

# MISSION/VISION STATEMENTS

## Group1

The 17 AI innovation group recommends that a long term goal for AI systems is to create a virtuous relationship in the form of a highly tangible and personal interface between government and citizens. Governments should facilitate mutual learning and public education to engineer and deliver new, better and generally augmented services. It appears critical to align top down and bottom approaches to leverage a positive feedback loop in the adoption of AI in general public services. Governments should envision the profound personalisation and fair distribution opportunities that AI affords and as such work step by step through concrete experiments that produce a sustainable trust relationship and limits risk factors. This work is extremely valuable for global competitiveness and welfare development that the G7 member countries unite in their efforts to promote a human centered approach and share best practice in a cooperative manner as all stand to gain. This may also be seen as a preventative measure vis-a-vis non G7 states that could have different attitudes towards the uses of AI.

## Group2

The 17 Innovators group believe AI will become a foundational engine for governments, making them more accessible thanks to modern and ubiquitous interfaces, making their processes more efficient and accountable, automatizing the vast majority of their tasks and finally offering a profoundly better service for its citizens, more open, more efficient and more fair. This transition will be possible only thanks to a proper understanding and education of the possibilities and limitations of this technology, both inside the governments and in the citizens confidence and expectations.

## Group3

We envision a future where open, explainable and accessible AI provides efficient, personalized, accountable and scalable services to society in health, infrastructure, education, safety, science and research and generates equal opportunities for all people

# KEY POINTS

## RECOMMENDATIONS PER FOCUS AREA - ACTIONABLE POLICY ITEMS

- **Interface.** Current interfaces between governments and their citizens often create barriers, rather than build a trustworthy rapport.  
AI is a key asset for the design of highly-tangible, multimodal, and personable interfaces between citizens and their governments. The increase in AI-enabled public spaces and government-managed services in physical environments (e.g. smart city infrastructures) presents an opportunity for a successful, continuous and ubiquitous relationship.  
It is highly recommended to build awareness and be proactive in newly AI-enabled

environments. We propose a framework to brief and evaluate design of services and relations between administrations and individuals. We recommend an iterative process focusing on improvement of human-machine interaction, including: (1) intuitive and adaptive interaction (does it do what it says on the tin?); 2) level of service to citizens (does it improve their day-to-day life?) 3) value to society (does it provide a mechanism for meaningful influence?)

- **Fairness and equality.** Governments should invest in AI as a tool to promote equality and fairness in society regardless of socioeconomic class, specifically to reduce cost of access to healthcare by optimizing allocation of medical resources and augmenting clinical knowledge, provide citizens with 24/7 access to government and public services, offer equal access to education and professional development opportunities and improve the reach and efficacy of the social welfare system. Governments should also extend international cooperation and leadership on the application of AI to ensure mutual benefit across countries.
- **Efficiency and accountability.** To improve efficiency and accountability, Governments need to track and measure their own working ubiquitously. This data needs to be collected anonymously to understand the current baseline and identify areas of improvements. It should not be used to lay blame. Governments need to setup ethic guidelines on using sensitive data and setting fair and explicit objectives. They need to educate their employees about AI's potential, limitations and pitfalls.

Based on that performance data, Governments need to identify which processes should be enhanced or automated by AI (e.g., low value-added repetitive tasks) and which processes need more human resources (e.g., senior care). Governments need to create a cross-government repository of best practices and pre-trained models that can be re-used to solve inefficiencies. They should pay special attention to the explainability of the models to provide better accountability to citizen.

- **Customization.** Artificial intelligence will allow governments to personalize taxations and subsidies, moving away from a model where citizens have to struggle to demonstrate their eligibility, to a model where the governments automatically accounts personal needs and entitlements. Early implementation include transportation tolls modulated to optimize congestions and pollution while accounting for corner cases, personalized lifetime educational curricula to improve learning impact and a personal and societal level, health care subsidies where AI can account for unfair high costs of treatments in families that cannot afford. All the personalization have to happen under the design principle of universal equality, without privileging any specific part of the population.

