

The ETAPAS workshop: Toward Trustworthy AI Adoption in the European Public Administration

On May 5th, 2022, the **ETAPAS project** featured the online workshop “**Toward Trustworthy AI Adoption in the European Public Administrations**” to illustrate the **initial results of the project** and bring together policy makers from **European public administrations** to discuss **approaches and real cases** enabling a Trustworthy AI adoption in the Public Sector.

Intellera Consulting played a central role in the organization of the workshop, leveraging on its extensive network of contacts in the Public Sector, where we are industry leaders providing strategic and management consulting services to Public Administrations for more than 25 years.

Intellera Consulting brought its added value through the experience gained in these contexts, as well as the in-depth knowledge of the topics covered, allowing the creation of a stimulating debate on **Trustworthy AI** and a large participation of the public

ETAPAS – **Ethical Technology Adoption in Public Administration Services** - is a project funded by the European Union through the **Horizon 2020 programme** with the key objective of **fostering the ethical and responsible adoption of disruptive technologies in the European public sector**.



Among the **14 partners** from **8 different** countries that compose the ETAPAS Consortium, **Intellera Consulting** plays a key role, being in charge of the Technical Lead of the project, in the person of the Associate Partner **Giovanna Galasso**, as well as of the development of the indicators for the ethical, social and legal assessment of public sector’s disruptive technology applications and of communication and dissemination activities. In this regard, **Intellera Consulting** together with the **Ministry of Economy and Finance** and the **Lisbon Council**, organised the event. By actively participating in the ETAPAS project, **Intellera consulting** position itself at the frontier of the topic of Trustworthy AI, contributing with its expertise in technology innovation in the public sector.

With outstanding keynote speakers and a large attendance of **more than 200 participants**, the event was one more step towards **sharing good practices for ethical and responsible technology adoption in the public sector**.

Among the keynote speakers, **Alessandro Bacci**, Director General for Personnel at the Ministry of Economics and Finance and former Director of the Directorate of Information Systems and Innovation, opened the event and introduced its topic. After his initial welcome we got to the heart of the workshop with **Gabriele Mazzini**, Policy Officer at the Artificial Intelligence Policy Development and Coordination Unit of DG CNECT, who provided the **European Commission perspective** on the Artificial Intelligence Act proposal as well as on the Adopt AI Programme, the future European Commission’s programme aiming at financing the adoption and procurement of Artificial Intelligence solutions and technologies by the public sector. Closing the introductory session, **Mauro Minenna**, Head of Department for Digital Transformation at the Presidency of the Council of Ministers, provided his view on the recently published **Italian AI strategy**.

The event was also an occasion to present the first results of the ETAPAS project. In the first session, **Giovanna Galasso** and **Roberta Lotti**, ETAPAS Project Coordinator and Innovation Manager and Head of Unit at the Italian Ministry of Economy and Finance, presented the objectives and structure of the project. Following their intervention, **Sara Mancini**, Manager at Intellera Consulting, provided details on the Responsible Disruptive Technology Framework and on its validation methodology. Furthermore, **Asbjorn Folstad**, Chief Scientist at SINTEF, and **Nina Bjerkreim-Hanssen**, Advanced AI trainer at PROKOM, illustrated how the ETAPAS framework applies to a concrete Use Case, that of the Chatbot Kari i.e., the AI-based virtual agent used by many Norwegian municipalities to answer citizen’s questions on municipality services. Finally, **Nikola Mojic**, Product Manager in 2021.AI, presented the ETAPAS governance platform, aimed at transforming the conceptual framework into a practical and user-friendly tool for public administrations.

Use case results from RDT framework trial

The maturity of the use case on municipality chatbot Kommune-Kari allows for a dual purpose of the initial RDT framework application. First, **lessons learnt** through experiences from the trials. Second, **insight into the utility of the framework** to identify and analyze **novel or unintended ethical or societal implications** of the municipality chatbot as a disruptive technology.

A	B	C
<p>Insight into use-case</p> <p>Preparatory activity: Chatbot dialogue analysis</p> <ul style="list-style-type: none"> Insight into patterns of use: Efficient and utility oriented Insight into design choices: Location on website may impact patterns of use and response quality Insight into impact of human chat option: Users mainly self-service oriented 	<p>Insight into ethical risks</p> <p>Application of RDT framework</p> <ul style="list-style-type: none"> Risks concerning direct interaction with humans: Users understanding of talking to chatbot Governance risks: Accountabilities and responsibilities in private / public collaboration Use for unintended purposes – e.g. input with safety or security implications, but untraceable due to anonymity of service 	<p>Validation workshop</p> <p>Case extension: Implications of Virtual Agent Network</p> <ul style="list-style-type: none"> Context analysis: E.g. scope and DT characteristics Ethical principles prioritized: Importance of justice, equality, and rule of law, privacy, safety and security. Need to clarify public-private collaboration and transparency Ethical risks assessed: Work place issues and legal issues highly important

Logos at the bottom: MEF, intellera consulting, 2021AI, Prokom, SINTEF, the Labor Council, CDS, Carle Group, and others.

Finally, **Francesco Mureddu**, Director at the Lisbon Council, hosted a panel discussion on Trustworthy AI solutions and tools currently used in European Public Administrations. Among those, **Antonio Soares**, Project Manager for “Projeto GuIA Responsavel” at the Portuguese Agency for Administrative Modernisation, presented a self-assessment tool for responsible AI, while **Anja Reinman**, Project Manager of Urban Innovation for the City of Amsterdam,

illustrated the ethical compliance mechanisms currently in use in the municipality, such as the AI registry and revised procurement procedures. In addition, **Francesco Molinari**, Independent researcher and policy advisor, as well as expert in Innovation & AI, shared his insights on Trustworthy AI policies in Europe resulting from its long-standing experience in the field.



The ETAPAS Workshop was a great success, and, as the Technical Leader of the project Giovanna Galasso pointed out, it was the occasion to show how ETAPAS positions itself as a pioneer project in the definition of a framework and a governance model for Trustworthy AI, providing useful input to public sector organisations. Giovanna Galasso while thanking the participants for their insights to further improve ETAPAS results launched a call for action “to build opportunities for collaboration with other project initiatives and public bodies that are interested to test ETAPAS tools and approaches”.

If you could not attend the workshop or are interested in accessing the material, go to the [media section](#) of the [official project’s website](#).