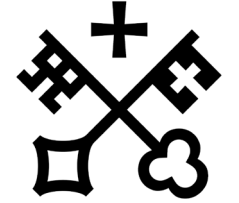# Artificial intelligence

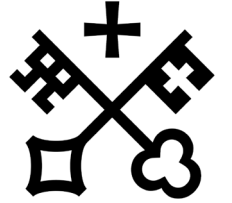**Jānis Lange**

Riga City Executive Director

# Objective 2024

All municipal institutions are encouraged to evaluate their processes and consider implementing AI in at least one area as a pilot project. The goal is to enhance efficiency and explore the benefits of AI.

# Steps to support the transition towards AI adoption in Riga's municipality:

1. **Training and Awareness**:
   - Multiple training sessions to educate all municipal employees about the role and benefits of AI tools.
   - Ensure that everyone understands how AI can enhance processes and contribute to efficiency.

2. **Process Mapping and Use Cases**:
   - Organize workshops specifically for managers to map out existing processes within their departments.
   - Define clear use cases where AI can be effectively applied to improve efficiency and outcomes.
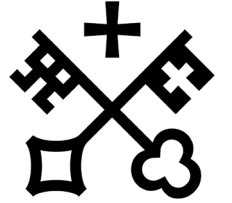
3. **Testing the AI Tools**:
   - The testing of Microsoft Copilot by two departments highlighted data security concerns.
   - Prepare guidelines to classify data and ensure robust data security practices.

4. **Roadmap Development**:
   - RDA has developed a roadmap for implementing AI in various municipality processes.
   - This roadmap outlines the necessary steps to integrate AI solutions effectively.

# Steps to support the transition towards AI adoption in Riga's municipality:

5. **Data Security Alignment**:
   - As AI tools are introduced, prioritize necessary preparations to secure data.
   - Align the use of AI tools with robust data security practices to protect sensitive information.
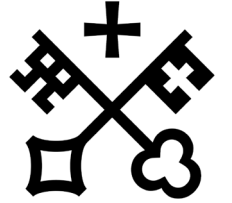
6. **Innovation Fund Utilization**:
   - Leverage the municipal innovation fund (up to €20,000) to foster testing and implementing innovative AI solutions.
   - This funding can support pilot projects and feasibility studies related to AI adoption.
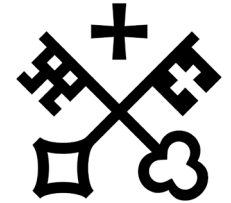
7. **EU Grant Proposals**:
   - Prepare project proposals for EU grant programs such as Interreg, EDIH, and Horizon.
   - Seek funding to facilitate the transition to AI-powered processes within the municipality.

# The identified high-potential use cases include:

- **Internal Assistant (Chatbot):** Implement a chatbot to search for information related to internal and external regulatory acts and prepare responses for clients.
- **Document Analysis**: Use AI to check contracts, analyze internal documents, and evaluate CVs.

# Learnings so far regarding AI adoption in Riga's municipality:

1. **Resistance to Change**:
   - Some individuals within the municipality exhibit resistance to adopting AI technologies.
   - Overcoming this resistance will be crucial for successful implementation.
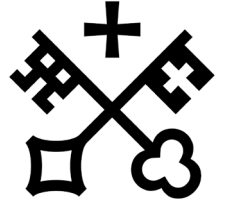
2. **Skepticism and Fear of AI**:
   - There is a level of skepticism and fear surrounding AI possibilities.
   - Addressing misconceptions and demonstrating the benefits of AI can help alleviate these concerns.

3. **Awareness Varies by Department**:
   - While some departments (e.g., police) are well aware of AI possibilities and actively testing it, others may need more education.
   - Tailoring awareness campaigns to specific departments can enhance adoption.

# Learnings so far regarding AI adoption in Riga's municipality:

4. **Language Barrier**:
- The use of tools like Copilot may face challenges due to the English language barrier.
- Most popular AI tools will have more language options in time.

5. **Data Security Considerations**:
- Homework must be done to address any gaps and ensure robust security practices.

6. **Funding and Human Resources**:
- Securing funding for AI tools and allocating human resources for implementation are critical steps.
- Leveraging the municipal innovation fund and exploring EU grant programs can help.

# Thank you!

**Jānis Lange**
CEO of Riga City