AI Use Cases in Government

Examples from the 2025 Eye on Innovation Awards for Government

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Gartner®

Introduction

These use-case examples, as of the date of publication, showcase how governments are effectively leveraging artificial intelligence (AI) to drive innovative solutions and impressive business outcomes.

Government CIOs can use this presentation to understand:

1. **Example use cases*** from successful organizations across the globe
2. **The business context** in which AI was deployed
3. **Key dynamics of the deployment,** including the solution description, key technologies used and outcomes

Methodology:
The main objective of the 2025 Gartner Eye on Innovation Awards for Government is to understand innovative uses of technology to drive best-in-class initiatives at government organizations. Submissions were accepted online from 4 February through 20 June 2025. In total, we received 268 submissions from respondents who worked in government organizations. Respondents were sorted by region: Americas (n = 137), EMEA (n = 83) and APAC (n = 48).

* As reported by the submitting organizations

Digital Transformation Tech Assistant

Problem/Opportunity

Region Île-de-France experienced challenges and high costs in effectively handling IT support requests for employees and high school students across their managed service providers.

Solution

To address various user needs, they developed, along with LightOn, a technical assistant based on Alfred LLM (built on Llama 3), creating multiple instances trained on different types of IT and cybersecurity data. The Paradigm tool is integrated with the ServiceNow ticketing system to automate sorting and assignment of support requests, suggest responses to agents and update knowledge bases with new information. It generates reports on request types and resolution times for ongoing process improvement.

Key Technologies Used

- Agentic AI
- Cloud
- Generative AI
- Large Language Models (LLM)
- API
- Cybersecurity

Source: Gartner 2025 Eye on Innovation Awards for Government; Region Île-de-France, France

Region Île-de-France
France

Région îledeFrance

Outcomes

- **Efficiency:**
  - 15%-50% reduction in mean time to resolution
  - 10%-30% increase in incidents resolved per agent per day/week
- **Risk:**
  - 5%-20% reduction in incident volume
  - 10%-25% reduction in escalations
- **Customer Satisfaction:** 5%-15% improved

"Our assistant allows us to resolve issues faster and continuously improve our service for everyone in our organization, transforming the standard for efficient IT support."

~ Senior Executive at Region Île-de-France

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Cloud Platform Innovation for Transformation

Problem/Opportunity

MHRA faced pressures to keep up with increasing demands for faster clinical trial assessments and better detection of counterfeit drugs, while outdated systems and cyberthreats put patient safety and regulatory effectiveness at risk. These challenges threatened the agency's ability to maintain public trust and its leadership role in global regulation.

Solution

MHRA implemented three cloud-native platforms, an AI tool for clinical trial reviews, an automated system for detecting counterfeit drugs and a retrieval-augmented generation digital assistant for regulatory science. They used a "Code Green" approach to unite tech, science and policy in a single delivery model to minimize carbon impact. These solutions use ethical, explainable AI and integrate securely with existing infrastructure.

Key Technologies Used

- Artificial Intelligence (AI)
- Digital Experience
- Cloud
- Software/Platform/App
- API
- Cybersecurity

Source: Gartner 2025 Eye on Innovation Awards for Government; Medicines and Healthcare Products Regulatory Agency, London, United Kingdom

Medicines and Healthcare Products Regulatory Agency London, United Kingdom

Medicines & Healthcare products Regulatory Agency

Outcomes

- **Efficiency:**
  - 35% reduction of clinical trial assessment time
  - 3 hours to complete counterfeit drug investigations compared to 30 previously
- **Accuracy:**
  - 25% reduction of errors
  - 40% improvement in on-time delivery
- **Cost Savings:** £2.4M saved annually

These solutions outperform manual processes and are already reused by other governments and global partners. Praised as "game-changing," they mark a cultural shift in public sector innovation."

~ Senior Executive at Medicines and Healthcare Products Regulatory Agency

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Axis GPT

Problem/Opportunity

The Central Bank of Brazil faced a significant operational bottleneck in manually verifying information from over 1,400 independent audit reports (RAI) every six months, which were submitted in unstructured natural language. This limitation prevented comprehensive analysis and created risks for the supervision of the national financial system.

Solution

The AXIS tool was developed using large language models (LLMs) to fully automate the capture of financial statements in PDF, conversion to TXT, identification and extraction of reports and performance of 12 specific regulatory tasks. Structured results are loaded into a database and presented via dashboards, reallocating specialized analysts from repetitive activities to strategic functions.

Key Technologies Used

- Artificial Intelligence (AI)
- Data & Analytics
- Cloud
- Automation
- Generative AI
- Large Language Models (LLM)

Banco Central do Brasil
Brasilia, Brazil

BANCO CENTRAL DO BRASIL

Outcomes

- **Analysis Time Savings:** Reduced from weeks to approximately 120 minutes
- **Accuracy Improved:** Achieved an accuracy of 99.03% in report analysis
- **Resource Reallocation**: Specialized analysts reallocated from repetitive tasks to strategic functions

"The resulting informational quality allows for better supervisory decisions, based on data and timely for the entire national financial system."

~ Senior Executive at Banco Central do Brasil

Source: Gartner 2025 Eye on Innovation Awards for Government; Banco Central do Brasil, Brasilia, Brazil

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Integrated Real-Time AI Traffic Signal Control

Problem/Opportunity

Taoyuan City faced serious urban challenges including traffic congestion, air pollution and delayed emergency responses due to rapid population growth and complex traffic conditions. The city aimed to replace static signal systems with adaptive, AI-driven networks to enhance traffic flow and prioritize emergency vehicles.

Solution

An AI-driven real-time traffic signal control project was launched, deploying over 120 AI CCTV cameras and 26 sensors at 91 key intersections. These use YOLO object recognition and edge computing for instant traffic analysis and signal adjustment, powered by reinforcement learning (Q-Pensieve). An emergency vehicle priority system, integrating ambulance GPS data, was also implemented.

Key Technologies Used

- Artificial Intelligence (AI)
- Agentic AI
- Generative AI
- Sustainability Technology
- Edge Computing
- Automation

Taoyuan City Government
Taoyuan City, Taiwan

Outcomes

- **Response Time Cut:** Dropped from 4 minutes to 45 seconds
- **Survival Rates Up:** Out-of-hospital cardiac arrest (OHCA) survival rates boosted by 8%
- **Travel Time Reduced:** Urban mobility improved with travel time reduced by 5-8%
- **Fuel/CO2 Savings:** Saves 49,000 liters of fuel and reduces CO2 by 111 tons annually

"Taoyuan City's 'Integrated Real-time AI Traffic Signal Control Revolution' redefines traffic management through real-time video analysis, edge computing and reinforcement learning tailored to Taiwan's traffic."

~ Senior Executive at the Taoyuan City Government

Source: Gartner 2025 Eye on Innovation Awards for Government; Taoyuan City Government , Taoyuan City, Taiwan

Smart Dispute Resolution System

Problem/Opportunity

Telecommunications and Digital Government Regulatory Authority (TDRA) identified critical inefficiencies in telecom dispute resolution, including high complaint volumes, incorrect submissions and delays. Customers struggled with fragmented communication and long turnaround times, prompting TDRA to redesign the service using data integration, AI and user-centric digital channels.

Solution

TDRA digitally transformed dispute resolution through a unified platform integrated with telecom providers. AI was deployed to auto-classify complaints and reduce submission steps from 7 to 3. A smart hotline routed users, back-end systems shared real-time data and AI analyzed complaints to suggest optimal resolutions.

Key Technologies Used

- Artificial Intelligence (AI)
- Data & Analytics
- Automation
- API

Source: Gartner 2025 Eye on Innovation Awards for Government; TDRA, Abu Dhabi, United Arab Emirates

Telecommunications and Digital Government Regulatory Authority Abu Dhabi, United Arab Emirates

TDRA
هيئة تنظيم الاتصالات والحكومة الرقمية
TELECOMMUNICATIONS AND DIGITAL GOVERNMENT REGULATORY AUTHORITY

Outcomes

- **Resolution Time:** Reduced by 45%, from 9 to 5 working days
- **Customer Satisfaction:** Grew from 85% to 94% and satisfaction with smart services rose from 71% to 90%
- **Incorrect Complaints:** Dropped from 50% to under 5%
- **Cost Savings:** Saved over 120 hours per case and AED 16,800 per transaction in operational cost

"Unlike conventional models requiring separate interactions with each telecom provider, TDRA's solution unifies all complaint journeys through a single portal."

~ Senior Executive at TDRA

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Infectious Disease Reporting Automation

Problem/Opportunity

Tarrant County Public Health received many daily disease reports as handwritten, multi-page faxes or paper forms, requiring manual entry and 4 to 6 staff hours per document. This diverted critical resources from disease investigation and outbreak response, necessitating innovation to streamline data processing.

Solution

A three-phase technology-driven modernization plan was implemented. Phase 1 launched a secure web-based provider portal for electronic submissions with validation rules. Phase 2 introduced an AI-powered ingestion system to extract data from typed and handwritten faxed forms. Phase 3 will establish HL7 and FHIR interoperability for real-time bidirectional data exchange between provider systems and the DMS allowing for direct reporting from Electronic Health Records.

Key Technologies Used

- Artificial Intelligence (AI)
- Digital Experience
- Cloud
- Software/Platform/App
- Automation
- API

Tarrant County Information Technology Department Fort Worth, United States

Outcomes

- **Manual Entry Time:** Dropped by 90%, saving over 1,600 staff hours annually
- **Electronic Submissions:** Rose from 0% to 35% in two months
- **Data Error Rates:** Fell from 18% to 6%, a 67% improvement
- **Report Processing Time:** Dropped from up to 48 hours to under 2 hours

"This comprehensive, interoperable system transforms a manual process into an intelligent, scalable solution that enables faster, more accurate data for outbreak response and surveillance."

~ Senior Executive at the Tarrant County Information Technology Department

Source: Gartner 2025 Eye on Innovation Awards for Government; Tarrant County Information Technology Department, Fort Worth, US

Smart Industrial Fire Prevention

Problem/Opportunity

With its high industrial density, Taoyuan City, faced significant fire risks, averaging 118 industrial and warehouse fires yearly from 2020 through 2024, which caused substantial financial losses and casualties. The policy "Firefighting Technology Empowerment and Enterprise-Led Disaster Prevention" was created to advance public safety and governance and integrates AI, IoT, big data, FDS simulation and GIS for smart governance.

Solution

The project refines fire prevention by leveraging a combination of technologies and public-private collaboration. First responders can leverage integrated technology and simulations to access maps, hazard data and simulations to enhance safety and efficiency and better allocate resources. Inspections have moved from passive to active; enterprises can leverage FDS simulations to identify and reduce risks. Additionally, postincident analysis allows for more dynamic future inspections.

Key Technologies Used

- Artificial Intelligence (AI)
- Data & Analytics
- Internet of Things (IoT)
- Software/Platform/App
- Digital Twin/Modeling & Simulation
- Sustainability Technology

Source: Gartner 2025 Eye on Innovation Awards for Government; Taoyuan City Fire Department, Taoyuan City, Taiwan

Taoyuan City Fire Department
Taoyuan City, Taiwan

Outcomes

- **Fire Reduction:** Factory and warehouse fires dropped 54% from 2020 to 2024
- **Mission Time:** Average mission time shortened by 16.6 minutes
- **Fire Control Time:** Fire control time dropped from 12.9 to 11.8 minutes, a 9% reduction
- **Key Tool for Firefighters:** 119 app was used over 1.11 million times in 2024 to access risk maps

"This project redefines fire prevention with 'public-private collaboration' and 'tech empowerment.'"

~ Senior Executive at the Taoyuan City Fire Department

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SmartWater360

Problem/Opportunity

İSKİ faced operational risks from outdated infrastructure, unsupported hardware and limited cybersecurity, leading to unreliable systems and the need for manual interventions. Citizens lacked secure, uninterrupted digital services, prompting a digital transformation to a resilient architecture.

Solution

İSKİ replaced legacy systems, virtualized servers and migrated to a microservices-based architecture, enhancing cybersecurity with modern firewalls. AI-powered Oracle Analytics enabled consumption forecasting, IoT-enabled smart meters allowed remote operations and RPA automated tasks on a fully integrated public water platform providing citizens with secure, paperless, real-time services across digital touchpoints.

Key Technologies Used

- Artificial Intelligence (AI)
- Data & Analytics
- Internet of Things (IoT)
- Biometrics
- Software/Platform/App
- Cybersecurity

Istanbul Water and Sewerage Administration (İSKİ) Istanbul, Türkiye

Outcomes

- **Processing Speed:** Data transfer speed increased 5.9x and data center link speed increased 160x
- **Payment Processing:** 7.9x faster
- **Fault Response:** Dropped 80%, from 24 hours to 5
- **Digital Contracts:** Rose 2.6x; online transactions 3.5x

"This approach transforms not only internal workflows but also the digital engagement and satisfaction of over seven million subscribers."

~ Senior Executive at İSKİ

Source: Gartner 2025 Eye on Innovation Awards for Government; İstanbul Water and Sewerage Administration, İstanbul, Türkiye

Scribe Personalized Correspondence Support

Problem/Opportunity

Cafcass social work staff produced around 80,000 letters monthly to families, which needed personalization but manual editing from templates was time-consuming. This often meant children didn't receive personalized letters, impacting their understanding of significant life events, and the organization's vision of an exceptional experience.

Solution

An integrated extension to their case management system, called Scribe, was introduced to assist with letter writing. Scribe creates personalizations based on the child's age and data from the file or social worker prompts, then presents the letter for review and edits. It is built on Azure AI services and can produce audio and machine-translated versions.

Key Technologies Used

- Artificial Intelligence (AI)
- Large Language Models (LLM)

Cafcass
London, England

Outcomes

- **Speed Increased:** Personalized letter generation is 28% quicker on average
- **Time Saved:** Expected annual time savings of 1,365 person hours
- **ROI Positive:** ROI expected after 4.9 years, with an average annual ROI of >10% over 10 years

"We marry AI's time-saving possibilities with staff skills, ensuring this is not AI writing to children, but giving consistently exceptional experiences."

~ Senior Executive at Cafcass

Source: Gartner 2025 Eye on Innovation Awards for Government; Cafcass, London, England

Federal Revenue Analytics

Problem/Opportunity

The Federal Revenue of Brazil faced exponential data growth and an increasing need for faster, data-driven decision-making, leading to the analytics project. The mission was to modernize tax intelligence through AI, interactive dashboards and network analysis to detect fraud and enhance operational efficiency.

Solution

A modular platform was developed entirely in-house using open-source technologies, integrating artificial intelligence, data visualization and network analysis to enhance tax intelligence. The platform provides access to real-time and historical data for anomaly detection and fraud risk assessment, with intuitive dashboards supporting data-informed oversight.

Key Technologies Used

- Artificial Intelligence (AI)
- Data & Analytics
- Generative AI
- Large Language Models (LLM)
- Knowledge Graphs & Network Analysis
- Big Data Processing

Source: Gartner 2025 Eye on Innovation Awards for Government; Federal Revenue of Brazil, Brasilia, Brazil

Federal Revenue of Brazil
Brasília, Brazil

Receita Federal

Outcomes

- **Fraud Detection:** Early detection of two major cryptocurrency fraud cases
- **Time Savings:** Financial performance analysis review times reduced from hours to minutes
- **Enforcement Pillar:** Real-time dashboards identify irregularities in remittances, supporting the administration's new compliance strategies
- **Data-Driven Oversight**: Dashboards revealed reimbursement irregularities totaling BRL 14 billion, supporting more effective enforcement

"This innovation has transformed the way tax intelligence is conducted, enabling faster, clearer and more proactive decision-making."

~ Senior Executive at the Federal Revenue of Brazil

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Missing Person Alert

Problem/Opportunity

Families in the region needed a fast, accessible tool to report missing persons without bureaucratic barriers in the early hours of a disappearance. The State Secretariat of Military Police saw an opportunity to share information with the police before a disappearance happens, which would enable faster response times.

Solution

A new feature was developed in the 190RJ app that allows users to pre-register family members with personal information and photos. In case of disappearance, the photo is sent directly to the police's facial recognition system, which is integrated with the emergency dispatch platform, automatically generating an incident for patrol unit deployment. Any positive identification through cameras automatically triggers a real-time incident, sending a patrol unit to assist.

Key Technologies Used

- Cloud
- Data & Analytics
- API
- Software/Platform/App
- Software Component/Architecture/Framework

State Secretariat of Military Police
Rio de Janeiro, Brazil

Outcomes

- **Persons Located:** Contributed to locating 45 missing persons since launch
- **Response Acceleration:** Rapid deployment of facial recognition alerts and automatic incident generation
- **Chances Increased:** Significantly increased chances of finding individuals within crucial first 72 hours

"This end-to-end digital process, from citizen report to field response, is unprecedented in our sector, drastically reducing response time."

~ Senior Executive at the State Secretariat of Military Police

Source: Gartner 2025 Eye on Innovation Awards for Government; State Secretariat of Military Police, Rio de Janeiro, Brazil

Subway Track Maintenance

Problem/Opportunity

NYC Transit faced a critical challenge in subway track maintenance, as current inspection methods, a mix of infrequent runs by trains equipped with specialized diagnostic equipment, and twice-weekly visual checks, lacked a consistently timely and automated signal for emerging track issues.

Solution

NYCT collaborated with Google's Rapid Innovation team to retrofit existing R46 subway cars with Google Pixel phones, which continuously collected vibration and audio data. This data was transmitted to Google Cloud and used with Vertex AI to train a machine learning model for predicting track nonconformities, in order to help the track maintenance team diagnose issues before they disrupt service for millions of daily riders.

Key Technologies Used

- Artificial Intelligence
- Data & Analytics
- Cloud
- Internet of Things (IoT)
- Generative AI
- Operational Technology

MTA New York City Transit (NYCT)
New York, United States

Outcomes

- **Nonconformity Identification:** Model identified 92% of nonconformity locations found by traditional inspectors, promising faster maintenance and fewer delays
- **Early Identification:** Precision was 58%, analysis revealed that "false positives" were likely indicators of developing issues undetectable from static visual inspections

"The TrackInspect prototype successfully demonstrated that readily available technology, combined with sophisticated AI, can offer a cost-effective, scalable path to predictive maintenance in demanding public sector environments."

~ Senior Executive at MTA New York City Transit (NYCT)

Source: Gartner 2025 Eye on Innovation Awards for Government; MTA New York City Transit (NYCT), New York, United States

City of Sydney Intranet AI Chatbot

Problem/Opportunity

City of Sydney employees faced productivity issues with their dense intranet, CityNet, struggling with internal search challenges. The organization needed a low-risk way to explore generative AI before considering other more diverse use cases.

Solution

The City of Sydney developed an AI powered Chatbot for employees using a test and learn approach. A pilot was launched with 36 employees to test, learn and quickly iterate on the solution. Key actions included building a RAG-based architecture, implementing system prompts for accuracy, and leveraging AI platforms securely within the Microsoft ecosystem allowing for natural language queries.

Key Technologies Used

- Artificial Intelligence (AI)
- Cloud
- Generative AI

Source: Gartner 2025 Eye on Innovation Awards for Government; Digital Innovation Team, City of Sydney, Sydney, Australia

Digital Innovation Team, City of Sydney
Sydney, Australia

CITY OF SYDNEY

Pilot Outcomes

- **Answer Speed:** 71% of users reported receiving answers significantly faster than traditional methods
- **User Satisfaction:** Achieved an average experience rating of 4.2 out of 5
- **Productivity Gains:** Estimated savings of 2-3 minutes per search query
- **AI Literacy:** Boosted AI literacy within the organisation

"Staff described the bot as a 'genuine game changer,' particularly for navigating complex policies and dense PDFs, a task standard search struggled with."

~ Digital Innovation Team Member

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Connected Firefighter

Problem/Opportunity

During the 2019-2020 Black Summer bushfires, widespread communications infrastructure was destroyed, overloaded or unavailable, leaving firefighters isolated and unable to coordinate or communicate with operations or communities. Fire and Rescue NSW needed state-wide, resilient voice and data connectivity for its fleet and every Firefighter.

Solution

The Connected Firefighter program designed and built a digital ecosystem of connected technologies, leveraging multi-bearer technology (cellular, Wi-Fi and satellite networks). A Vehicle Communication Hub was installed on over 900 FRNSW appliances and fleet vehicles, providing resilient, seamless and reliable voice and data connectivity across multiple devices for over 6800+ Firefighters ensuring they are connected anywhere, anytime.

Key Technologies Used

- Spatial Computing
- Satellite Communications
- Mobile Broadband
- Software/Platform/App
- Communications & Networks
- Edge Computing

Source: Gartner 2025 Eye on Innovation Awards for Government; Fire and Rescue NSW, Sydney, Australia

Fire and Rescue NSW Australia

Outcomes

- **Vehicle Connectivity:** 900+ Vehicle Communication Hubs enabled multi-bearer connectivity putting critical communication capabilities in the hands of over 6800+ Firefighters
- **Radio Enhancements:** 2000+ mobile radios and 4000+ handheld radios received new software and connectivity with new leading-edge seamless failover between networks
- **Device Satellite Enabled:** 680+ Mobile Data Terminals and 700+ mobile phones were satellite enabled, providing a more resilient communication solution

"The Connected Firefighter represents a transformative first in Australian fire and emergency services that enhances safety, connectivity, and operational capability."

~ Robert Hilditch Executive Director, IT / CIO, Fire and Rescue NSW

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Postdigital Government Platform

Problem/Opportunity

The Brazilian National Treasury struggled with modernizing operations and service delivery, exacerbated by over a decade of staff constraints. The mission was to reverse this trend and foster disruptive innovation to deliver maximum value in digital transformation.

Solution

A modernization program was launched with an executive-backed strategy to redefine service delivery and customer journey. Business units were empowered by autonomy, guidance, guardrails and a shared platform built on low-code/no-code tools, BPMS, data and analytics, generative AI and cognitive services. An AI center of excellence and a dedicated platform squad were established, integrating secure APIs and serverless functions as bridges across data, systems, and services, enabling automation at scale.

Key Technologies Used

- Artificial Intelligence (AI)
- Agentic AI
- Digital Experience
- Automation
- Generative AI
- API

Brazilian National Treasury
Brasília, Brazil

TESOURONACIONAL

Outcomes

- **Rapid Adoption:** 100% of business units were using or developing solutions on the platform within the first quarter
- **Effort Reduction:** Cut human effort by up to 98% (360h to 8h) to classify national public expenditures by functions
- **Time Reduction:** Credit-operation reviews reduced from weeks to days
- **New Capabilities**: Services once unfeasible due to cost or workload are now delivered at scale

"With vision and determination, we fostered cultural and organizational readiness to unlock AI's potential through an integrated platform that connects people, data and services, driving unprecedented transformation."

~ Senior Executive at the Brazilian National Treasury

Source: Gartner 2025 Eye on Innovation Awards for Government; Brazilian National Treasury, Brazil

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GDC's GHOST Application

Problem/Opportunity

Violence, drug trafficking and organized crime orchestrated from within prisons are fueled by contraband cell phones, which are expensive, time-consuming and dangerous to physically seize. Service termination involves cumbersome manual data gathering, necessitating faster, more accurate device identification and termination processes.

Solution

In 2022, GDC partnered with Via Science, Inc. to co-develop GHOST, an application that automates the integration of data from over a dozen detection and evidentiary systems. GHOST's AI-powered analytics identify and prioritize likely contraband devices, with intelligence analysts reviewing recommendations and GHOST automatically generating standardized termination documentation.

Key Technologies Used

- Artificial Intelligence (AI)
- Data & Analytics
- Cloud
- Automation
- Software/Platform/App
- Cybersecurity

Georgia Department of Corrections
Forsyth, United States

GEORGIA DEPARTMENT OF CORRECTIONS

Outcomes

- **Device Termination:** Identified and terminated nearly 8,000 contraband devices
- **Process Speed:** Time from detection to submission reduced from months to as little as 20 minutes
- **Law Enforcement Impact:** Provided foundational insights for Operation Skyhawk, resulting in more than 150 felony arrests

"GHOST is groundbreaking because it is the first solution in the corrections market to consolidate data from SIGINT collections and various correctional databases into a single, unified dataset."

~ Senior Executive at the Georgia Department of Corrections

Source: Gartner 2025 Eye on Innovation Awards for Government; Georgia Department of Corrections, Forsyth, United States

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Immersive VR Crime Scene Investigation

Problem/Opportunity

Dubai Police identified critical challenges in traditional crime scene investigation (CSI) training, including engagement limitations, logistical constraints and safety concerns. Traditional methods lacked interactivity and real-world application, necessitating a risk-free, repeatable and immersive training environment.

Solution

Dubai Police introduced the IVRCSI program, which is a comprehensive learning approach combining game-based training principles with forensic education. Key features included: hyper-realistic 3D crime scenes simulating real-life investigative environments, interactive forensic tools allowing trainees to collect and analyze evidence, adaptive difficulty levels catering to both novice and experienced investigators and automated performance tracking and analytics to provide objective trainee assessments.

Key Technologies Used

- Artificial Intelligence (AI)
- Digital Twin/Modeling & Simulation
- Augmented Reality (AR)/Virtual Reality

Source: Gartner 2025 Eye on Innovation Awards for Government; Dubai Police, Dubai, UAE

Dubai Police
Dubai, United Arab Emirates

شرطة دبي
DUBAI POLICE

Outcomes

- **Assessment Scores:** Post-training assessment scores increased by 32.8%
- **Real-world Performance:** VR-trained investigators performed 57.2% better in real-world cases
- **Cost Savings:** Saved AED 826,558 after five cycles
  - VR training costs increased by only 1.14% compared to 76.16% for traditional training

"The IVRCSI program transforms traditional CSI training by providing immersive, hands-on learning that was previously impossible with lectures and field training."

~ Senior Executive at Dubai Police

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STR Map Tool and Resource Center

Problem/Opportunity

The City of Scottsdale faced a crisis of community trust due to explosive short-term rental (STR) growth, leading to escalating noise, trash and parking disruptions for residents who lacked ways to verify STR licensing or contact property owners. The city needed a proactive solution that could deliver community self-advocacy, balance economic benefits from tourism and preserve residents' quality of life.

Solution

A multidisciplinary team developed the Short-Term Rental Map Tool and Resource Center, built on Esri's ArcGIS Hub platform, integrating advanced ML/AI to automatically crawl STR platforms, identify non-compliant properties and provide real-time compliance data and direct owner contact access and integrated reporting tools.

Key Technologies Used

- Artificial Intelligence (AI)
- Spatial Computing
- Data & Analytics
- Digital Experience
- Software/Platform/App
- Communications & Networks

City of Scottsdale
Scottsdale, United States

Outcomes

- **Resident Satisfaction:** 95%
- **STR Identification:** Identified 30% more unlicensed properties than manual methods
- **Complaint Reduction:** 20% reduction in complaint resolution times and 15% decrease in unresolved complaints
- **Community Adoption:** Over 10,000 residents accessed the tool within the first month

"We transformed residents from passive complainants into empowered community advocates with direct access to owner contacts and integrated reporting tools, fundamentally shifting from government dependency to citizen empowerment."

~ Senior Executive at the City of Scottsdale

Source: Gartner 2025 Eye on Innovation Awards for Government; City of Scottsdale, Scottsdale, United States

Management System for Soil and Water Conservation

Problem/Opportunity

The application process for soil and water conservation treatment in New Taipei City was paper-based, slow and inefficient, creating a high administrative burden and contributing to carbon emissions. This made it difficult for the Agriculture Bureau to effectively manage an oversee slope land development cases.

Solution

To combat these challenges, they developed a cloud-based platform with API integration and modular design to digitize the entire case management process for soil and water conservation, including application, review, maintenance and violation reporting. The platform uses a high-performance web framework for multi-device compatibility, incorporates GIS technology for visualizing site-specific data, and features automated alerts trough LINE bot and email to keep users informed about case status and deadlines.

Key Technologies Used

- Data & Analytics
- API
- Cloud
- Cybersecurity
- Software/Platform/App
- Sustainability Technology

Source: Gartner 2025 Eye on Innovation Awards for Government; Agriculture Bureau, New Taipei City Government, Republic of China, New Taipei City, Taiwan

Agriculture Bureau, New Taipei City Government, Republic of China New Taipei City, Taiwan

新北市政府 New Taipei City Government

Outcomes

- **Cost Savings:** NT$5.04 million in Banqiao generated annually
- **Efficiency:**
  - 1 second to retrieve case status compared to 1-3 days previously
  - 50% increase in administrative efficiency, taking under 100 days for government review times compared to 224 days previously
- **Environmental Impact:**
  - 500,000 A4 sheets of paper saved
  - 9,450kg of CO_2 emissions annually

"Previously, case handling was paper-based with no transparency or real-time tracking. Now, users track cases through a unified, traceable online interface that shows project stages and responsibilities."
~ Senior Executive at Agriculture Bureau, New Taipei City Government, Republic of China

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Digital Health Wallet

Problem/Opportunity

In Thailand, public healthcare rights are centralized at hospitals, leaving 47 million UCS beneficiaries facing 4–6 hour waits for minor ailments. Meanwhile, 20,000 pharmacies were not connected to the system. The opportunity was to decentralize access through the Health Wallet feature in the Pao Tang app, turning public benefits into everyday healthcare.

Solution

The initiative redefined healthcare convenience via the Health Wallet Feature in Pao Tang's app, which integrates an AI symptom checker. Users can assess symptoms and receive instant guidance to nearby participating pharmacies for free medications. Built on real-time data exchange, the platform enables seamless claims and entitlement verification. Public hospitals benefit from reduced congestion and rural communities gain more equitable access.

Key Technologies Used

- Cloud
- Data & Analytics
- Generative AI
- Large Language Models (LLM)
- Software/Platform/App
- API

Krungthai Bank PCL
Bangkok, Thailand

Outcomes

- **Users Served:** Over 280,000 users served in just three months
- **Pharmacies Doubled:** Participating pharmacies went from 2,000 to 4,000
- **Wait Times Cut:** Dropped from 4-6 hours at hospitals to under 20 minutes

"This initiative has transformed how citizens access basic care making it faster, more convenient and closer to home."

~ Senior Executive at Krungthai Bank PCL

Source: Gartner 2025 Eye on Innovation Awards for Government; Krungthai Bank PCL, Bangkok, Thailand

MP Inteligente — Intelligent Legal Automation

Problem/Opportunity

The MP Inteligente project emerged from the need to accelerate legal drafting and hearing transcription at the Public Prosecutor's Office of Minas Gerais due to high case volumes and growing demand for fast and consistent responses. The organization saw an opportunity to integrate AI, OCR and speech recognition into a single platform to expand the delivery of accessible and effective justice.

Solution

MPMG internally developed an architecture combining GPU-accelerated OCR, speech recognition engines, legal prompt engineering and automated compliance validation. This workflow was integrated into the case management system with web and API interfaces, safely automating repetitive tasks while maintaining traceability and accuracy. The system is hosted on MPMG's servers ensuring data sovereignty and institutional compliance.

Key Technologies Used

- Automation
- Data & Analytics
- API
- Cybersecurity
- Large Language Models (LLM)
- Generative AI

Source: Gartner 2025 Eye on Innovation Awards for Government; Public Prosecutor's Office of Minas Gerais (MPMG), Brazil

Public Prosecutor's Office of Minas Gerais (MPMG) Belo Horizonte, Brazil

MPMG Ministério Público do Estado de Minas Gerais

Outcomes

- **Draft Volume and Accuracy:** +10,233 legal drafts with a 95% approval rate
- **Transcription Accuracy:** Hearing transcription module reached over 99% accuracy
- **Time Reduction:**
  - Average document preparation time dropped from days to minutes
  - >60% reduction in operational effort

"The system ensures consistent legal reasoning based on accurate alignment with legal texts, thematic relevance and the Public Prosecutor's constitutional duties, in line with jurisprudence and institutional standards."

~ Senior Executive at the Public Prosecutor's Office of Minas Gerais (MPMG)

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Declassifying Diplomatic Cables With AI

Problem/Opportunity

The volume of diplomatic cables requiring declassification review is projected to increase from 100,000 to 650,000 per year by 2031, surpassing unaided human review capacity. A pilot program showed AI could decrease human labor, prompting full deployment to gain efficiencies and identify expansion opportunities.

Solution

The pilot program was fully implemented for the 2024 work requirement, adding additional technology capabilities. The process implemented topic modeling using Large Language Models to understand context and cluster similar cables, identified novel topics for human decision and improved training of the primary review model.

Key Technologies Used

- Artificial Intelligence (AI)
- Large Language Models (LLM)
- Data & Analytics
- Automation

Source: Gartner 2025 Eye on Innovation Awards for Government; U.S. Department of State, Washington, DC

U.S. Department of State
Bureau of Administration
Shared Knowledge Services
Washington, DC

Outcomes

- **Human Labor Reduction:** Human labor effort for review reduced by 81%
- **Process Speed:** Shortened the declassification process from +52 weeks to 20
- **Accuracy:** Human and machine agreed over 99% of the time

"As fully deployed in 2024, our solution has proven more reliable than unaided human review, including the identification of training and guidance deficiencies in the human workforce."

~ Senior Executive at the U.S. Department of State

Gartner

Next Steps

Start

- Understand: You must do your own due diligence in evaluating use case areas and technologies to support your business outcomes.

  Note: These slides are examples of innovations shared by governments at a particular time.
- Launch: Start an education campaign to raise awareness among program and business leaders and use these examples to demonstrate “the art of possible.”
- Challenge: Encourage stakeholders to learn more about the technologies involved.

Next Week

- Rethink your IT strategy in the context of emerging and innovation uses of technology in support of improved business outcomes.
- Define your current technology portfolio, capabilities, and opportunity areas.

Next 90 Days

- Lead a gap analysis assessment of your current state (e.g., Where are the gaps and current pain points? What do you like about your current tool?)
- Evaluate the need for change to support requirements mapped to specific business outcomes.
- Plan and prioritize steps to close gaps supported by technology; adjust your IT strategy.
- Drive your revised strategy to execution with business leaders.

Next 6-12 Months

- Initiate the vendor evaluation process, including creating a shortlist, sending out requests for information (RFIs), and requests for proposals (RFPs).
- Arrange demos and presentations from potential vendors to assess their capabilities and compatibility with your business requirements.
- Select the most suitable vendor(s) and negotiate contracts for implementing their solutions.

Beyond 12 Months

- Assess the potential impact of technology implementation on your IT operating model, including infrastructure, processes and workforce.
- Identify any necessary adjustments or enhancements to your IT operating model to accommodate.
- Develop a long-term plan for scaling and expanding technology capabilities within your organization.