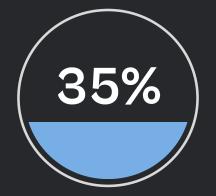




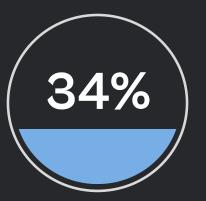
Biggest Al Barriers in Public Sector



Data fragmentation & accessibility issues



Limited use cases identified



Limited Al skills, expertise, or knowledge



Despite the challenges, Public Sector organisations are witnessing early Al success in these 3 areas:

1.

Public Services & Citizen Engagement

2.

Infrastructure Management & Optimisation 3.

Internal
Operations &
Efficiency



Public Services & Citizen Engagement

Chatbots & Virtual Assistants Providing citizens with information and support

→ Online Services

Delivering government services online, such as healthcare and education

→ Citizen Engagement

Gathering and analysing citizen feedback to deepen engagement

"The pandemic accelerated the development of Al-based apps and services, which provide answers to citizen inquiries and manage bookings. Initially introduced for contactless interaction due to health concerns, these technologies are now boosting employee productivity and eliminating bottlenecks."

CITIZEN SERVICES LEADER



Infrastructure Management & Optimisation

TRAFFIC MANAGEMENT

Optimising traffic flow and reducing congestion

URBAN PLANNING

Analysing urban growth patterns and planning for future development

ASSET MANAGEMENT

Managing and maintaining government assets efficiently

"Al solutions have greatly enhanced visibility across multiple key departments – detection of roadblocks and accidents, real-time updates on drainage issues during rainy seasons, remotely monitoring water quality, and so on."

URBAN DEVELOPMENT LEADER



Internal Operations & Efficiency

- Workflow Automation
 Automating various government
 processes to improve efficiency
- Decision Support

 Providing decision-makers with Alpowered insights and recommendations
- Optimising the allocation and management of resources

"We are committed to increase our investments on process efficiency, with the ultimate objective of providing better citizen services."

CIO, CITIZEN WELFARE ORGANISATION





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