

# LANGUAGE TECHNOLOGIES FOR THE PUBLIC SECTOR

Speaker name, affiliation

Date



## ROLES OF GOVERNMENTS WITH REGARD TO ARTIFICIAL INTELLIGENCE (AI) AND LANGUAGE TECHNOLOGY (LT)

- financier or direct investor
- regulator
- convener and standards-setter
- data steward
- smart buyer and co-developer
- user and service provider

Source: Ubaldi, B. et al. (2019), "State of the art in the use of emerging technologies in the public sector", OECD Working Papers on Public Governance, No. 31, OECD Publishing, Paris, <https://doi.org/10.1787/932780bc-en>

## BUSSINESS CASES OF LT IN EGOV

- Processing of the huge amount of data dealt with daily
  - Automatic Message Answering
  - Case Routing
  - Phone Call Summation
- Policy making through analysis of public consultations or public opinion
  - Competitive intelligence analysis
  - Sentiment analysis

### Sources:

- Henkel, M., et al. *Language Technology for eGovernment–Business Cases*. In: *New Perspectives in Information Systems and Technologies, Volume 1*. Springer, Cham, 2014. p. 83-95.
- *Language Technologies for Government and Public Administration - LT4Gov workshop 2020*. <https://www.plantl.gob.es/tecnologias-lenguaje/comunicacion-formacion/eventos/Paginas/lt4gov.aspx>

## THE BENEFITS



- innovation and digital transformation of the public administration
- better workflows -> increase the effectiveness of different process
- evidence-based and data-driven policy-making
- better services for citizens

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## EXAMPLES OF LT-BASED SERVICES IN EUROPE

**PLata**  
 Plataforma de Traducción Automática

**MT-HUB**

**HUGO.LV**

**EU2020 HR** eu2018bg.bg

**romania2019.eu**

**EU2019.FI**

**e2018.at**

**EUROPEAN JUSTICE**

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## EXAMPLES OF LT-BASED SERVICES IN EUROPE

**Starting up smoothly**  
 chatbot service for foreign entrepreneurs in Finland

**Kamu**  
 helps you with residence permits to live in Finland  
 > TALK TO KAMU

**PatRek**  
 advises you how to set up your company in Finland  
 > TALK TO PATREK

**VeroBot**  
 tells you about business and work-related taxes in Finland  
 > TALK TO VEROBOT

**Migrationsverket**  
**Finnish Immigration Service**

**Kamu chatbot**

Hei! I'm Kamu, your robot assistant! You can ask me about immigration or citizenship.

For security reasons, don't use any personal details such as your personal identity code in the chat. We save these conversations to help you better in the future.

How can I help you?

Write your message here.

**citizenlab**

Latvian Republics Uzņēmumu reģistrs

I'm UNA. Don't hesitate to ask - I'll help you!

**PHOTODENTRO**

## PANEL TOPICS

- Can you imagine/share a use case for language technologies (speech technologies, sentiment analysis, opinion mining, text analytics, classification, summarization etc.) based on your experience on your organization's needs and/or interactions with citizens?
- What are the main obstacles to a wider adoption of LT by our public services?
- Is the quality of the output of LTs adequate for critical policies and operations?
- Do you have any needs that cannot yet be met because of the level of technological support to our language?

## PANEL TOPICS

- Is Language Technology integrated in digital services?
- What are the public services that use LT?
- Is the performance / quality of the output/ speed / usability of LT appropriate?
- What are the requirements that are not yet met?

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<b>MODERATOR</b> Laura Mihăilescu	<b>ELIZA VAȘ</b>	<b>CORINA BÎCA</b>	<b>COSTEL CIUCHI</b>	<b>LIVIU BADEA</b>
				
P-NAP IER	Expert studii digitalizare IER	Expert UEFISCDI	Consilier Secretariat General al Guvernului	Șef laborator Inteligență Artificială ICI

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**THANK YOU FOR YOUR ATTENTION!**

Contact info

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