**Empowering Citizens through Artificial Intelligence**

**Participating ministry:** Ministry the Ministry of Finance

**Main contact person:** Niko Ruostetsaari

**Where are you now with this policy/challenge? Where do you want to be?**

The background to this project brief is that Finland is currently undergoing a profound digital transformation. The Ministry of Finance is preparing a national program for artificial intelligence (AI) at the same time as national information policy and a new Information Management Act are underway. In addition, significant growth in GDP and employment are projected. But goals for AI surpass digital advancement and efficient administration of public services – the aim is to enable transformation toward a people-oriented and proactive society. Focus is on people’s real-life events such as milestones in education, family life, employment, etc. For people managing their life events, services should be provided seamlessly through AI across public authorities and businesses. AI would need ensure privacy, security and ethics while crossing boundaries of institutions and sectors, public and private, national and local. This project is a close collaboration with the ministry team and national network preparing and communicating the AI program for the coming 76th Government of Finland.

28 Feb 28 Feb 13:30-15:30 (in Finnish)

Presentation with conclusions of #AuroraAI preliminary study (‘AuroraAI’ is the name of the national artificial intelligence programme) – there is an invitation for DfG students to join.

With the conclusion of the preliminary study, a new phase of #AuroraAI begins. One part of the new phase will be in focus for DfG’19. During Finland’s third EU Presidency period, which begins on 1 July 2019, the ministry and #AuroraAI network aim to highlight “#AuroraAI for Europe: Finland’s Digital Single Market Initiative.” This involves proposing a Europe-wide ‘life-event’ pilot such as “free movement of people and workers”. Such a pilot would focus on cross-border life-event for EU citizens where the service paths consist of smart services from many different providers in a transnational way.”

**What might be steps to get there? What piece can we help with?**

In the context of the European presidency initiative, this project brief asks DfG to explore “free movement of people and workers” through the lenses of ‘life-events’ and #AuroraAI. In particular, focus will be on workers coming to Finland and interaction with AI-enabled services. The Finnish Immigration Service (“Migri”) is one of the main service-providers for such workers, and it has already implemented an AI-enabled robot assistance (or “bot”) named Kamu, that helps immigrants identify and access the services that are relevant for them. Through June, there is an active trial with Migri’s Kamu and two other bots PatRek (Finnish Patent and Registration Office) and VeroBot (Finnish Tax Administration) joined together in a shared service channel. There are more bots, and future bots in development, for example by the company HeadAI.

With focus on free movement of people and workers from Europe, this project asks “What life event(s) characterize those people and workers incoming to Finland? What services are relevant and necessary? How can these be assisted by existing and/or potential AI co-operating on the Aurora network?”

Within the wider European presidency initiative, there are further themes that may be relevant. Firstly, ‘Staying in working life’ involves considering how competences can be gained while working, so that workers will be able to gain new knowledge that keeps them employable within an changing industrial sector or that enables them to move across sectors during their working life. This theme considers both employed and unemployed people, with an aim is to avoid the larger/longer impact of unemployment on society by focusing ‘upstream’ to increase competences and employability. Secondly, ‘Lifelong learning’ is connected to the first theme through competence development. Lifelong learning can involve people’s assessment of their skills and potentials and access to continuing education and on-the-job training. AI is being explored in order to match individual competences with educational opportunities. Considering data protection (GDPR), individuals are in charge of their own data, but they can use AI to create particular sets of their data. Twinned data can then be ‘matched’ with services offered through universities, vocational training, libraries, online courses, etc. ; competence and educational data can also be triangulated with job market data (current and trends) to suggest choices based on employability. These two themes will be presented in the #AuroraAI preliminary study.

A life event such as “moving to Finland” needs Migri and many others. Some are looking to AI in government for organizational purposes – aiming at digital advancement or resource-efficient administration. However, Ministry of Finance and #AuroraAI has a higher goal: wellbeing of the person and providing the best, seamless service chain for them. Since such services will inevitably come from across governmental organizations as well as from the private sector, privacy and ethics is also necessary to consider.

**Possible outcomes?**

Visualization or stories to better grasp the main message to support EU Presidency

Mapping of an entire situation

**What form of outcomes will help you best?**

As part of the course, two groups will each produce:

A 15-min video-ed presentation

A slide show – mid-term research and final proposals

A final report – from research to proposal

**Target group(s) for the outcome?**

Other European countries and European Commission at EU Presidency period

As part of the EU presidency, leaders need to have initiatives and speeches.

**References**

* #AuroraAI International Call: https://vm.videosync.fi/aurora-conference
* #AuroraAI preliminary study <https://vm.fi/en/article/-/asset_publisher/viranomaispalvelut-tekoalyaikaan-esiselvitys-kansallisesta-tekoalyohjelma-aurorasta>
* College of Europe report
* Learning material from Accenture
* Excel sheet from Turku that shows services connected to students moving there to study
* <https://migri.fi/en/article/-/asset_publisher/tunnetko-kamun-patrekin-ja-verobotin-chatbotit-neuvovat-yhdessa-ulkomaalaista-yrittajaa>
* <https://medium.com/inland/1-year-of-chatbot-development-10-best-practices-efedcec18bef>
* HeadAI <http://www.headai.com>
* 44p. report for 28th
* Slideshow “AuroraAI for Europe”

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\* Will attend the stakeholder workshop 5 Mar, Kytöla, Taivassalo and Silfer are invited through Niko.

