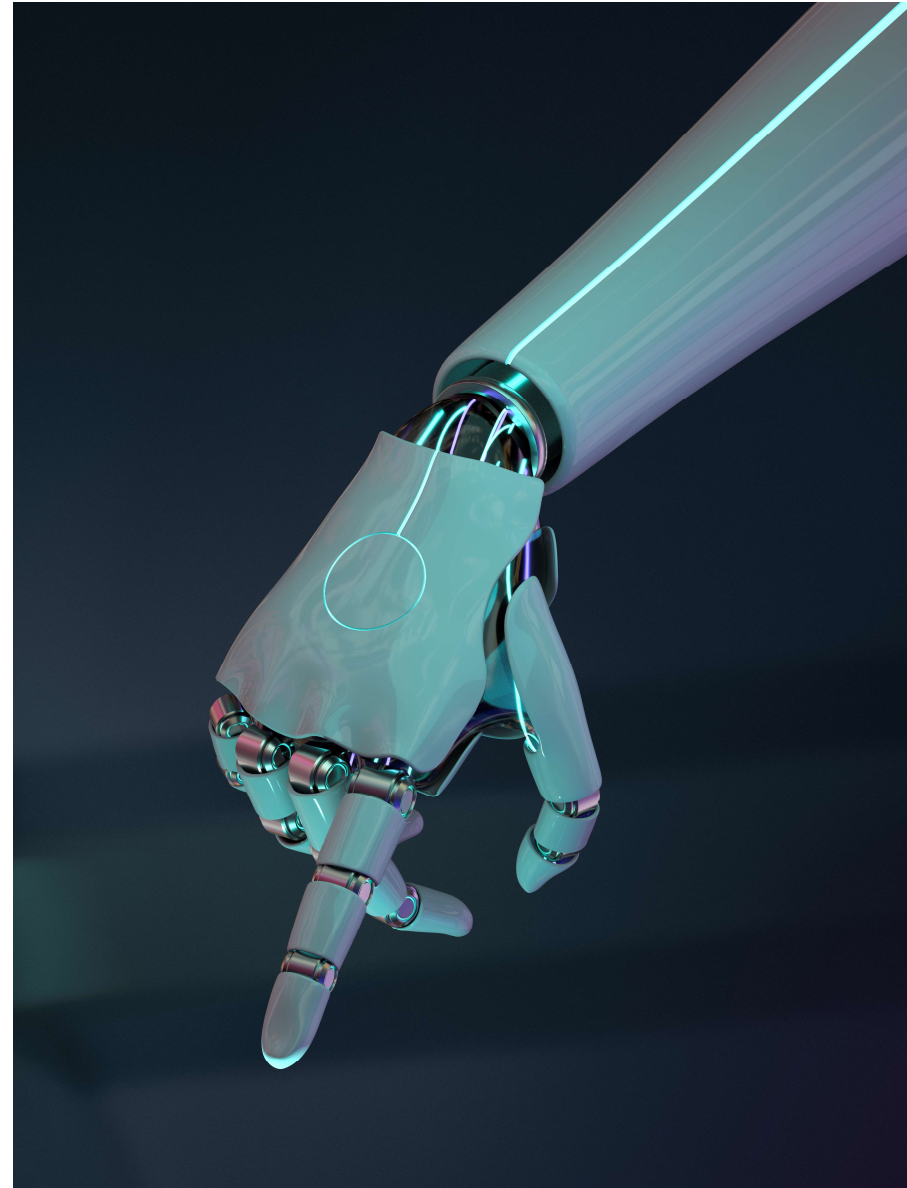


# Apolitical ChatGPT & Public Services

Manuel Paolillo



Federal Public Service  
**Social Security**  
Belgium



# My Job

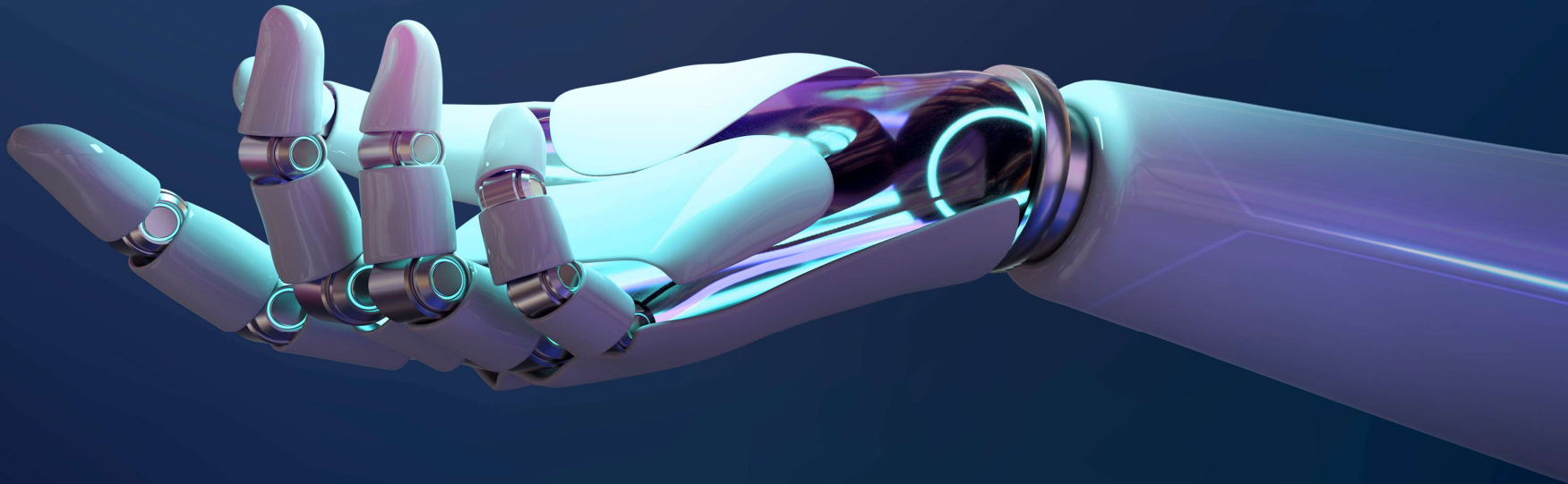
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- Let perform policy advisors
- Manage expectations of Ministers
- Dealing with complexity (social security)
  - network of actors,
  - Legislation
  - policies



The BIGGEST  
Room in the World  
is the room for  
IMPROVEMENT



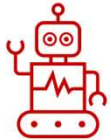


I know ...  
that I know nothing

Socrates - 400

# PLAN

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1. Meta Use Case



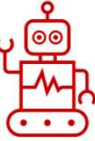
2. Lessons learned



3. Next steps ?



## 1. Meta Use Case

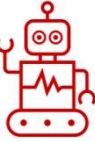


Hi, I am director general at the federal public service social security in Belgium and I've been invited by Apolitical to intervene on the added value of chatgpt for public services. Audience is composed by civil servants. I have already some idea's : reduction of repetitive task, reducing bureaucracy, enabling civil servants to be focused on task with added value. Could you help me ?



# 1. Meta Use Case

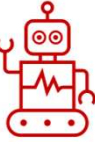
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## Answers for Chatgpt

- **Alleviate** mental and effective **workload** (avoiding repetitive tasks, ...)
- **Pre-drafting work & reports**
- First **Drafting of notes**
- Improving velocity to **citizen's questions**
- **Avoid ping-pong games** between institutions
- **Training for civil servants**
- **Role Playing Game**



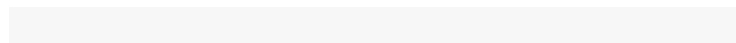


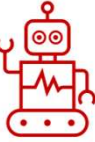
## 1. Meta Use Case

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### Day to day work of a policy advisor

- Asking to help me to structure a **Workshop**
- **Poetry to social security**
- First **Drafting of notes**
- Redrafting **emails**
- Consensual vision
- Drafting for **social medias messages** with impact



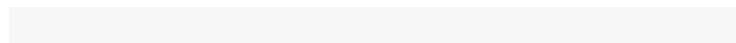


# 1. Meta Use Case

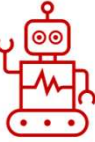
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## Day to Day Work - Next steps ?

- **Reports** recording Team Meeting
- Make Slides
- **Automatic Management of emails & Archive**
- **Accurate Policy Reports**
  - Taking into account new GOV policy recommendations could you give a first analysis if we fulfill the new requirements taking into account these documents ?
  - Next action plans to write with a clear calendar

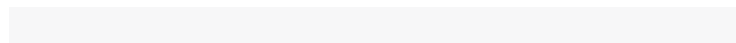


## 1. Meta Use Case



### Next Steps ? Public Policy Issues or Management of social benefits/requests ?

- **Answer to beneficiaries' questions**
- Connecting to anonymous data's in order to make Data Analysis
- **Making the different requests** for the beneficiaries and avoiding pre-structured forms
- ...



**Supplement of Spark, Sense, Soul, Wisdom ?**



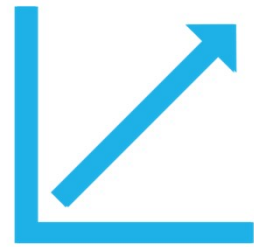
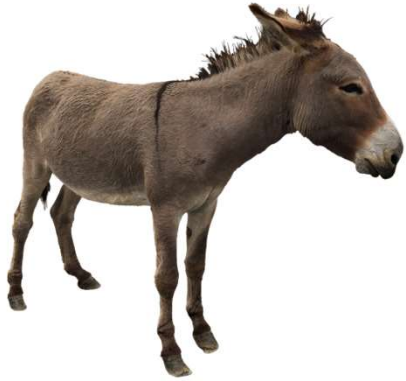
**Civil Servant**

**Added value**

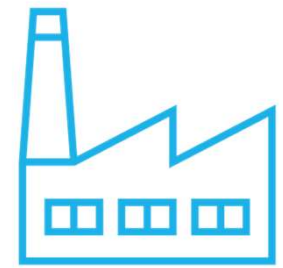
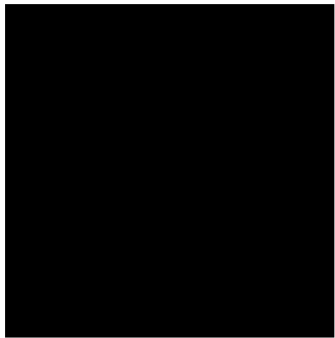
## 2. Points of Attention



# Limits & Challenges



Productivity



CONTENT  
CREATOR



### 3. Next steps ?

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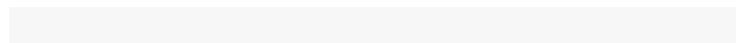


#### 1. Regulatory framework AI ethics & Public Services

#### 2. Coaching of civil servants and... users of public services

- Training (IA & critical thinking)
- Inclusive communication
- Cognitive Bias – and who are behind AI (// Socrates)
- Secure uses of AI (sandboxes)

#### 3. Public procurement and the use of AI tools : toolbox, facilitate the work





Thanks ! Merci

