

AI IN 12 MINUTES FOR PUBLIC SERVICE



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MOTIVATION - WHY AI?

Streamlining government services
Enhancing public safety
Improving policy decision-making
Boosting operational efficiency
Personalizing citizen engagement



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INDUSTRY

Government Administration
Public Healthcare
Education Systems
Public Safety and Security
Infrastructure and Urban Planning



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STRATEGIC TRENDS

AI in e-governance

Smart city technologies

Predictive analytics in policymaking

AI for public safety and security

Digital transformation in public services

Machine learning in healthcare

AI in educational systems

Sustainable urban planning with AI

AI in traffic and transportation management

AI-driven public sector innovation



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WHY CHANGE?

Public service efficiency
Enhanced citizen experience
Data-driven policy making
Infrastructure optimization
Technological modernization



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LEADING THE CHANGE

Singapore's Smart Nation initiative
Estonia's e-governance model
United States Digital Service
UK's Government Digital Service
Dubai's Smart City Program



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DIGITAL TRANSFORMATION

AI-driven service bots in e-governance

Smart sensors in urban infrastructure

AI for predictive healthcare analytics

Machine learning in tax and revenue collection

AI in traffic control and management

Blockchain for secure public records

AI-powered surveillance for public safety

Data analytics in educational reform

AI in environmental monitoring

Cloud computing for public sector data

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AI DISRUPTION

Chatbots for citizen services

AI in crime prediction and prevention

Predictive analytics in public health

AI-driven policy analysis

Smart infrastructure management

AI in educational personalization

Machine learning in resource allocation

AI for traffic flow optimization

AI in waste management

Automated public service delivery



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GREAT EXAMPLES OF AI

AI traffic management in Barcelona

Singapore's virtual assistant for citizen services

AI in New York's predictive policing

Seoul's AI-based public transportation system

AI in Estonia's digital government services

Dubai's AI-driven paperless strategy

AI in London's public healthcare analysis

AI predictive maintenance of public infrastructure

San Francisco's AI in waste management

AI-powered educational tools in Finland

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ECOSYSTEM REQUIREMENTS

Robust digital infrastructure

Strong data privacy and security policies

Skilled workforce in AI and digital services

Public-private partnerships for innovation

**Supportive regulatory environment for AI
adoption**



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AI  SUSTAINABILITY

AI in resource-efficient public services
Reduced environmental impact through smart
planning
Data-driven sustainable policy decisions
AI for efficient energy use in public buildings
Enhanced public transportation with AI



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NEW RISKS - ETHICAL, LEGAL, SOCIAL

Privacy concerns in citizen data usage

AI biases affecting public services

Dependence on technology in critical services

Cybersecurity threats in public sector systems

Ethical considerations in AI deployment



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AI MISUSE EXAMPLES

Misuse of AI in surveillance

Biased AI algorithms in public services

Manipulation of AI-driven public communication

Unauthorized access to government AI systems

AI misuse in public resource allocation



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THREE AI DILEMMAS

Balancing AI efficiency with job impacts in the public sector?

Ensuring equitable AI use across different demographics?

Managing citizen privacy vs. public safety in AI surveillance?



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ORGANIZATIONAL REQUIREMENTS

Clear vision and strategy for AI adoption
Investment in AI technologies and infrastructure
Cross-sector collaboration and partnerships
Continuous training for public sector employees
Ethical frameworks and policies for AI use

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15/24 STEP BY STEP APPLICATION

Define AI objectives in public services
Develop or acquire suitable AI technologies
Train public sector workforce in AI
Implement AI in key public services
Continuously monitor, evaluate, and refine AI applications

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BEST PRACTICES

- Prioritize transparency in AI applications
- Focus on citizen-centric AI solutions
- Foster public trust through engagement and communication
- Ensure compliance with ethical standards
- Regularly update AI systems and policies



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AI TOOLS & MODELS

Predictive analytics models for public policy
Natural Language Processing for citizen services
AI algorithms in traffic and urban planning
Machine learning for public health data
AI models for environmental monitoring

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18/24 USEFUL DIGITAL TWINS

Digital twins of city infrastructure
Virtual models of public service delivery
AI simulations for urban planning
Digital replicas of healthcare systems
Virtual environments for public safety training

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19/24 COOL NORWEGIAN CASES

Oslo Smart City (Urban innovation)
Norwegian Public Roads Administration
(Transportation)
Directorate of Health (Public healthcare system)
Norwegian Tax Administration (Digital tax
services)
Norwegian Directorate for Education and
Training (Educational technology)

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GLOBAL LEADERS

Singapore (Smart nation initiatives)

Estonia (E-governance and digital services)

South Korea (Urban planning and public safety)

United States (Digital transformation in public services)

Sweden (Sustainable public sector innovations)

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21/24 FUTURE JOBS

AI policy advisors
Data privacy officers
Public sector AI strategists
Digital service managers
Smart city technology specialists

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THE FUTURE OF AI

AI-driven smart city ecosystems
Enhanced public service delivery with AI
AI in participatory governance
AI for sustainable urban development
Advanced AI in public safety and security



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RECOMMENDED READING

"The Responsive City: Engaging Communities Through Data-Smart Governance" by Stephen Goldsmith, Susan Crawford

"Digital Government: Technology and Public Sector Performance" by Darrell M. West

"Smart Cities: Big Data, Civic Hackers, and the Quest for a New Utopia" by Anthony M. Townsend

"The Fourth Industrial Revolution" by Klaus Schwab

"AI Superpowers: China, Silicon Valley, and the New World Order" by Kai-Fu Lee

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GOOD TED TALKS

"The city of the future" by Larissa Suzuki

"How AI can enhance our memory, work and social lives" by Tom Gruber

"How we can build AI to help humans, not hurt us" by Margaret Mitchell

"What intelligent machines can learn from a school of fish" by Radhika Nagpal

"The digital strategy that will fix government" by Anna Piperal

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**WHAT WOULD
YOU ADD?
*LET ME KNOW!***



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