AI-X | AI Watch - Artificial Intelligence in public services. Overview of the use and impact of AI in public services in the EU

Government group	AI typology	Administrative level
TÉBA - Decision on the Maternity Benefit following the family support scheme of the Hungarian State Treasury	Ai services	National
Corti's AI - Emergency medical services real-time speech analysis for cardiac predictions	Audio processing	Local
Germany's Federal Office for Migrants and Refugees - Refugee Language Detection	Audio processing	National
VDA - Voicebot on calls from Irish taxpayer on tax clearance	Audio processing	National
Tengai - Robot in recruitment processes	Audio processing	Local
Case Fiva (RPA) - Support the Financial supervisory Authority	Automated reasoning	National
R1 - humanoid robot	Automated reasoning	National
SHAP - Holiday rental home fraud	Automated reasoning	Local
Portugal - Predicting long term unemployment	Automated reasoning	National
Trelleborg - Automated social welfare decisions	Automated reasoning	Local
Camera System - Mobile phone usage on vehicles	Computer vision	Local
Datel - Speed cameras for detecting speeding violations	Computer vision	National
Traffic load - Machine vision for collecting information on traffic load	Computer vision	Local
Datakalab - Covid-19 Mask wearing detection In some French cities	Computer vision	Local
Against pornography - Analysis of suspicious material	Computer vision	National
Home Quarantine App - Supporting the use of electronic control for home quarantine	Computer vision	National
Véda-KAFIR-ROBOTZSARU ('Robocop') - System Operated by the Police for Traffic Safety Automated Processing	Computer vision	National
FITS ITEMS - Road safety	Computer vision	National
ANPR - Car plate recognition	Computer vision	Local
Cameras - Detection holding a phone in car	Computer vision	National
Rotterdam – Improving the usage of rooftops	Computer vision	Local
Canard - Speed camera system to flag potential traffic rules infringement	Computer vision	National
Home Quarantine - app on COVID-19 risk	Computer vision	National
IPOscore - Predicting complications surgery and prognosis of cancer patients	Computer vision	National
Bucharest airport - Face recognition	Computer vision	Local
Fuengirola Town Hall - measuring beach attendance	Computer vision	Local
Toscana Open Research - Allows users to access information through "queries" without having to know the technical terms	Knowledge representation	Regional
LAA - Pilot lung cancer risk assessment	Knowledge representation	National
ILVO - List of multiple AI projects in the agricultural domain	Machine learning	Regional
Jobnet - Reskilling, upskilling and retraining of people	Machine learning	Regional
Verontrustingen - Enabling accurate predictions to detect day-care services which require further inspection	Machine learning	Regional
Walloon - Agricultural subsidy monitoring with the use of GeoAI	Machine learning	Regional
WaterAnalytics - Water quality monitoring	Machine learning	National
CHAIN - Smart Water optimising energy consumption	Machine learning	Local
Erhvervsstyrelsen - Detection of errors in business statements	Machine learning	National
Enhanced Care Management - Prediction model for hospitalisation/	Machine learning	National

Government group	AI typology	Administrative level
assistance		
OTT - Predicting employment pathways	Machine learning	National
SATIKAS - Detecting the agricultural grasslands changes	Machine learning	National
X-Road AI - Detect anomalies and incidents in Data Exchange Layer	Machine learning	National
Helsinki HUH - Intensive care for premature baby	Machine learning	Local
French Fraud - Fraud detection value declarations	Machine learning	National
OpenJustice - Open case law, pseudonymization and enrichment of court decisions	Machine learning	National
SignauxFaibles - Predictive analysis of business difficulties	Machine learning	National
AI - ARC-D - Automatic Road Condition Detection	Machine learning	National
Noovle - Management of health documentation	Machine learning	Regional
Automatic decision making of the Electronic Declaration System of the State Revenue Service	Machine learning	National
FCIS - Machine learning to identify suspicious patterns (trade, financial flows)	Machine learning	National
CAS - Crime anticipation system	Machine learning	Local
RWS - Machine learning for road accident predictions	Machine learning	National
SyRi - Detect welfare fraud	Machine learning	National
Xomnia - The Burglary Predictor	Machine learning	Local
Xoomia - Law enforcement optimization system	Machine learning	Local
Lanekassen - Improve control on students with loan payments and identification	Machine learning	National
Nancy - Access to National library assets	Machine learning	National
Norway AI for Diagnose and treating Breast cancer	Machine learning	National
Posting of invoices - Robot to propose the correct posting	Machine learning	National
Statnett - Forecast service for weather	Machine learning	National
TrondHeim - Insolvency Predicition	Machine learning	Local
VDI - Protection of digital infrastructure	Machine learning	National
Poland - Fraud Detection COVID-19 support	Machine learning	National
State Clearance Chamber - financial risk indicator	Machine learning	National
CCM-SNS - Verification of medical prescriptions	Machine learning	National
Derm.AI - Tele Dermatological Screening	Machine learning	National
Failstopper - Study the compressed air system of the vehicle	Machine learning	Local
PCA - AI algorithms in audit methodology detecting potential fraud when prescribing medicines	Machine learning	National
Mercé - citizen science for better urban life	Machine learning	Local
Robots - Testing Covid-19	Machine learning	National
VeriPol - Detect false police reports	Machine learning	National
VioGen - Forecast gender violence	Machine learning	National
Scapis - Prevention of heart- and lung-diseases	Machine learning	Regional
SKOSA - Interpreting medical information	Machine learning	National
Stockholm3 - Diagnosing prostate cancer	Machine learning	Local
BFS - Plausibility check on quality and reliability of administrative data	Machine learning	National
NOGAuto - Assign or control codes to companies for economic activities	Machine learning	National
Babylon - Health interactive symptom checker	Machine learning	National
DVSA MOT - Intelligent, data-driven approach to better target Driver and Vehicle Standards Agency (DVSA) resources	Machine learning	National

Government group	AI typology	Administrative level
EHPS - Early help profiling system to identify children and families considered vulnerable	Machine learning	Local
HART - Assessment risk tool, predictive policing based on person data	Machine learning	National
Mona - Public chatbot on relevant questions for companies on the subject of the corona crisis and the economy	Natural language processing	National
AcPaas - Technical procurement documents comparison	Natural language processing	Local
CitizenLab - Citizen participation platform	Natural language processing	National
Flemish Infoline - Automatic classification of incoming phone calls	Natural language processing	Regional
VDAB - Chatbot for joob seekers	Natural language processing	Local
Plovdic - City Concierge Chatbot	Natural language processing	Local
Andrija - Virtual assistant supporting advising suspected COVID-19 infections	Natural language processing	National
Hope - Chatbot informing work of the Civil Protection Staff	Natural language processing	Local
Kiri - chatbot for citizens' enquiries	Natural language processing	Local
e-Residency - Chatbot for customer assistance	Natural language processing	National
Hans - A system for preparing of verbatim reports	Natural language processing	National
Iti - Chatbot for Statistics Estonia	Natural language processing	National
Riigikogu - Language speech synthesiser fror the Estonian Parliament	Natural language processing	National
SUVE - Chatbot for questions about emergency situations	Natural language processing	National
Texta Toolkit - Identyfying documents published without authorisation	Natural language processing	National
AuroraAI - Programme with many AI examples.	Natural language processing	National
Kamu - Chatbot about immigration processes	Natural language processing	National
OuloBot - Virtual assistant for business	Natural language processing	Local
PatRek - Chatbot for business	Natural language processing	National
VeroBot - Chatbot for citizens about tax management	Natural language processing	National
Aria - Chatbot answering retired people	Natural language processing	National
ClaudIA - Chatbot for the invoicing portal for purchases by public authorities	Natural language processing	National
IAlim - Targeting restaurant health inspections	Natural language processing	National
RenoiRH - Chatbot in HR management rules to facilitate access	Natural language processing	National
C-19 - Interdepartmental chatbot on the topic of Corona.	Natural language processing	National

Government group	AI typology	Administrative level
Child benefit - Voice assistant for parents support	Natural language processing	National
Notification procedure - Automatic control of accident occurring at the workplace	Natural language processing	National
Study certificates - Automatic recognition for applying for child benefit	Natural language processing	National
CERTH-MUKA - Public Organizations Multi-factor Misinformation Handling	Natural language processing	Local
The Dublin Beat - Citizen opinion analysis	Natural language processing	Local
Borbot - Virtual assistant for museums	Natural language processing	Local
Pierino - Platform for the extraction and retrieval of online information	Natural language processing	National
TALIA SF - Extract and organize knowledge coming from the analysis of a huge quantity of textual documents	Natural language processing	National
Hugo - Virtual Assistant for governments	Natural language processing	National
Toms - Chatbot facilitating customer communication with the State Revenue service	Natural language processing	National
UNA - Chatbot regarding the process of enterprise registration	Natural language processing	National
viLTe' - Chatbot answering relevant questions regarding the COVID-19	Natural language processing	National
Amberscript - Automated speech translation for public organisations	Natural language processing	Local
HAL - classification of documents	Natural language processing	National
Kari - Chatbot	Natural language processing	Local
Norway Chatbot - Chatbot for public administrations	Natural language processing	National
EPISA - Entity and property inference for semantic archives	Natural language processing	National
Sigma - Chatbot on changing citizens' address	Natural language processing	National
Antonia - Automatic processing of requests of public services	Natural language processing	Local
OverSi - Chatbot to faster burocracy	Natural language processing	National
Taxana - Chatbot for financial administration	Natural language processing	National
Semantic analyser - Document analyser for the public administration	Natural language processing	National
060 Service - Answer FAQ from citizens and burocratic terms into informal language	Natural language processing	National
Chatbot - Boost relations with citizens	Natural language processing	Local
AIDA - Interpreting detailed plan provisions	Natural language processing	National
Skatti - Answering system about population registration and income tax return	Natural language processing	National
Swedish Land Registry (SLR) - Fostering efficiency when dealing with	Natural language	National

Government group	AI typology	Administrative level
land registry requests	processing	
Chatbot - Offer residents and tourism better access to information and services from the administration	Natural language processing	Local
Chatbot - Security institution information, find the ones entitled to premium reductions	Natural language processing	Regional
Maxi - Chatbot answering questions on insurance	Natural language processing	Regional
Amelia - Chatbot helping local residents find city services	Natural language processing	Local
TravelBot - Chatbot for travel information	Natural language processing	Local
SIA - Notificiations public space	Optimisation	Local
Data2Help - Optimizing the allocation of resources for a better and faster response to medical emergencies	Optimisation	National
Refugees - Assigning asylum seekers	Optimisation	National
Smart Planner - Navigation planning assistant	Planning and scheduling	Local
Misty II - Robot for elderly people	Robotics and automation	Local
LaBonneBoite - Identification of companies with a high probability of hiring	Searching	National
Govbot - Administrative search engine for citizens' enquiries	Searching	Regional
VARIS - Reviews all the applicants to Rural Support Service	Searching	National