Score	Description
High Potential (HP)	Label services high potential (HP) if direct access to a state-of-the-art generative AI model can be applied to at least three quarters of the tasks associated with the service with equivalent expected quality of service.
	This may include tasks that can be reduced to: writing and transforming text and code according to complex instructions; providing edits to existing text following specifications; summarizing medium-length documents; providing feedback on documents; answering questions about a document; writing questions for an interview or assessment; writing and responding to emails, including ones that involve refuting information or engaging in a written negotiation; maintaining records of written data; preparing training materials based on general knowledge; informing anyone of any information via any written or spoken medium.
	Services labelled as HP should additionally meet both of the following criteria in terms of methods (the ways the service delivery process is organised): (1) the provision of the service does not require any interpersonal interaction between individual users and service providers, and (2) the service provision process only involves internal administrative staff (civil servants in the respective government department or agency accountable to the permanent secretary, the most senior civil servant in the department) working together.
	Services labelled as HP should additionally meet one of the following criteria in terms of tools (the physical objects used for aiding the service provision process): (1) the service involves no manual document checking; (2) the service only requires users to complete webpage-based forms (e.g., HTML).
Medium Potential (MP)	Label services as medium potential (MP) if direct access to a state-of-the art AI model can be applied to at least half of the tasks with equivalent expected quality of service, and it is easy to imagine additional software that could be developed on top of the model that would allow it to be applied to more tasks.
	This software may include capabilities such as: summarizing and answering questions about those documents; searching over an organization's existing knowledge, data, or documents and retrieving information; retrieving highly specialized domain knowledge; make recommendations given data or written input; analyse written information to inform decisions; prepare training materials based on highly specialized knowledge; provide counsel on issues; maintain complex databases.
	Services labelled as MP should additionally meet both of the following criteria in terms of methods (the ways the service delivery process is organised): (1) the provision of the service does not require any or only some interpersonal interaction between individual users and service providers, and (2) the service provision process involves internal administrative staff or internal administrative staff and an administrative tribunal (specialist court who often sit in a panel and whose judges and members hear a wide range of cases).
	Services labelled as MP should additionally meet one of the following criteria in terms of tools (the physical objects used for aiding the service provision process): (1) the service does not involve manual document checking; (2) the service requires users to complete webpage-based forms or document-based forms (e.g., PDF).
Low Potential (LP)	Label services LP if direct access to a state-of-the-art AI model can be applied to less than half of the tasks with equivalent expected quality of service, and it is easy to imagine additional software that could be developed on top of the model that would allow it to be applied to more tasks.
	This software may include capabilities such as: taking real-time video as an input and producing real-time video as an output; accurately retrieving very detailed information from image inputs, such as measurements of dimensions within an image; using domain-specific expertise to answer questions and make complex decisions that require weighing multiple factors.
	Services labelled as LP should additionally meet both of the following criteria in terms of methods (the ways the service delivery process is organised): (1) the provision of the service requires some or a high degree of interpersonal interaction between individual users and service providers, and (2) the service provision process involves internal administrative staff or internal administrative staff and an administrative tribunal.
	Services labelled as LP should additionally meet one of the following criteria in terms of tools (the physical objects used for aiding the service provision process): (1) the service involves manual document checking; (2) the service only requires users to complete document-based forms.
No Potential (NP)	Label services no potential (NP) if direct access to a state-of-the-art AI model can be applied to less than half of the tasks with equivalent expected quality of service, and it is not easy to imagine additional software that could be developed on top of the model that would allow it to be applied to more tasks.
	Services labelled as NP should additionally meet both of the following criteria in terms of methods (the ways the service delivery process is organised): (1) the provision of the service requires a high degree of interpersonal interaction between individual users and service providers, and (2) the service provision process involves internal administrative staff and an administrative tribunal.
	Services labelled as NP should additionally meet both of the following criteria in terms of tools (the physical objects used for aiding the service provision process): (1) the service involves manual document checking, and (2) the service only requires users to complete document-based forms.