

The Greek EDIH for Public Services

Yiannis Kotsis-Giannarakis
Coordinator, GRNET

Synergies for the future, AI in PS, 12 May 2023

Our Mission

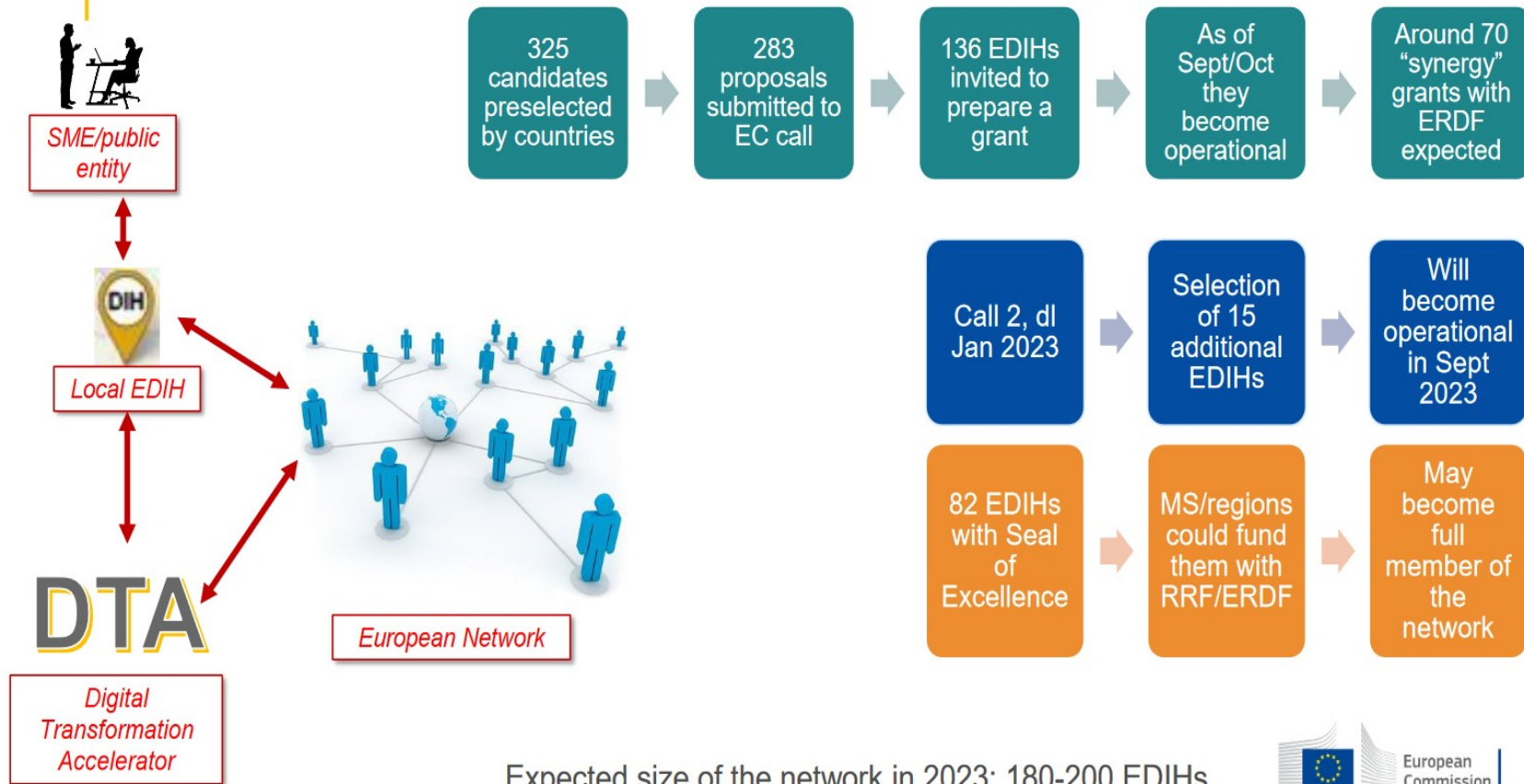
To advance Digital Transformation
in the Public Sector
fostering Synergistic Innovation
and Openness



Strategic Partners



Network of European Digital Innovation Hubs



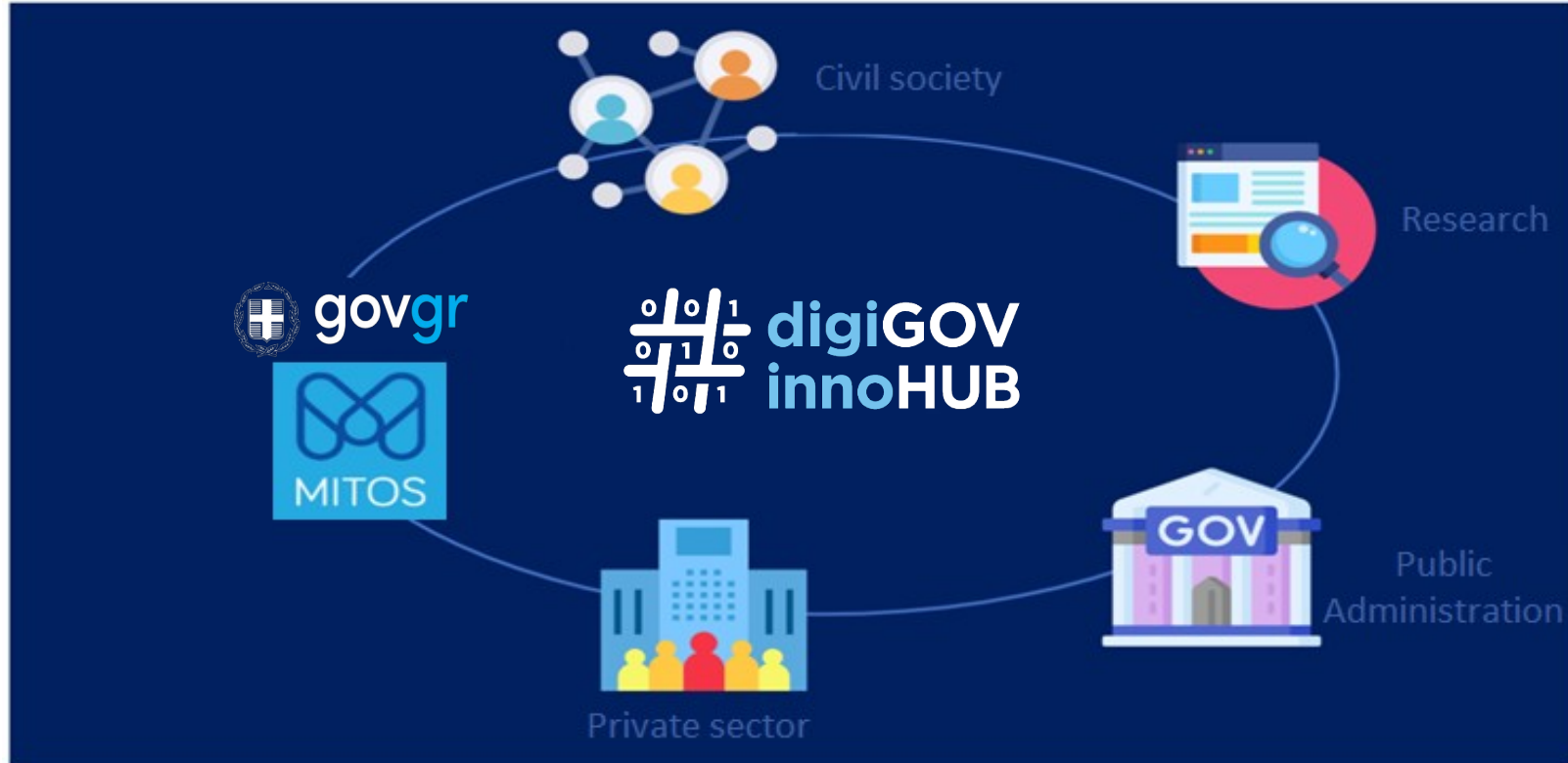
Expected size of the network in 2023: 180-200 EDIHs

Our Objectives

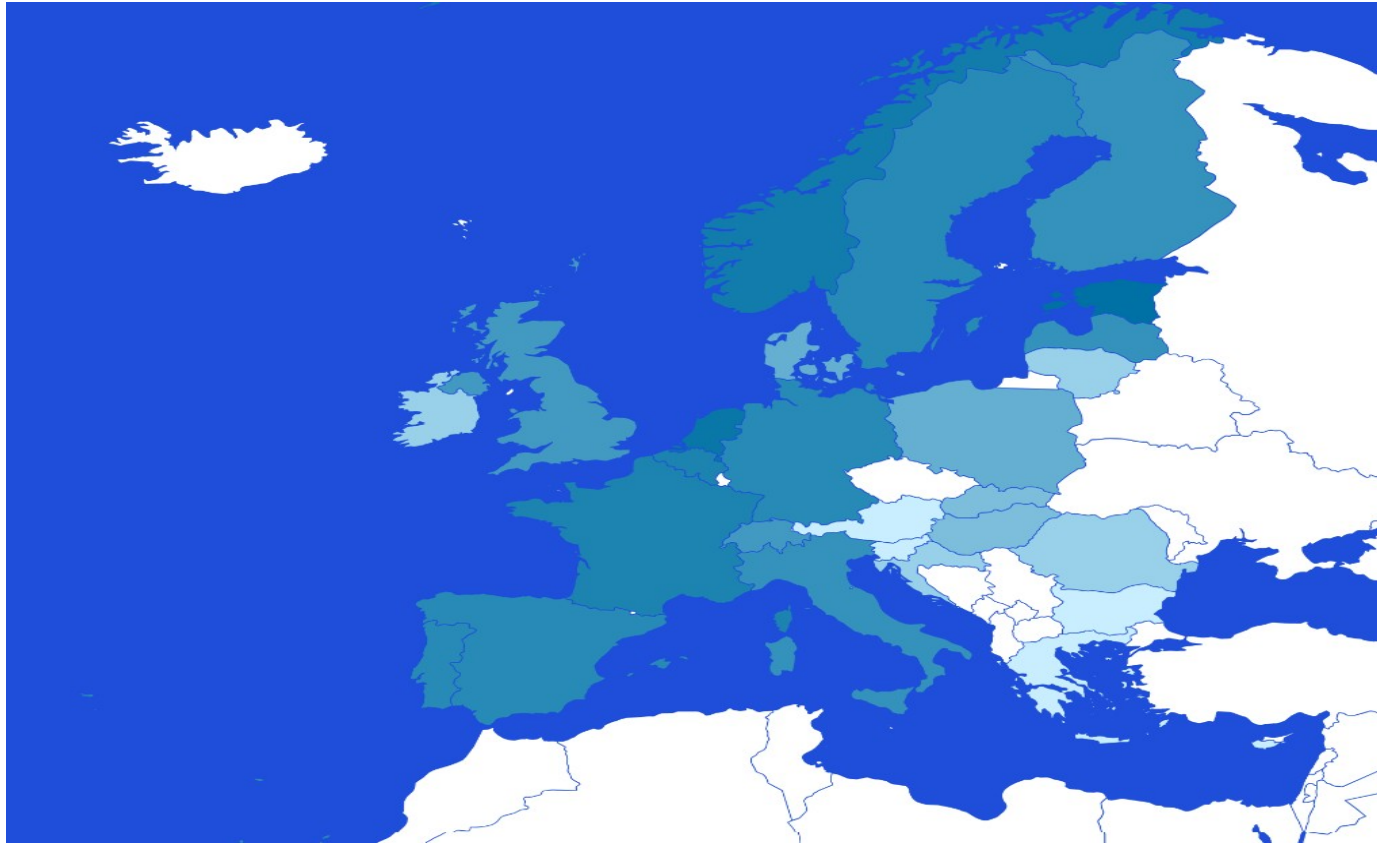
GR digiGOV innoHUB aims to

- Support the development of a **new generation of Public services**, utilizing **Advanced Digital Technologies** (AI, Blockchain, mobile Internet, 5G, HPC, IoT, Cloud, etc) and based on open standards and open source solutions for citizens and businesses;
- Enrich the **ecosystem** of Digital Transformation actors, advance their **Skills** and **Synergies**, strengthen the **communities of practice**;
- Foster **innovation in Public Administration**, transforming it into a large innovation buyer and **investor**.
- Facilitating **Networking** Intra-Regional and International cooperation, and **Synergistic** activities and endorsement of **Open principles** in Governance and Digital Transformation.

Our Ecosystem



The Map of AI in EU



AI in the Public Sector

Public Administrations use AI in several ways, for example:



Chatbots



Machine translation



Fraud detection



Surveillance

To foster trust, the **AI Act** will regulate the use of AI following a **use case risk-based approach**:



Challenges and Questions

However, AI comes with many benefits but also challenges to consider:

Benefits

- Citizen-centered services
- Quality of processes, systems and services
- Efficiency gains
- Responsiveness in public service delivery

Challenges

- Discrimination/bias
- Explainability
- Digital skills



Different societal groups express concern about the Public Administrations' use of AI:



Citizens

I may be overcontrolled by the government, that uses my data and information to control my behavior.



Businesses

I can loose oversight on government operations, as decisions are made or suggested by obscure algorithms.



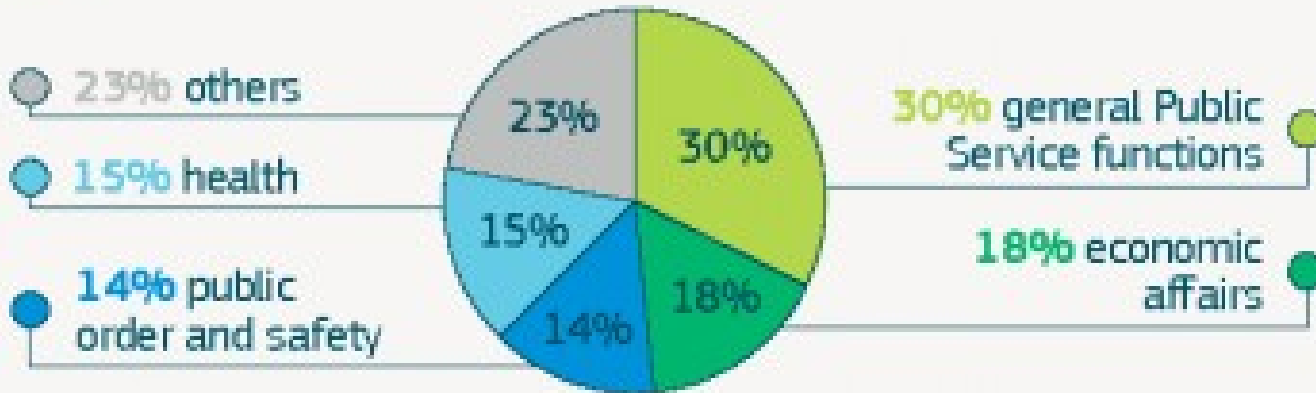
Public Administrations

It is too risky to use AI, values such as fairness, non-discrimination and transparency might not be respected, and the algorithm might be biased.

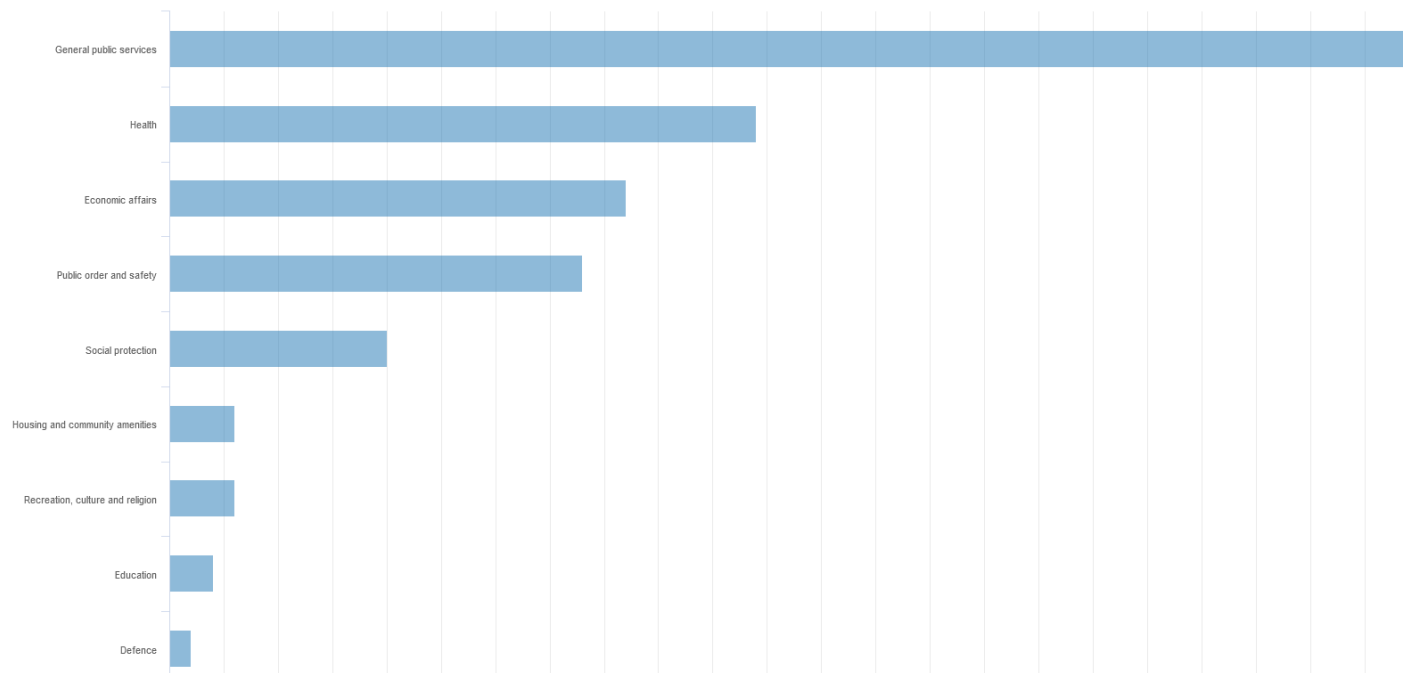
State of AI in EU Gov



FUNCTION OF GOVERNMENT



Current uses of AI in EU



AI Risk mitigation

STEP1



A high-risk AI system is developed.

STEP2



It needs to undergo the conformity assessment and comply with AI requirements.*

*For some systems a notified body is involved too.

STEP3



Registration of stand-alone AI systems in an EU database.

STEP4



A declaration of conformity needs to be signed and the AI system should bear the CE marking.

The system can be placed on the market.

If substantial changes happen in the AI system's lifecycle

GO BACK TO STEP 2

Assortment of Services



DigiGOV CalVal

Digital Maturity
Assessment,
selection, and Project
Journey design

DigiGOV Lab

Test before Invest,
Sandbox, Acceleration
and pilot
implementation

DigiGov Agora

Funding and
Investment Support,
PCP, PIP, Marketplace

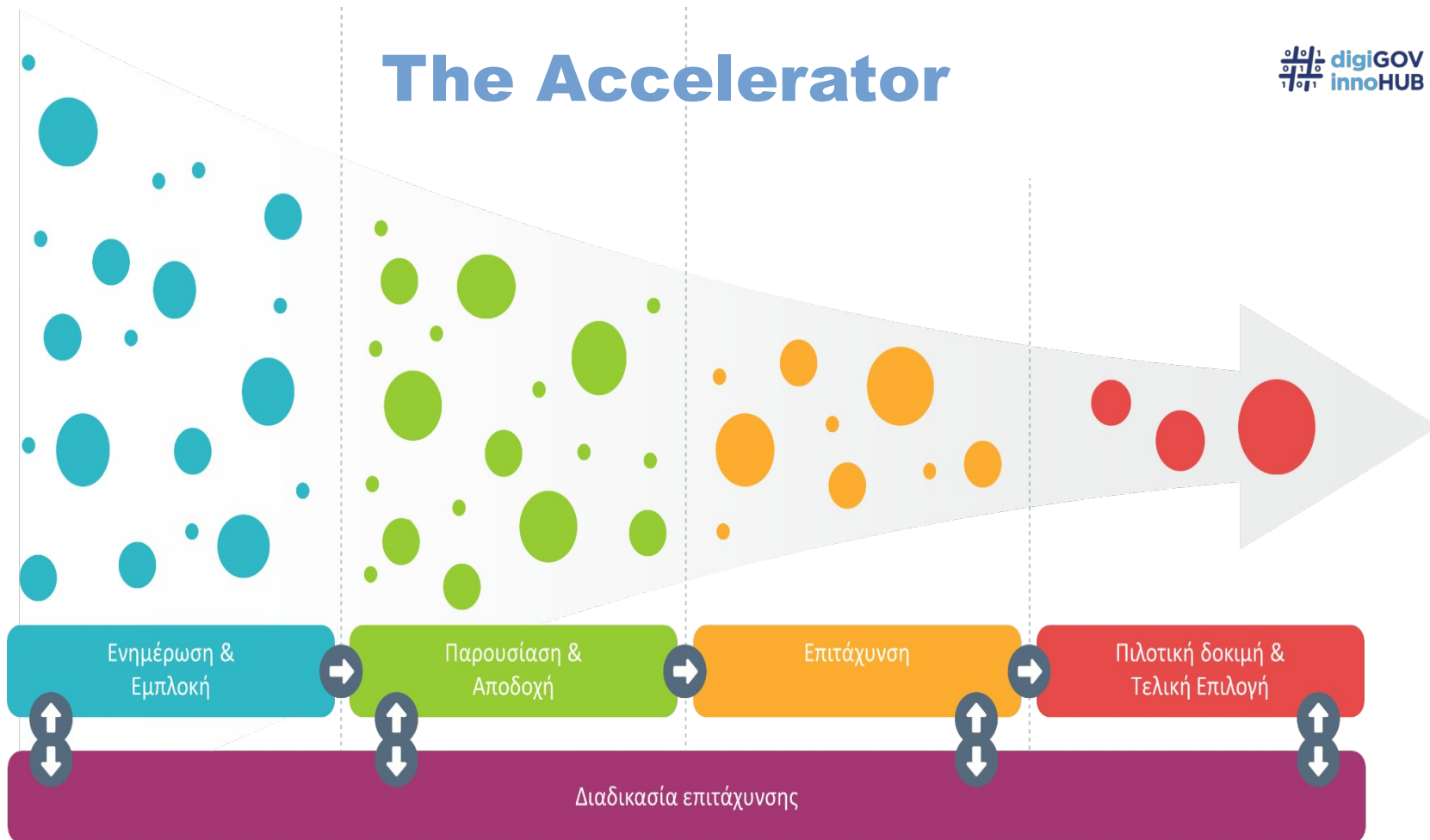
DigiGov Academy

Providing the skills for
Digital Transformation

DigiGov Forum

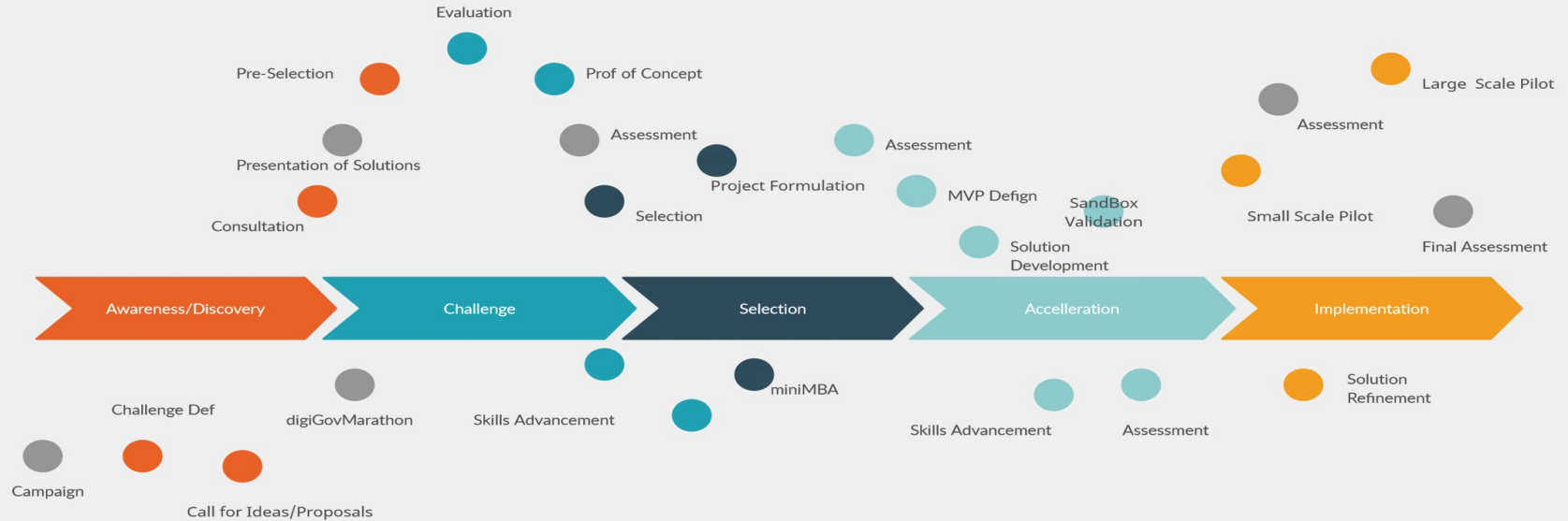
Networking and
Ecosystem Growth

The Accelerator



Project Journey

The DigiGOV-innoHUB Project Journey



GovTECH4all - EU incubator



International EDIH cooperation



Smart Secure
Networks



Innovation
Amp



Memorandum
of Understanding and Cooperation for the creation of an
International Public Services Corridor

Thank You!



Twitter: digiGOV-innoHUB • Facebook: GR digiGOV-innoHUB

LinkedIn: GRdigiGOV innoHUB • Mastodon: [GRdigiGOVinnohub@techhub.social](https://techhub.social/@GRdigiGOVinnohub)

YouTube: GR digiGOV-innoHUB • Instagram: gr.digigov.innohub

Email: marcomms@digigov.innohub.gr

digigovinnohub.gr



Co-funded by
the European Union



The GR digiGov-innoHUB- project is co-funded by the European Commission under the Digital Europe Programme grant agreement no.101083646 and the Operational Competitiveness Programme 2021-2027

CREDITS: This presentation template was created by [Slidesgo](#), including icons by [Flaticon](#), and infographics & images by [Freepik](#)