

## Kick-off AI4GOV Working Group

Artificial Intelligence to  
improve the public services

November 30, 2020



## Practical information

- This session will be held in English.
- The meeting will be recorded.
- Mute your microphone and turn your camera off, unless you are speaking.
- Please ask your questions in the chat.
- You will get the opportunity to directly ask your questions to the speakers during the Q&A (right after the presentations).
- Answer quick the survey after our kick-off !

## Poll 1 : who is in the room ?

Are you coming from ?

- Federal Public Services
- Regional Public Services
- Academia
- Start-up, SME
- Big company
- Civil Society
- Other

## Poll 2: Why did you register for this event?

- I know very little about AI and want to learn more about it
- I'm interested in AI in general
- I'm an expert in AI and I want to share my knowledge/experience
- I am/my organisation is thinking about using or implementing AI
- I have/my organisation already has one or more AI projects running
- I'm/we're convinced the public sector is faced with problems and opportunities that AI will help us tackle

# Agenda

15:00 **Welcome**

15:05 **Introduction & presentation of the objectives of the Working Group**

15:15 **Keynote: AI Watch Artificial Intelligence in Public Services**

15:40 **Keynote: AI for the Common Good Institute**

16:00 **Presentation** of several existing **projects** within the administration in Belgium

16:30 **Open discussion** on the common objectives of the Working Group

17:00 **Conclusions**

# Welcome



Ben Smeets  
President a.i.  
FPS BoSa

# The call for an innovative and open digital government



30 november 2020

AI4Gov Brussel

Ben Smeets

BOSA.be

# Public Sector Innovation

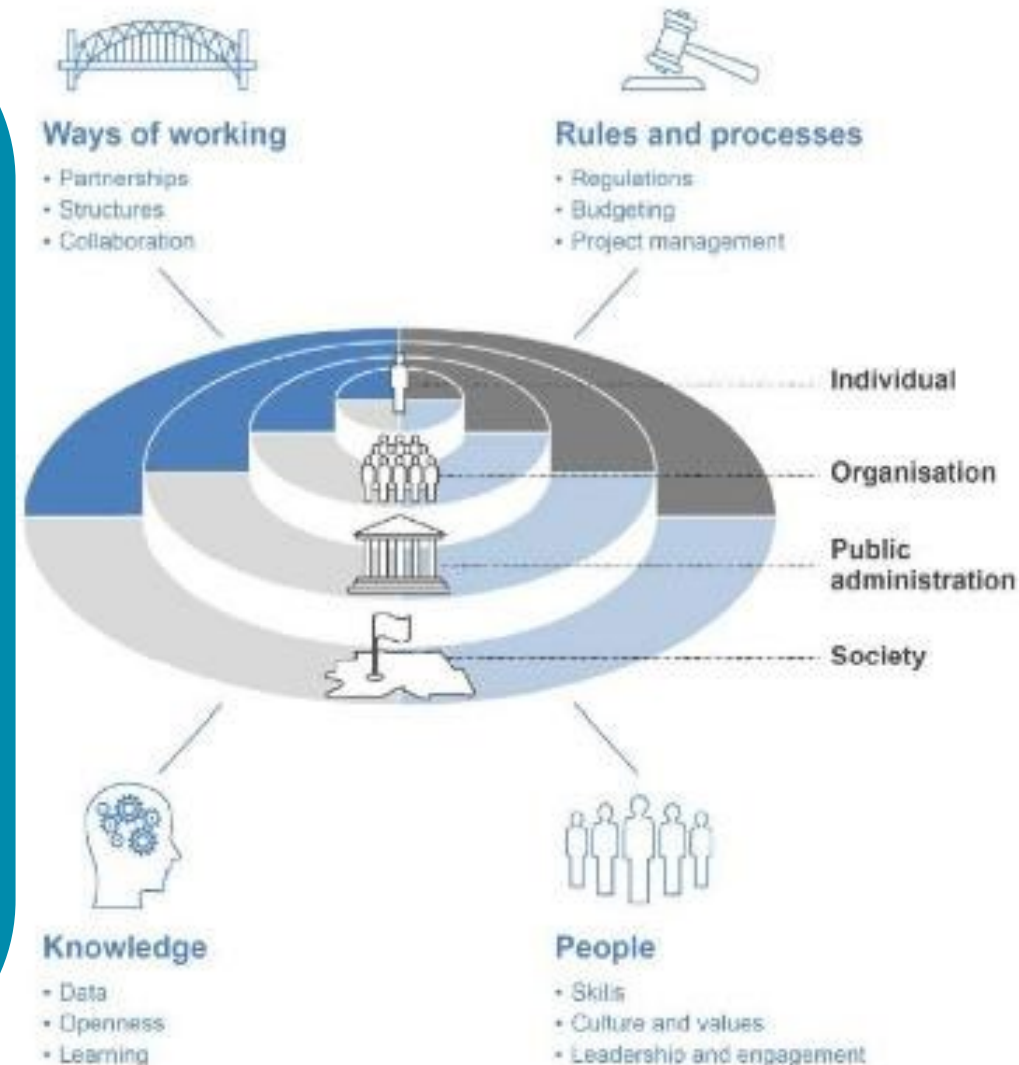
The work of Government matters

The position of the Government's administration in society is changing

Innovation is not just a nice to have

Need for an integrated approach

People expect the operations of government to be stable and dependable.





# Digital Transformation of the Public Sector will be predominant

## Analog Government

Closed operations and internal focus

## e-Government:

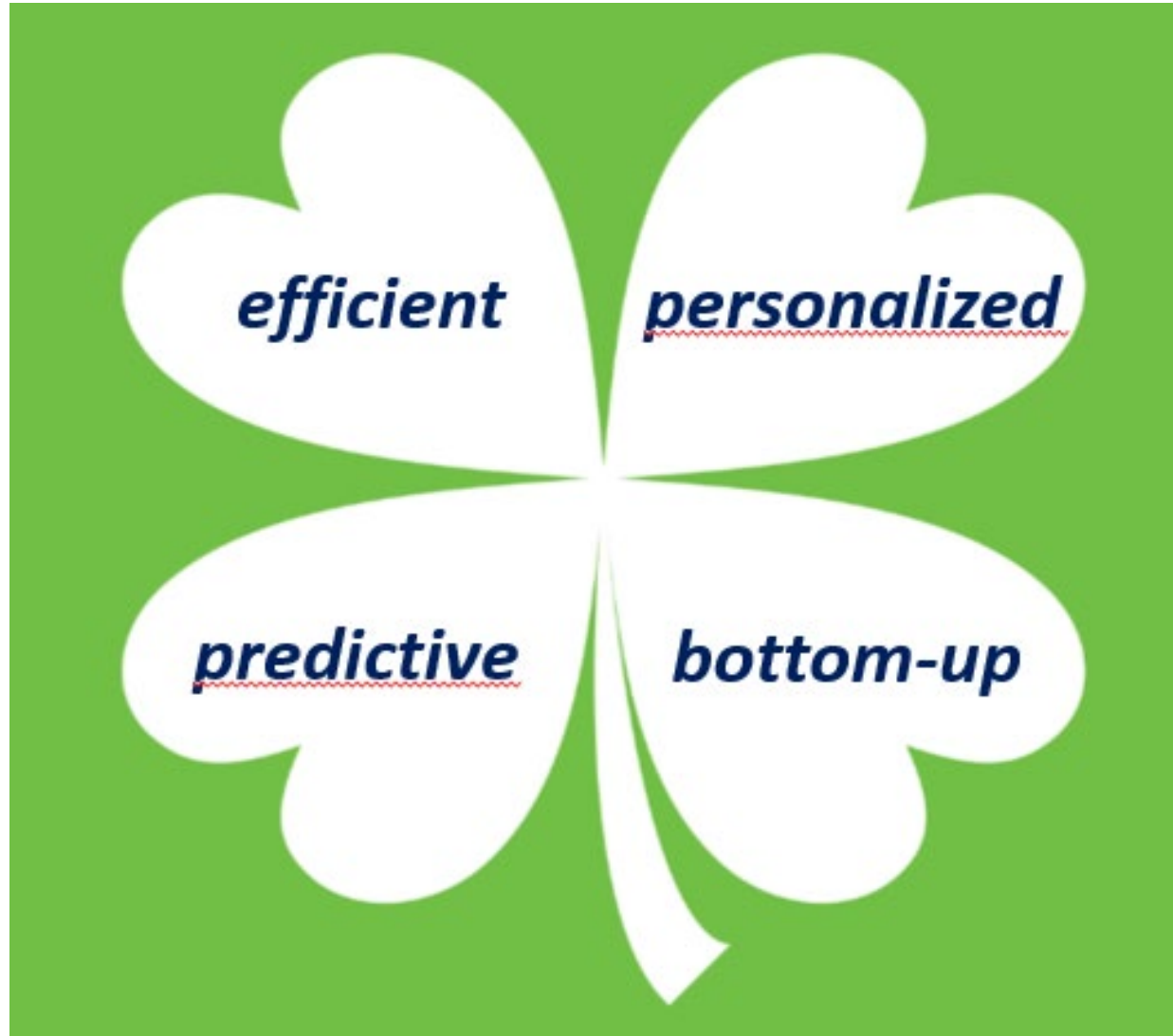
ICT-enabled procedures,  
User centered but supply driven

## Digital transformation

Digital by design,  
open and user driven

- Digital by default
- Long term focus and coordinated approach
- Technological innovation as a driver
- Digital trust as condition
- Usercentricity: The user determines which ICT services are offered and how.
- Holistic approach focused on added value: anywhere any time, personalized, 360° view, end2end support and legal security
- Collaboration and partnerships as basic conditions

Building advantage on AI: government to become more



## AI uptake: what is needed ?

**Data**

**Talent**

**Computing  
Power**

**Algorithms**



## *The power of openness*

Sharing Information and quality of information

Authentic sources and open data

Trust

Privacy and security

Open Infrastructure Government as a platform

Reusable building blocks

Innovation



## *The power of participation*

Information and sensibilisation

Skills and digital gap - dbfs

Multichannel – digital first

Usercentricity – digital playbook

allowing citizens to participate in the public decision-making process



## *The power of collaboration*

An open ecosystem and partnerships

A common strategy and a coordinated approach

eGov samenwerkingsakkoord

Synergie en samenwerking in de G-Cloud

AI4Be

How to ?

## AI strategy

Boost  
technological  
capacity and  
AI uptake

Prepare for  
socio-  
economic  
changes

An  
appropriate  
ethical and  
legal  
framework

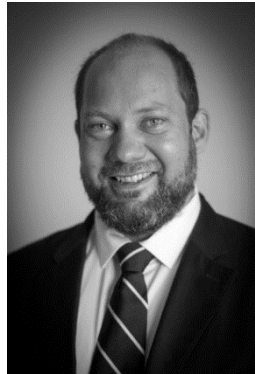
## AI4Gov

Today, is a day we are preparing for the future...



...and it's only up to us  
how and when we will be ready for it !

## Introduction to AI4Belgium and Objectives of the Working Group



Nathanaël Ackerman  
Christine Copers  
AI4Belgium / FPS BOSA

# AI4Belgium

*AI4Belgium is a grassroots community that enable Belgian people and organizations to capture the opportunities of AI while facilitating the ongoing transition responsibly. This coalition brings together AI key-players from public sector, private sector, academia and civil society. AI4Belgium has the ambition to position Belgium, including its regions, in the European and global AI landscape.*





# AI4Belgium

## Key activities

- Policy recommendation and support
- Mapping Belgian AI Landscape
- Outreach (webinars, events, conferences, ...)
- Connecting EU Ecosystem and funding
- Demystification and training
- Ecosystem animation

## Working Groups & Task Forces

- AI Law & Ethics
- Future of Work
- AI4Good
  
- AI4Health
- AI4Energy
- AI4Gov
- AI4Industries
- and more to come in 2021 : Data for AI, Mobility, Cybersecurity



# AI4Belgium

## November

- 20 : Internal kick-off “Future of Work”
- 24 : Webinar – Industry 4.0 – Virtual DI Summit
- 30 : kick-off AI4GOV – keynote European Commission
- 30 : Survey on AI adoption by Belgian Companies

## December

- 4: closing registrations for the hackathon
- 8 : AI & Integrity – AI & internal control
- 11 : Mieke De Ketelaere presentation of her new book “Human versus Machine”
- 14 : AI & Society @ Umons
- 15 : Webinar – AI & GovTech – Virtual DI Summit
- 17 : AI4Health working group

## January

- 12 (tbc) : kick-off “Future of work” – Keynote World Economic Forum
- 21 : AI Belgian Landscape publication “Startups & Scaleups”
- 26 : Webinar - DataForGood - Virtual DI Summit
- 27 : Keynote, Paul Duan “Citizen-led Public Services”
- 27-28-29 : hackathon AI4GOV (postponed)

## February

- 9 : kick-off AI4industries
- 11 : Best practices exchange with NL, LUX, BE AI coalition – Keynote McKinsey

# Visit [www.AI4belgium.be](http://www.AI4belgium.be) and join the Coalition !

**AI4Belgium**

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Artificial Intelligence by and for people



**AI 4 Belgium** is a community-led approach to enable Belgian people and organizations to capture the opportunities of AI while facilitating the ongoing transition responsibly. **AI 4 Belgium** has the ambition to position Belgium in the European AI landscape.

Download the  
report  
EN – NL – FR

Discover the  
survey  
NL – FR

Join AI4Belgium



## Objectives of the working group

- Initiating uptake of AI technologies within public administrations / following up on projects running in these administrations
- Sharing experiences on concrete projects and identify common projects between the different administrations.
- Informing on existing initiatives with regard to the application of AI in public services (technology watch, international benchmarks, ...).
- Contributing to the definition of an ethical and legal framework according to the requirements of public services (in collaboration with the AI Law & Ethics group)
- Studying the impact of AI on the evolution of skills within public services, in collaboration with the “Future of Work” working group

## First Deliverables Expected

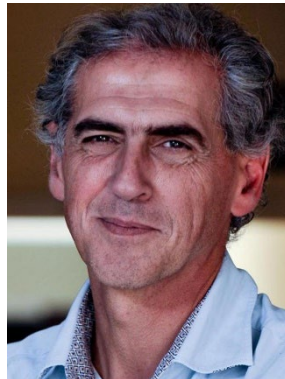
- Mapping of AI applications within federal and regional public services
- Organizing a AI4Gov Hackaton in early 2021
- Identifying priority projects, analysing the proposals for the AI4GOV hackathon and trying to find ways to follow-up on these selected projects.
- Establishing a simplified assessment list based on the proposal of the AI High Level Expert Group, created to verify the ethical framework for the development of new AI applications.
- Organizing a lab insight / lab outside event in collaboration with the Universities.

## AI Watch Report – AI in public services



Francesco Pignatelli  
Colin Van Noordt  
Joint Research Center  
European Commission

## AI for the Common Good



Prof. Hugues Bersini

Université Libre de Bruxelles

## Examples of Existing Project in the Belgian Administration

Christine Copers, Getting the Robot out of the Human

Michel Vanhoegaerden, Fraud detection

Luc Joosten, Case Law and predictability within the Belgian Tax Administration

Guido Vanhumbeeck, Jobbereik

David Jaroszewski, Mass Analytic Storage and Solutions for Evidence

Joachim Ganseman, detection of contact information in incoming mail

Catherine Vandendaelen, NSSO explores AI



Open discussion on the objectives of the Working Group

Wrap up

## Survey - Contact details

Name

First name

email :

Public sector – Universities – Private sector - other

## Survey – quality of the workshop

How did you rate de quality of the presentations ? (1 : poor; 5 : excellent)

- AI Watch Report – AI in public services 1-5
- AI for the Common Good 1-5
- Pitch sessions 1-5

+ open comments

## Survey – organisation

- Would you prefer this event to be organized in English as opposed to each speaking his/her own language ?
  - English
  - NL-FR (each his/her own language)
- If organized during working hours, what would you prefer
  - in the morning
  - at lunchtime ?
  - In the afternoon
- If organized outside working hours: in the evening ?
  - Yes
  - no
- How do you rate the usability of the ZOOM platform? 1-5

# Survey - Objectives

How clear are the objectives of the AI4Gov working group in your opinion? Please rate 1-5 (1= poor, 5 = excellent)

Are these objectives clear to you:

- Initiate the uptake of AI technologies within public administrations 1-5
- Share experience on concrete projects 1-5
- Identify common projects between the different administrations 1-5
- Inform about existing initiatives for the application of artificial intelligence in public services (technology watch, international benchmarking) 1-5
- Contribute to the definition of an ethical and legal framework in accordance with the requirements of public services (in collaboration with the AI Law & Ethics group) 1-5
- Study the impact of AI on the evolution of skills within public services, in collaboration with the “Future of Work” working group 1-5
- Would you have other objectives for this working group ? (Open comment)

## Survey – activities / actions

Are you interested in :

- Technical presentations on technologies with concrete usecases ? 1-5
- Presenting/sharing your project to the community for feedback ? 1-5
- Participating in the mapping of AI initiatives within the public sector ? 1-5
- Participating to the definition of a simplified assessment list based on the proposals of the High Level Expert Group to check the ethical aspects of new AI applications 1-5
- Participating to a labinsight / lab outside event in collaboration with Universities 1-5
- General presentations of AI applications within the public sector from other countries (France, The Netherlands, Estonia, ...) 1-5
- Do you have any other suggestion for an initiative or an event? Open comment