

AI Office.

Warming up the AI engine

Institut Municipal d'Informàtica

Work in progress

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Ajuntament de
Barcelona



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Objectives for AI implementation

1. To **promote the adoption** of artificial intelligence as a central element of digital transformation with the aspiration of **improving the services** offered to citizens and the efficiency of the council's internal processes.
2. Ensure **compliance** with the Responsible AI Application Framework according to European guidelines (***excellence and trust***) and by establishing **governance mechanisms** to achieve it.





Objectives based on two items

The **Government Initiative for AI use** defines **goals, plans and actions** to be done.

The **AI Office** will assume the leadership of these goals, plans and actions and will exercise **governance, control and accountability**





Objectives for the Government Initiative

We now have a **draft** for a **Government Initiative** for the promotion of the use of Artificial Intelligence with certain objectives.



Accelerate the **digitization** of
Barcelona City Council



Improve the **efficiency** and
productivity of public services



Achieve **economic saving** for the
Public Administration



Promote **responsible, ethical use**
and ensure **regulatory compliance**



Enhance the talent of the public
servants



Government Measure and AI Office



Government measure

1. Design and implement a **governance framework**
2. Promote the **AI Advisory Council** of the City of Barcelona
3. Implement the **AI Control Framework**
4. Define and implement an Internal and External **Communication Plan**
5. **Spread knowledge** about AI throughout the municipal group and public servants
6. Deploy the **infrastructure and architecture** to enable AI in Barcelona City Council
7. Deploy of **AI models** for municipal use
8. Define a public **Procurement Framework**
9. **Follow up** of the program



AI Office

1. Define of the **governance model** to guarantee an homogeneous and scheduled **deployment** of Artificial Intelligence and ensure the ethical and regulatory application.
2. Make **AS-IS audit** and preparation of the deployment plan for AI-based services and solutions
3. Define the corporate AI **architecture model** and building the infrastructure to support enterprise-level AI projects
4. **Deploy of AI models** throughout the municipal area
5. Implement the **AI Control Framework** and advanced analytics (AI Control)



Ongoing initiatives

Some Pilots

Initiative Case	Description
Virtual Assistant to the Professional	The aim is to provide a virtual assistant to facilitate the search for information and provide an answer to the questions addressed by the citizen
Assistance for the appealing process	The aim is to support the process of answering legal appealing.
Proof of concept for the classification of generic registry instances	The objective is to provide a first level of automatic classification of the generic instances that arrive at the City Council in order to redirect them to the corresponding areas that will be able to respond
Intelligent Robotic Assistant (ARI)	<p>An extension of the pilot started in 2020 to fifty homes in the city and which consists of the development and testing of an intelligent robotic assistant (ARI) for the homes of dependent people and/or nursing homes. They are robots with digital capabilities and interconnection and integration of all the digital devices that can be installed in the environment of an elderly or dependent person: from the elements of communication and relationship with others to the reception of signals from different sensors in terms of physical and mental health, prevention and security.</p> <p>It could be defined as an advanced teleassistance system that also has mobility and incorporates artificial intelligence elements that can be configured according to the specific needs of the users.</p>
Collective Intelligence DPR (demand, problem, resource)	Deployment of a decision support system for professionals based on artificial intelligence tools that, based on past experience (collective intelligence), makes diagnosis and assignment proposals of resources to allocate to people and households that use Social services. A pilot test was carried out last term and work is now underway to expand it
Support for the preparation of tender documents	<p>It is a solution focused on supporting the internal worker during the text production process through a conversational application.</p> <p>The objective is to assist the worker in the generation of the different chapters that make up a contract through the use of Generative AI.</p>
IRIS – Support in the classification of incidents	The solution allows the citizen to be assisted in identifying the unit that must understand the request or complaint. According to the text entered for the citizen, out of about 1000 possible categories, the algorithm proposes the most relevant ones (around 30). The citizen finally chooses the category he thinks is most suitable. On the other hand, a City Council employee validates the category chosen by the user, and corrects it when deemed appropriate.
Automation in the process of legal resources	The objective is to automate, through AI solutions, the tasks of classifying the procedures for sanctions and legal resources that arrive from the generic registration platform and the inter-administrative processing platforms. It is currently done manually
Unification of taxpayers	Assistant for the unification of taxpayers. With learning based on a history of 900,000 cases, the AI should help IMH staff detect cases of different taxpayers that are actually the same.
Support for the preparation of the prior inspection report	<p>It is a solution focused on supporting the comptroller during the process of drawing up the prior inspection report.</p> <p>We want to have an assistant to help in the generation of this report in order to speed up the process of writing it, always supervised afterwards by Intervention. This pilot should be used to evaluate the degree of usefulness for the intervention team.</p>
Simultaneous translator	<p>Offer a simultaneous translation service to serve the public.</p> <p>A pilot has been carried out at an OAC and the SAIER (Service for Immigrants, Emigrants and Refugees). The service will continue to be refined to bring it into production</p>

Thank you!



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