



DIGITAL GOV EXCHANGE • SINGAPORE



# AI Working Group Report 2024

**Ann-Marie Cavanagh**

New Zealand Deputy Government Chief Digital Officer  
Department of Internal Affairs, New Zealand





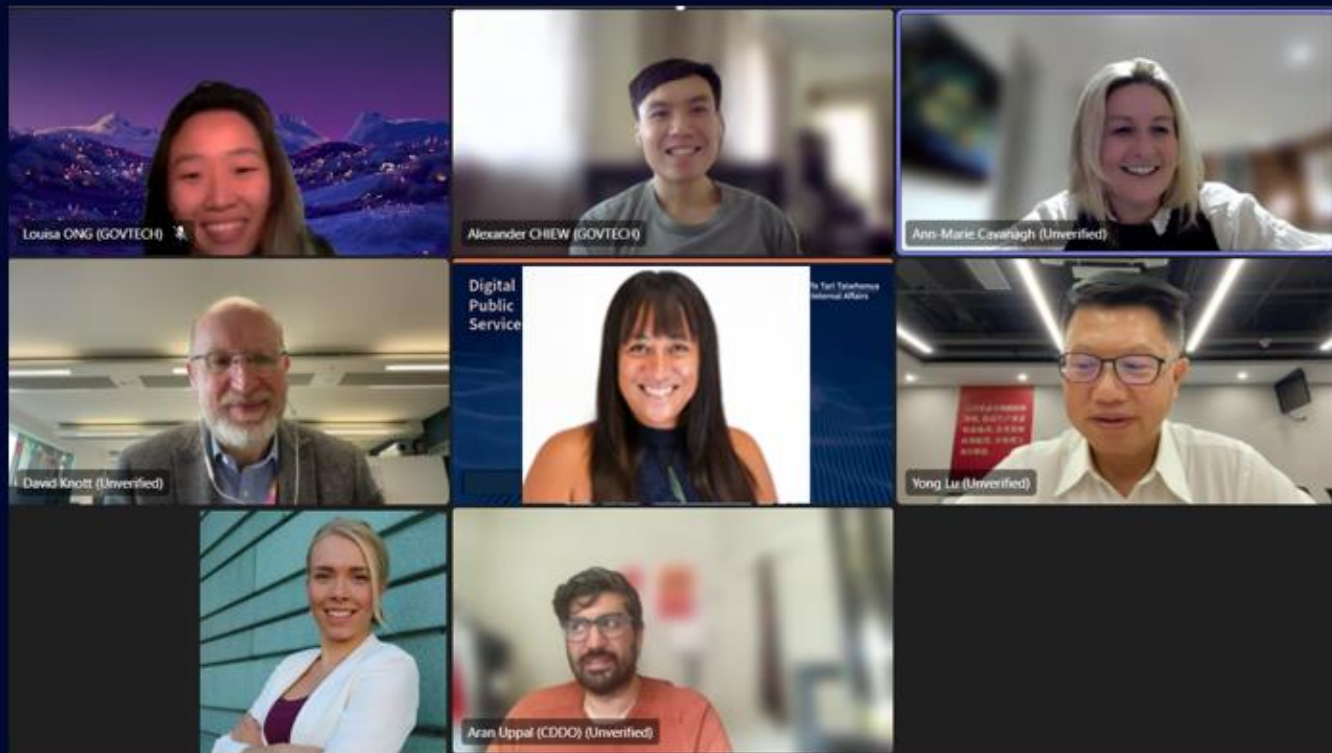
# DGX AI Working Group

Focusing on uptake and use of AI by Government

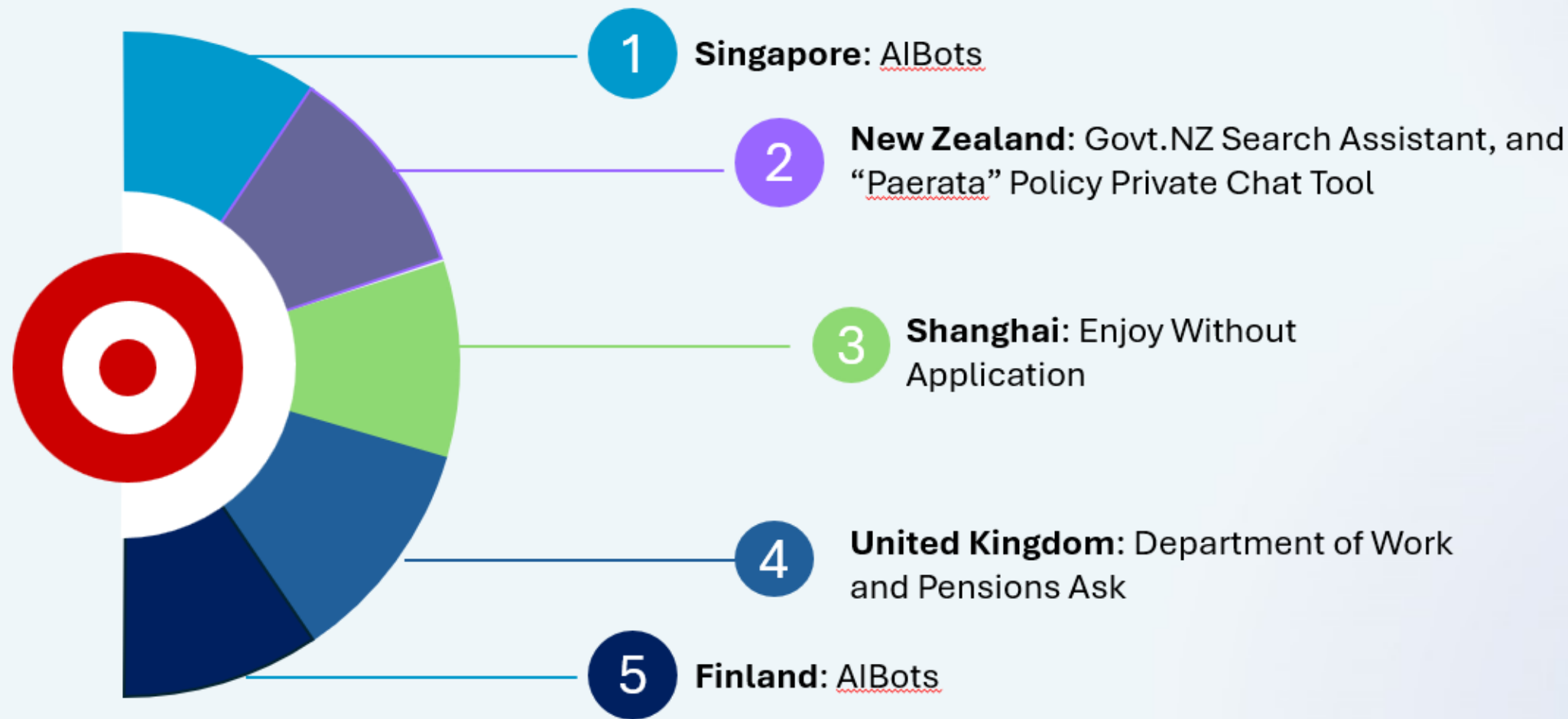
- **Working group members:**

- New Zealand (Chair)
- Singapore
- Finland
- Shanghai
- United Kingdom
- Canada
- Australia
- World Bank

- **The Working group met 8 times this year.**



# DGX AI Group: Showcasing Our AI Talent



# DGX AI Group: Common Themes

## AI use

Mostly supports  
workforce  
productivity

A public-facing AI-  
chatbot

## Benefits

Improved  
productivity

Time and cost  
savings

Improved  
customer  
experience

## Challenges

Access to skills

Data/results  
accuracy

Funding

Human  
accountability

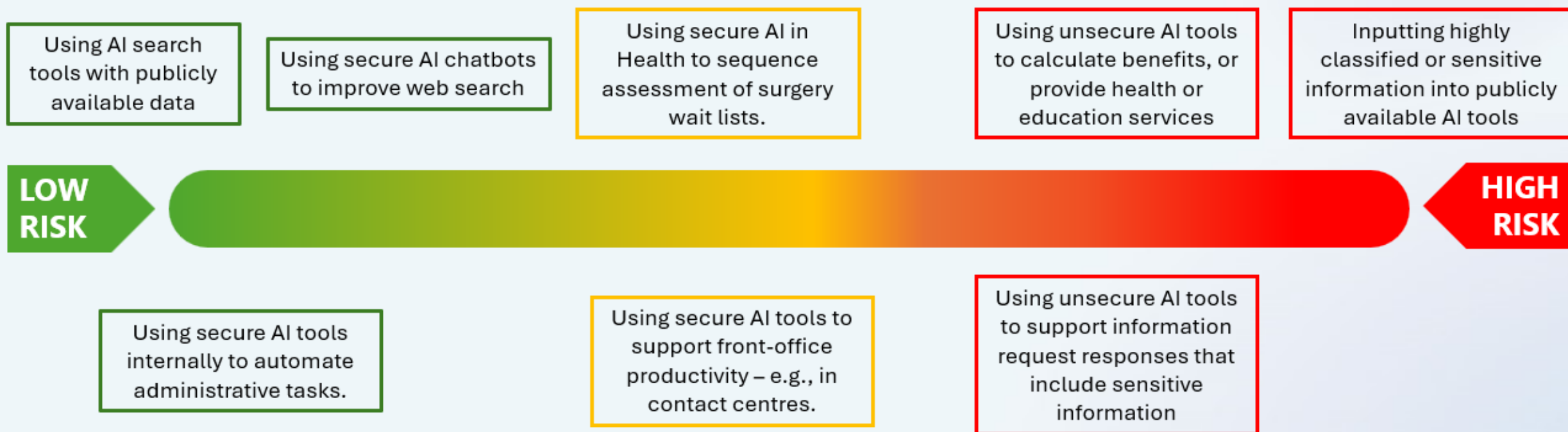
## Lessons

Quality AI skills are  
essential

Start small and  
iterate

Secure leadership  
buy-in

# Risk: Potential risks in Government use of AI



\*Examples of potential AI use cases are only **illustrative**. These examples are not a comprehensive assessment of full risk for each case, more work is required to understand where examples would sit on this spectrum.



# Singapore

## AI Bots

**Singapore public officers can deploy generative AI Chatbots of production quality under 15 minutes**

- **Purpose:** leveraging GenAI to support Government officers to be more productive
- **Benefits:** improved productivity through time savings and better quality outputs
- **Challenges:** Data accuracy (hallucinations) regulatory settings and market competition
- **Lessons:** Education, empowerment and ownership/accountability





# New Zealand

## “Paerata” Policy Private Chat Tool (Pilot)

New Zealand’s Treasury Agency is deploying use of AI in economic policy to assist analysis

- **Purpose:** a custom-built secure GPT model supporting economic policy development.
- **Benefits:** improved productivity though saving users’ time in analysis/drafting, ease of use.
- **Challenges:** complying with internal policies, sourcing the right skills and funding to scale.
- **Lessons:** starting small to prove the concept, executive and leadership buy-in.





# Shanghai

## Enjoy Without Application

Reaching out individuals and businesses to notify them of possible entitlements

- **Purpose:** leveraging AI to improve policy advice, reach and impact for citizens and businesses.
- **Benefits:** better targeting supporting improved customer experience and satisfaction.
- **Challenges:** agency silos and data interoperability across agencies
- **Lessons:** lessons for improving policy design, outreach and results, utilising AI.



# United Kingdom

## Department of Work and Pensions Ask AI helping experts advise, helping people and improving productivity

**Purpose:** an AI tool to help Work Coaches find information on internal guidance faster.

**Benefits:** saves Work Coaches time with their customers and have higher quality conversations.

**Challenges:** ensuring AI is firmly human-centred and ensuring human-in-the-loop decisions.

**Lessons:** iterative test and learn approach that maximises safety and value for money.





# Finland

## HANKINTAVÄLKKY / HILMABOT

Improving access to information to improve quality of procurements and attract skilled professionals

- **Purpose:** an AI-based search bot to improve procurement process, quality and upskilling.
- **Benefits:** more accessible procurement guidance, potential scalability, potential for enhancement.
- **Challenges:** results accuracy, avoiding hallucinations and accountability for errors.
- **Lessons:** starting small and scaling later.





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