Category

Data & AI

AI for Public Sector & Smart Government Services Playbook

Deploying AI in government services where every citizen, not just paying customers, has to be served well

- Executive
- Advanced
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- Administrator
- 11 October 2021
- 4 minute(s)

Overview

A framework for AI adoption in public sector and government services — service delivery automation, resource allocation support, and citizen-facing applications — that builds equity, accessibility, and public accountability into deployment design from the outset, given government AI's distinctive stakes relative to private sector applications.

How does AI adoption in government genuinely differ from private

sector AI adoption? Citizens generally can't choose a different government service provider if an AI application underperforms or treats them unfairly, and public accountability, equity, and transparency requirements typically exceed what private sector AI applications face —

both changing what responsible deployment requires.

Where should government AI adoption prioritize its equity focus

specifically? Testing AI applications directly with citizens who may be underserved by default design — those with limited digital access, language barriers, or disabilities — since public services can't assume the universal digital fluency some private sector customer bases might have.

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