as EDIH, TEFs and AIoD

### **\*\*We Need Your Input\*\***

To ensure the success of our proposed GenAI Pilots Action, we encourage your feedback. Please contact us at the following emails: [ivana.zeppa@ec.europa.eu](mailto:ivana.zeppa@ec.europa.eu) and [marco.montorio@ec.europa.eu](mailto:marco.montorio@ec.europa.eu).

# Potential GenAI Pilots



## Improve public administrations internal processes

**Automating public service workflows:** GenAI-powered tools to automate routine administrative tasks, such as document processing, data entry, and compliance checks

**Support for sustainable Urban Planning:** GenAI to support decision-making in sustainable urban planning by analysing large datasets related to infrastructure, population distribution, and environmental impacts.



## Improve access and transparency of public services for citizens

**Use of a chatbot:** AI-driven citizen interface that helps individuals navigate complex bureaucratic procedures such as applying for permits, understanding local regulations, or accessing public social benefits.

**Making legislation more readable:** Data-collection pilot of EU/national legislation and/or decrees in a machine-readable code and across different Member States within certain areas of interest, e.g. environmental authorisations.



# GenAI in public administrations – some real examples

## 26 GenAI use cases collected so far in Public sector Tech Watch

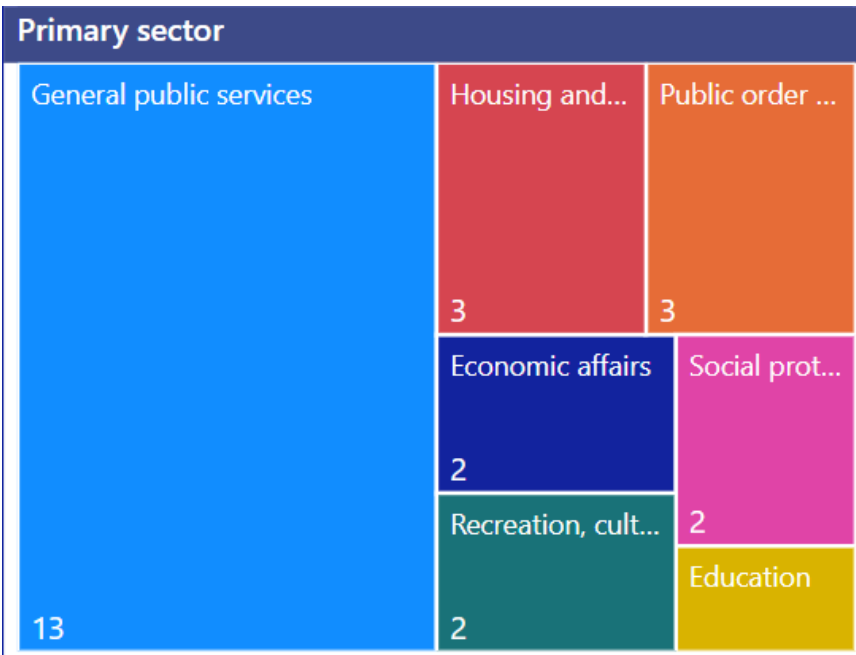
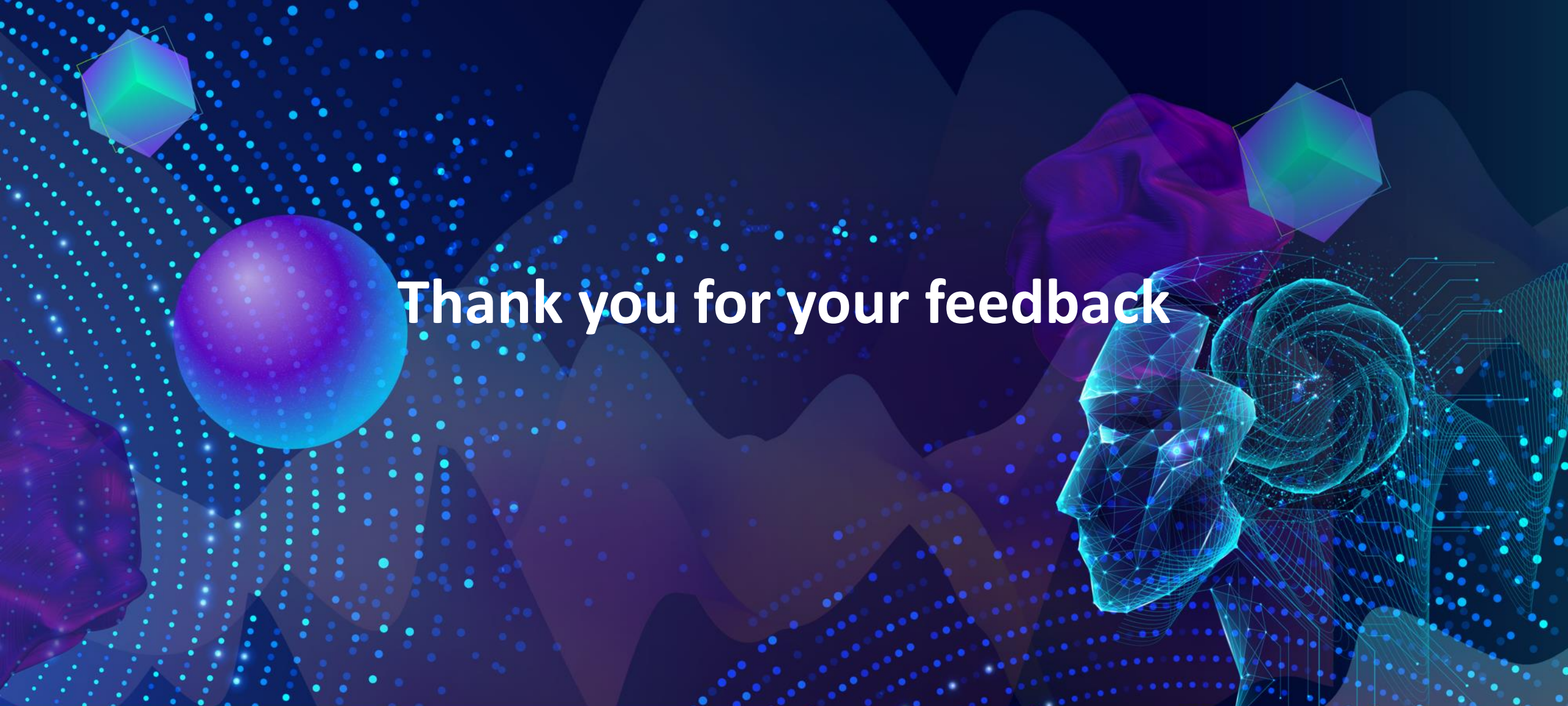


Image Source: JRC Public Sector Tech Watch. Cases Viewer Statistics. Retrieved from <https://joinup.ec.europa.eu/collection/public-sector-tech-watch/cases-viewer-statistics>.

- **Internal processes improvement:** ["LLMoin" pilot project in Hamburg](#) text assistant provides four functions for internal applications: Summary, research assistant, text generation and expert mode.
- **Support for urban planning:** [UrbanistAI](#) in Helsinki leverages GenAI to create optimized urban designs, simulate future development scenarios, and enhance citizen participation in urban planning decisions.
- **Chatbot for citizens:** [INPS Virtual Assistant](#) (Italy) leverages GenAI to provide context-aware responses and offer detailed answers with links to relevant portal pages. Also, *Titormos chatbot* in Greece enables citizens of Agrinio to submit local service requests, such as garbage collection and city lighting, 24/7 answering free-form questions with GenAI.
- **Making legislation more accessible:** [EADOP](#) (Catalonia) uses GenAI to create plain language summaries of Catalan legal texts, and it is available to citizens through the Legal Portal of the Generalitat of Catalonia



# Thank you for your feedback



© European Union 2024

Unless otherwise noted the reuse of this presentation is authorised under the [CC BY 4.0](https://creativecommons.org/licenses/by/4.0/) license. For any use or reproduction of elements that are not owned by the EU, permission may need to be sought directly from the respective right holders.