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The Government & Public Services Generative AI Dossier

A selection of high-impact use cases

By Deloitte AI Institute

About the Deloitte AI Institute

The Deloitte AI Institute™ helps organizations connect all the different dimensions of the robust, highly dynamic, and rapidly evolving Artificial Intelligence ecosystem. The AI Institute leads conversations on applied AI innovation across industries, with cutting-edge insights,to promote human-machine collaboration in the "Age of With™."

The Deloitte AI Institute aims to promote the dialogue and development of AI, stimulate innovation, and examine challenges to AI implementation and ways to address them. The AI Institute collaborates with an ecosystem composed of academic research groups, start-ups, entrepreneurs, innovators, mature AI product leaders, and AI visionaries to explore key areas of artificial intelligence including risks, policies, ethics, the future of work and talent, and applied AI use cases. Combined with Deloitte's deep knowledge and experience in artificial intelligence applications, the Institute helps make sense of this complex ecosystem, and as a result, delivers impactful perspectives to help organizations succeed by making informed AI decisions.

No matter what stage of the AI journey you are in: whether you are a board member or a C-Suite leader driving strategy for your organization—or a hands-on data scientist bringing an AI strategy to life—the Deloitte AI Institute can help you learn more about how enterprises across the world are leveraging AI for a competitive advantage. Visit us at the Deloitte AI Institute for a full body of our work, subscribe to our podcasts and newsletter, and join us at our meet-ups and live events. Let's explore the future of AI together.

www.deloitte.com/us/AIInstitute

Introduction

The advent of Generative AI has delighted and surprised the world, throwing open the door to AI capabilities once thought to be still far off in our future. With a remarkable capacity to consume and generate novel outputs, Generative AI is prompting excitement and stimulating ideas around how this type of AI can be used for organizational benefit. Far more than a sophisticated chatbot, Generative AI has the potential to unleash innovation, permit new ways of working, amplify other AI systems and technologies, and transform enterprises across every industry.

This compendium highlights 60 of the most compelling use cases for Generative AI across six major industries:

- **Consumer** (which includes Consumer Products, Retail, Automotive, Lodging, Restaurants, Travel, and Transportation)

- **Energy, Resources, and Industrial** (ER&I)

- **Financial Services** (FSI)

- **Government & Public Services** (GPS)

- **Life Sciences & Health Care** (LSHC)

- **Technology, Media, and Telecommunications** (TMT)

For each of these industries, we explore Generative AI use cases that can address enterprise challenges in new ways, permit more and greater capabilities across business functions, and deliver advantages in efficiency, speed, scale, and capacity.

As with any type of AI, there are potential risks. We use Deloitte's Trustworthy AI™ framework to elucidate factors that contribute to trust and ethics in Generative AI deployments, as well as some of the steps that can promote governance and risk mitigation. Trustworthy AI in this respect is: fair and impartial, robust and reliable, transparent and explainable, safe and secure, accountable and responsible, and respectful of privacy.

To be sure, this collection of use cases is just a sample among myriad other applications, some of them yet to be conceived. As Generative AI matures as a technology and organizations move forward with using it for business benefit, we will likely see even more impressive and compelling use cases. The applications highlighted here can help spark ideas, reveal value-driving deployments, and set organizations on a road to making the most valuable use of this powerful new technology.

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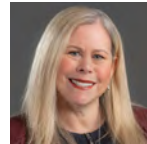
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Six key modalities

One of the primary differences between more traditional AI and Generative AI is that the latter can create novel output that appears to be generated by humans. The coherent writing and hyper-realistic images that have captured public and business interest are examples of Generative AI models outputting data in ways once only possible with human thought, creativity, and effort. Today, Generative AI models can create outputs in six key modalities.

Text
Written language outputs presented in an accessible tone and quality, with details and complexity aligned with the user's needs.

Examples include summarizing documents, writing customer-facing materials, and explaining complex topics in natural language.

Code
Computer code in a variety of programming languages with the capacity to autonomously summarize, document, and annotate the code for human developers.

Examples include generating code from natural language descriptions and autonomously maintaining code across different platforms.

Audio
Much like textual outputs, audio outputted in natural, conversational, and even colloquial styles with the capacity to rapidly shift among languages, tone, and degrees of complexity.

Examples include Generative AI-powered call centers and troubleshooting support for technicians in the field.

Image
Textual or visual prompts lead the model to create images with varying degrees of realism, variability, and "creativity."

Examples include simulating how a product might look in a customer's home and reconstructing an accident scene to assess insurance claims and liability.

Video
Similar to imagery, Generative AI models can take user prompts and output videos, with scenes, people, and objects that are entirely fictitious and created by the model.

Examples include autonomously generating marketing videos to showcase a new product and simulating dangerous scenarios for safety training.
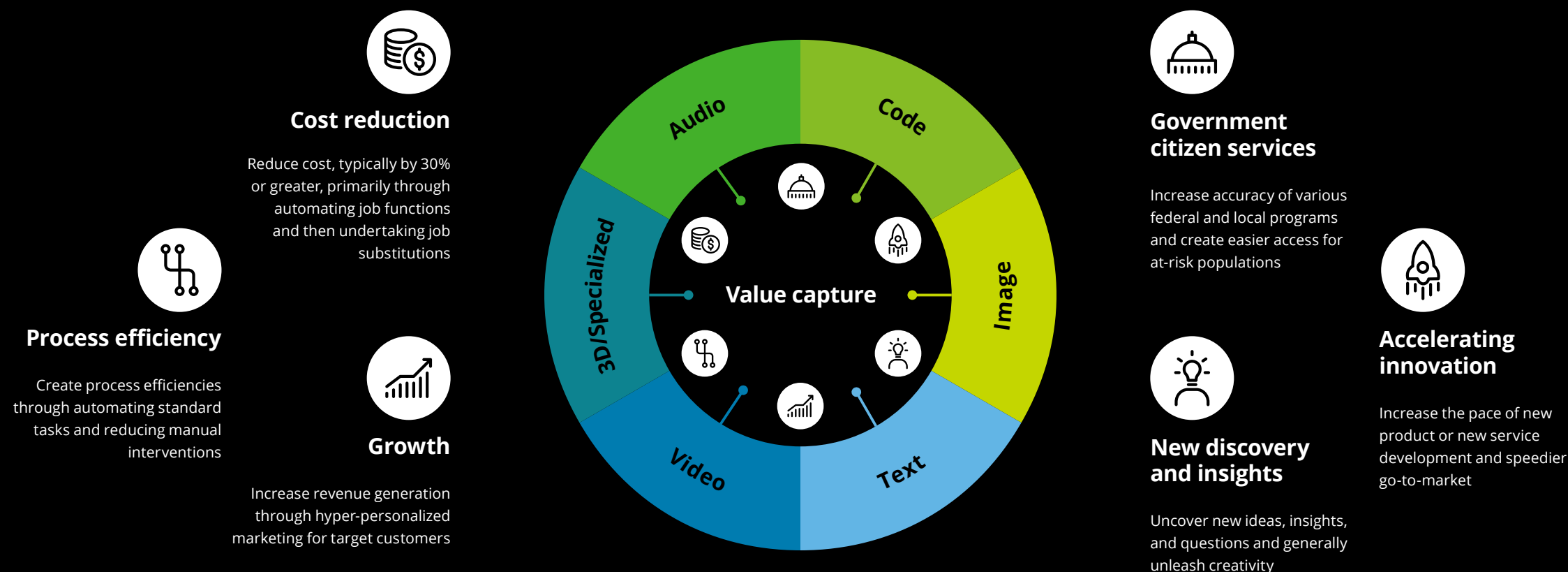
3D/Specialized
From text or two-dimensional inputs (e.g., images), models can extrapolate and generate data representing 3D objects.

Examples include creating virtual renderings in an omniverse environment and AI-assisted prototyping and design in a purely virtual space.

By understanding these modalities, organizations are empowered to think through and better understand the kinds of benefits Generative AI could permit. For each use case described in this dossier, there may be more than one value-driving modality. A chatbot text output could be presented as simulated audio; a generated image could be extended into a video. Ultimately, the Generative AI use case and the value the organization seeks will determine which output modalities can contribute the greatest advantages and outcomes.

Broad categories of value capture from Generative AI

The value that Generative AI use cases can enable can be conceived across six dimensions: cost reduction, process efficiency, growth, innovation, discovery and insights, and government citizen services. To be sure, a single use case can drive more than one value capture, but to help paint the vision for how Generative AI can be used to move the needle on competitive differentiators and operational excellence, the use cases described in this dossier are each associated with a primary value capture.

Cost reduction

Reduce cost, typically by 30% or greater, primarily through automating job functions and then undertaking job substitutions

Process efficiency

Create process efficiencies through automating standard tasks and reducing manual interventions

Growth

Increase revenue generation through hyper-personalized marketing for target customers

Government citizen services

Increase accuracy of various federal and local programs and create easier access for at-risk populations

Accelerating innovation

Increase the pace of new product or new service development and speedier go-to-market

New discovery and insights

Uncover new ideas, insights, and questions and generally unleash creativity

Value capture — Audio, Code, Image, Text, Video, 3D/Specialized

In the Government and Public Service (G&PS) industry, agencies work to satisfy citizen needs and extract the greatest return on investments from a limited budget. A Generative AI-enabled chat function can be used for addressing citizen inquiries as well as for procurement functions, such as by accessing the most up-to-date information to respond to questions around contractor qualifications, existing contracts, and bids. The advent of Generative AI presents a new level of capability that can enhance and accelerate the public industry's transformation to use cutting-edge AI.

Today, Generative AI-enabled natural language processing capabilities have the potential to revolutionize the way governments interact with citizens and how the public workforce performs their duties. Public servants have a new tool for improving interactions with citizens, customizing communication, and identifying needs of beneficiaries to suggest tailored solutions. This supports a superior level of citizen services, maximizing the value of public funds by improving efficiency, personalization, and data-driven decision-making.

Meanwhile, Generative AI applications can also help automate administrative tasks (e.g., reporting), analyze and summarize lengthy and voluminous policy documents, and parse case notes to inform citizen services. A Generative AI-enabled chat function can be used for addressing citizen inquiries as well as for

procurement functions, such as by accessing the most up-to-date information to respond to questions around contractor qualifications, existing contracts, and bids.

Government organizations are increasingly exploring how Generative AI can be used for these and other applications. Adoption of Generative AI creates important considerations for assessing security, fairness, transparency, and compliance in deployments. Model governance requires an alignment of people, processes, and technologies to mitigate risks while meeting the performance expectations of citizens and government employees. By doing so, government organizations can promote the responsible use of Generative AI while fulfilling their duty to serve their constituents.

Open-source assistant

(OSINT Reporting)

Generative AI can be used to automate open-source intelligence (OSINT) reporting, including financial affairs, technology advancements, media assessments, and security briefings on a global scale.

Issue/opportunity

OSINT reporting is conducted daily at a global scale by defense and national security organizations. This can be a labor-intensive process that requires significant time and resources. With the explosive growth in publicly available information, traditional methods of manually cataloguing and summarizing open-source content simply cannot keep pace. For example, ship and airplane tracking websites make huge volumes of data available to analysts, but it is almost impossible to summarize that data, let alone collate it with media and social media data. The result is that analysts need new tools that can look across vast troves of structured and unstructured data to pull out human-readable insights.
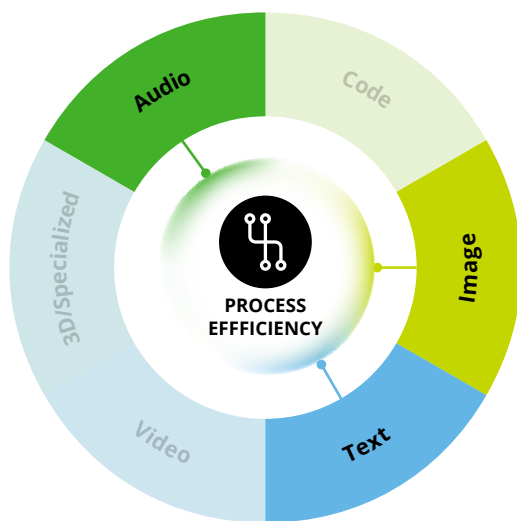
How Generative AI can help

Automated synthesis
Generative AI can be used to review, evaluate, and summarize information from a multitude of open-source documents, including briefings, news media, and other reports.

Mimicking report style
With countless numbers of OSINT reports previously created with traditional methods, Generative AI can use these as examples to write reports in the same style while drawing from up-to-date data sources.

Open-source assistant

Managing risk and promoting trust

Fair and impartial

Open-source information may not be unbiased, and it may even be intentionally misleading or outright fake. When a Generative AI model is used to review and evaluate information, it requires the capacity and/or human input to mitigate bias in OSINT reporting.

Security

The sensitive nature of intelligence queries means that special care must be taken to prevent adversaries from influencing the model or gathering their own intelligence from what is queried.

Reliable

Given that Generative AI is susceptible to producing inaccurate outputs, for agencies to trust OSINT reporting, human validation is necessary to identify and remedy AI hallucinations.

Potential benefits

Resource efficiency
Automating aspects of OSINT reporting helps reduce the degree of human involvement, which has benefits for operational costs and resource allocation.

Time efficiency
Expediting OSINT reporting by leveraging Generative AI, agencies can more rapidly review large datasets and documents and create richer, more timely reports.

Human capital efficiency
By freeing analysts from time-consuming tasks like cataloging and transcription, Generative AI lets analysts spend more time on higher value tasks, such as analysis and collaboration with colleagues.
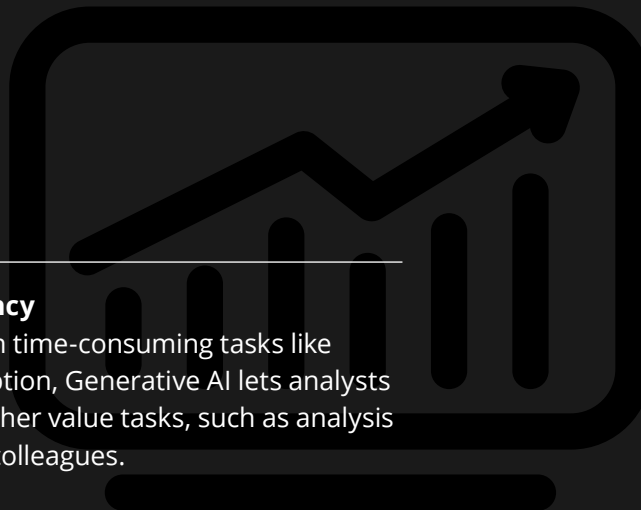
Virtual public servant

(Citizen Engagement)

Generative AI can enable virtual assistants that provide personalized responses to citizen questions about public services.

Issue/opportunity

Government organizations perform a range of functions, from supporting public health to promoting tourism. Data about government and public services, however, is often stored in a variety of formats and locations (e.g., on-prem, cloud), challenging interoperability. When citizens contact agencies to inquire about services and resources, human agents are challenged to rapidly access and summarize information to satisfy citizen questions. This is a time-consuming, labor-intensive endeavor for the organization, and it may not meet citizen expectations for fruitful engagement.

Audio · Code · Image · Text · Video · 3D/Specialized

GOVERNMENT CITIZEN SERVICES
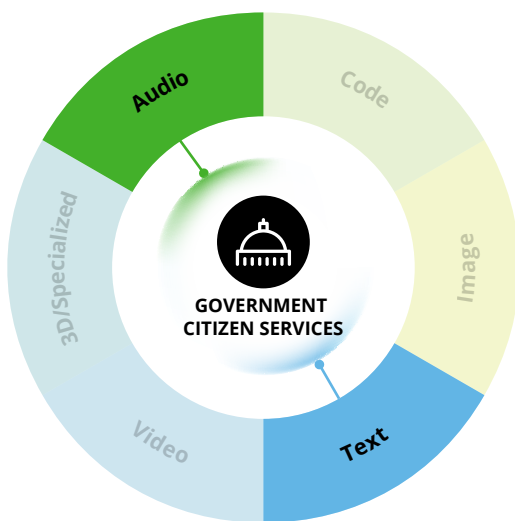
How Generative AI can help

A digital agent for engagement
A Generative AI-enabled virtual assistant can serve as the interface between citizens and government information, helping with questions and transactions via empathetic, natural language.

Reaching across datasets
The virtual assistant can distill and summarize information from myriad sources on a variety of topics to answer questions in a multitude of languages regarding service requirements and appointment options.

Virtual public servant

Managing risk and promoting trust

Responsible
While virtual assistants may be valuable for providing information, they may not be suited to providing true insight and advice. Agencies need to guard against an over-reliance on a Generative AI solution and the potential for citizens to take some action based on a faulty or improper AI output.

Security
A model tasked with providing accurate information may be a target for cyber criminals seeking to access sensitive information or manipulate the model and its underlying data. Many government agencies contend with cybersecurity regulations and standards, making model security a priority.

Reliable
Model accuracy and timeliness depends in part on the data sources it can access, and if information is outdated or incorrect, it creates a risk of erroneous outputs. Human stakeholders responsible for updating information have a direct impact on model reliability and user trust.

Potential benefits

Promoting citizen engagement
When public services are more accessible due to more efficient and robust technology, it promotes user engagement and citizen satisfaction in government offerings.

Increasing accessibility
A virtual assistant powered by Generative AI can interact with citizens in their preferred language and ultimately help bring down social barriers to engaging public services.

Citizen satisfaction
Government agencies operate in service to the public, and providing fast access to information about services promotes a positive public perception of government function.
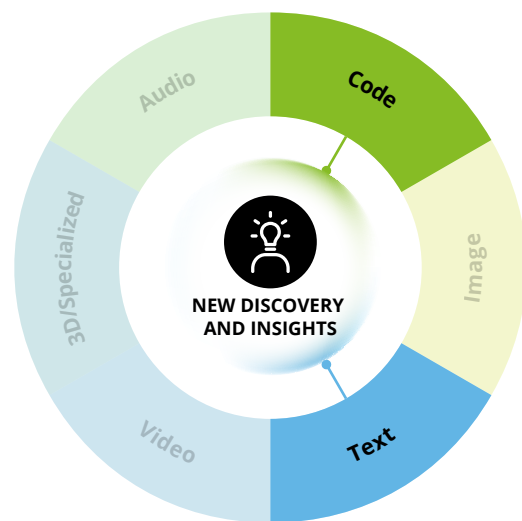
Insights for all

(Knowledge Management)

Generative AI can serve as an interface to help the public industry become insight driven by making data more accessible.

Issue/opportunity

From census to transportation and procurement, government agencies collect and release huge amounts of open datasets. By encouraging the use, reuse, and distribution of open datasets, government organizations can promote data-driven innovation and citizen-centric services if combined with an agency's internal datasets. For public industry stakeholders to become truly insight-driven, they require the means to interrogate all relevant data, even if they lack a technical background in data science or related fields.

How Generative AI can help

Greater accessibility
Generative AI can provide a natural language interface that allows non-technical users to access and understand data that might otherwise only be accessible to technical users.

Democratizing insights
Rather than placing all of the burden for data analysis, interpretation, and visualization on a technical team, a Generative AI interface reduces that burden by allowing more stakeholders to work with the data and derive their own insights.

Audio
Code
3D/Specialized
NEW DISCOVERY AND INSIGHTS
Image
Video
Text

Insights for all

Managing risk and promoting trust

Security
A Generative AI model that is consulting a variety of datasets can make it difficult for the organization to control which data is accessed by which stakeholders in which organization, raising important considerations for model security and governance.

Privacy
When dealing with sensitive and proprietary information that is subject to varying laws and regulations across jurisdictions, organizations are called to ensure the Generative AI model does not leak, inadvertently divulge, or inappropriately access sensitive or restricted data.

Transparency
To accurately interpret data and AI outputs, the end user needs to understand which data was referenced for the output, which could not be accessed, and the potential biases in the available data.

Potential benefits

Scaling data access
A Generative AI solution that can access a variety of datasets and types allows public servants to draw conclusions from a broader set of knowledge and information.

Fostering collaboration
When more public servants can access insights and knowledge, it promotes insight-driven action across agencies, helping to fuel greater collaboration between a larger set of stakeholders.

Faster insights
Generative AI can help accelerate the process of identifying and consuming relevant information, driving speed and efficiency.
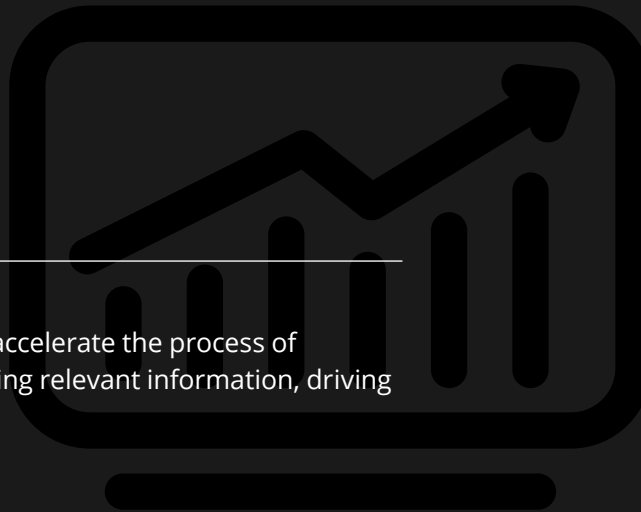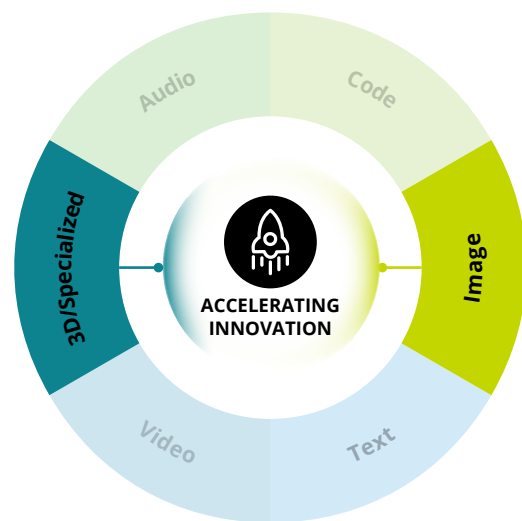
Simulating urban planning scenarios
(Urban Planning/Future of Cities)

Generative AI can be used to help urban planners in the ideation and design of novel urban concepts.

Issue/opportunity

More than 56 percent of the world's population—4.4 billion people—live in cities.[1] By 2050, the urban population is likely to double, with upwards of 70 percent of people living in cities. The scale and speed of urbanization brings a host of challenges, such as lack of affordable housing, overburdened transportation systems, traffic congestion, lack of drinking water, rampant sanitization issues, and degraded environmental quality. The challenge for city officials and urban planners is to imagine the future of cities by overcoming creative hurdles and developing city designs that are resilient, sustainable, and human centric.

How Generative AI can help

Generating 3D city models
Using Generative AI, thousands of 3D images can be rapidly created to help guide and refine a city design. Such 3D images form part of the design brief for urban planners and the master city plan.

Simulate natural disasters
Generative AI can simulate natural disasters like earthquakes, floods, or hurricanes to evaluate the vulnerability of city infrastructure and plan for resilient urban infrastructure.

Planning for the future
By simulating population growth and demographic trends, Generative AI can develop scenarios for urban expansion and plan for adequate infrastructure, housing, transportation, and public services that accommodate urban growth.

ACCELERATING INNOVATION

Audio · Code · Image · Text · Video · 3D/Specialized

Simulating urban planning scenarios

Managing risk and promoting trust

Reliable
While a Generative AI model may create interesting or attractive designs, they require human review and validation to ensure they meet urban planning requirements and can be feasibly built in the real world.

Explainable
A lack of contextual knowledge of urban planning may lead Generative AI to develop improbable scenarios, and analysts need to be able to understand how and why the model produced an output, so as to confirm and validate it.

Potential benefits

Super-charge creativity
Using Generative AI to rapidly create a plethora of designs and scenarios helps city officials imagine the future of cities and plan for upcoming challenges.

Faster ideation and iteration
With a faster method to create design iterations, urban planners can accelerate the design and decision-making processes.

Improved decision-making
Using Generative AI in city planning enables decision-makers to model various scenarios and optimize urban designs for better resource utilization, sustainability, and quality of life for residents.
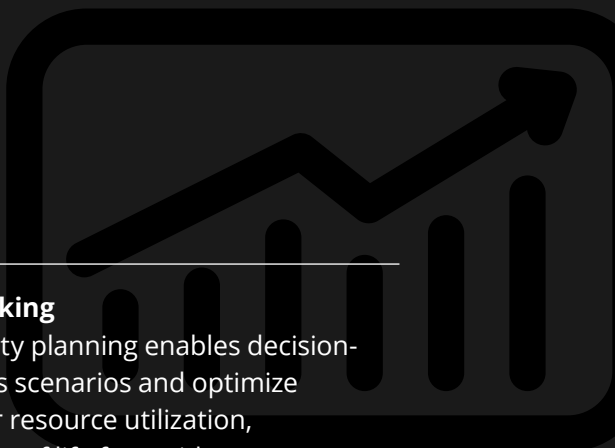
Education 2.0
(Hyper-Personalized Education)

Generative AI can be used to hyper-personalize digital teachers that can adapt to student learning needs and curricula.

Issue/opportunity

The demand for schoolteachers can often exceed supply. While the available teachers contend with larger class sizes, they also need to accommodate students with different learning styles and educational needs. Yet, because of the one-to-many nature of traditional schools, teachers are challenged to deliver the kind of personalized learning support and instruction that students need to be successful.
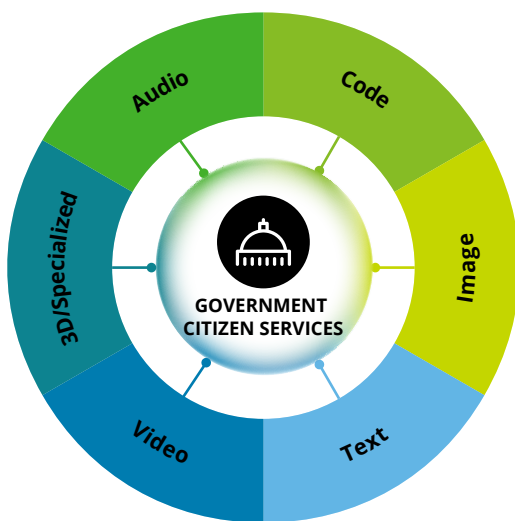
How Generative AI can help

A digital, adaptive teacher

Generative AI can serve as a virtual instructor, drawing from resources and lesson plans to hyper-personalize the learning experience. The model can check the student's work and comprehension and adapt lessons and learning strategies according to the student's individual weaknesses, strengths, and preferences.

A force multiplier for teachers

When personalized digital teachers can work with students one-on-one to master new skills and knowledge, the human instructor can focus on higher-level planning, interacting with students, evaluation, and student support.

Education 2.0

Managing risk and promoting trust

Responsible

While digital teachers can offer valuable advantages in adaptive learning, the model should not be expected to satisfy all of the important lessons teachers impart, such as social lessons around collaboration, conflict resolution, and empathy. The human element in teaching is essential, and educational institutions need to take a responsible approach to integrating Generative AI-enabled teachers.

Reliable

Because Generative AI is susceptible to outputting inaccuracies and hallucinations, there is a risk that a virtual teacher could teach incorrect facts or produce poor learning strategies.

Privacy

Student data is subject to education regulations, making model security and data privacy a priority when deploying digital teachers.

Potential benefits

Catering to the student

Employing adaptive learning with Generative AI can promote knowledge retention and understanding by tailoring teaching approaches to the student's learning style.

Remedy the talent gap

Leveraging Generative AI helps overcome teacher shortages, allowing more students to access quality education.

Removing barriers

A Generative AI-enabled teacher is not restricted to a physical classroom. With online access, digital teachers could be accessible to students in any environment or geography, helping to bring down barriers to attending school.

Digitizing policymaking

(Policy Creation Assistant)

Generative AI can be used to search large volumes of policy documents and output natural language responses to user queries in complex policy environments.

Issue/opportunity

Because the data that is relevant to GPS is stored in different locations and formats, it can be difficult for analysts and policymakers to effectively query datasets and retrieve relevant information in a timely manner. With nomenclature issues, it can also be challenging to identify associated data topics and types. The result is a diminished ability to digitize policymaking and discussion while also complicating interactions around policy matters.
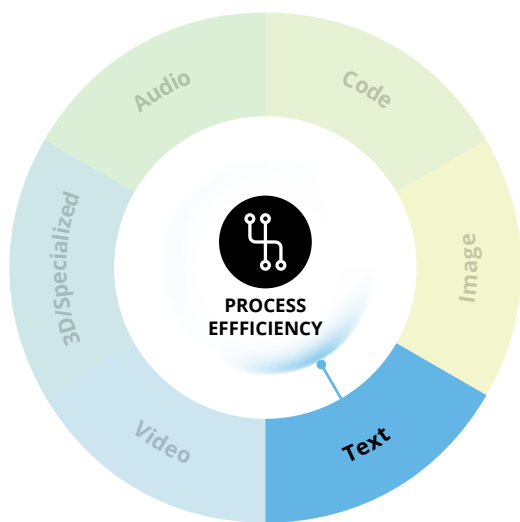
How Generative AI can help

Generative AI assistant
Generative AI can identify data dealing with the same themes and topics and summarize that information in response to user queries, helping identify policy differences, conflicts, and gaps.

Citizen engagement in policymaking
Using Generative AI, governments can create interactive platforms and chatbots that encourage citizens to participate in policymaking discussions. The AI-driven interface can gather public opinions and feedback on policies, making it easier for citizens to voice their views.

PROCESS EFFFICIENCY

Audio · Code · Image · Text · Video · 3D/Specialized

Digitizing policymaking

Managing risk and promoting trust

Privacy
Some of the data relevant to policy issues may be sensitive or restricted, and the Generative AI model may require controls to limit which users can access which datasets.

Fair and impartial
Various stakeholders aim to influence policymaking. Generative AI might be biased in giving higher weightage to comments and input coming from one source over other. It has the potential to develop biased policies that are in favor of certain businesses or sections of the society.

Potential benefits

Data query at scale
By reviewing large volumes of policy documents, the user can accelerate information gathering and increase their capacity and efficiency in querying disparate datasets.

Participatory policymaking
Using Generative AI to better identify and incorporate a diversity of views and stakeholders supports more robust and complete representation in policy matters.
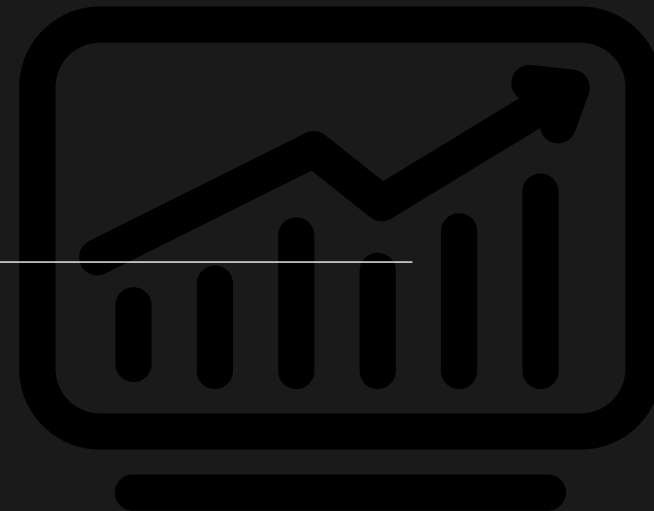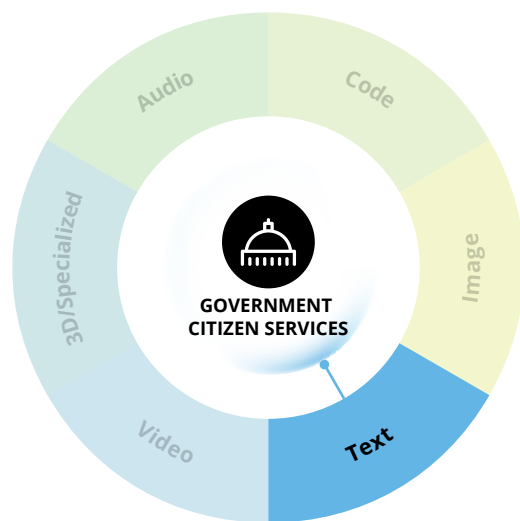
Drafting contracts and SoWs

(Procurement)

Generative AI can analyze offerings from existing vendors, match to an organizational need, generate requests for proposals, and analyze the responses.

Issue/opportunity

Governments procure billions of dollars in goods and services annually.[2] Traditionally, government procurement requires significant volumes of paperwork, which can lead to delays. Many government procurement contracts are highly detailed and often incorporate a range of clauses and requirements from payment terms to export controls to wage and workforce requirements. Drafting requests for proposals (RFPs) and contracts and then generating statements of work (SoWs) requires significant time and resource investments.

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How Generative AI can help

Automated drafting
Generative AI can automate the RFP and SoW writing process by generating the initial drafts based on templates, historical documents, or specific prompts provided by procurement officials.

Extracting information
Generative AI's advanced Natural Language Processing (NLP) capabilities can help extracting relevant clauses and requirements from existing contracts, SoWs, and legal documents. Such information can be used to either create new contracts or assess the risks posed by existing contracts.

Drafting contracts and SoWs

Managing risk and promoting trust

Explainability
Generative AI may not be able to explain why certain clauses are added to a contract while others are excluded, which is vital information for the human user validating the outputs.

Privacy
Ingesting existing and historical contract data may pose data privacy and legal hurdles. Model governance is necessary to ensure the Generative AI model, as well as the underlying data, meet privacy rules, regulations, and standards.

Potential benefits

Time savings
Creating initial document drafts with Generative AI can expedite the writing process and lead to significant time savings, compared to manually creating each contract or SoW from scratch.

Improved consistency
Generative AI can develop drafts while adhering to predefined guidelines in prompts, which supports a greater level of consistency across report writing.

Onboarding caseworkers

(Case Management/human services)

Generative AI can help caseworkers parse notes, analyze policy documents, and assess eligibility to propose interventions.

Issue/opportunity

Health and human services agencies can face workforce challenges due to high turnover, increased caseloads, and insufficient training. When new employees are brought onboard, it can take months of training for the staff to become fully productive. This, coupled with high turnover, ultimately impedes an agency's ability to carry out its mission and serve individuals.

How Generative AI can help

Developing training manuals
Generative AI can code exit interviews of retiring and experienced caseworkers to distill important lessons for new hires. Additionally, Generative AI can automatically generate onboarding documents and training videos customized to the role of a newly hired caseworker.

Queries on program rules
When a Generative AI model is trained on policy manuals, program rules, and historical cases, it can help answer questions from new caseworkers and bring them up to speed more quickly on complex and continually changing program rules and policies.

Audio

Code

3D/Specialized

GOVERNMENT
CITIZEN SERVICES

Image

Video

Text

Onboarding caseworkers

Managing risk and promoting trust

Privacy
Ingesting data from historical cases could expose the model to sensitive or protected information, creating new data privacy issues as the model may leak or accidentally divulge protected data.

Fair and impartial
As training manuals rely on decisions made in the past, as well as on the experiences of retiring caseworkers, biases in previous decisions may be encoded in training manual content created with Generative AI.

Potential benefits

Faster onboarding
When caseworkers can be more quickly and efficiently onboarded, it helps the agency begin to rapidly reduce backlogs in health and human services.

Promoting efficiency
Leveraging Generative AI to automate aspects of case management can reduce the time-consuming paperwork burdens on caseworkers.

Positive user experience
More efficient processes around case management can improve the citizen experience and support positive interactions.

Multilingual citizen services
(Service delivery)

Generative AI can help with language translation to support the delivery of more inclusive services to citizens.

Issue/opportunity

In recent years, governments have enacted laws and published policies to make government services more inclusive and equitable. Further, many governments around the world serve diverse populations with varying language proficiency and linguistic backgrounds. This challenges agencies to develop multilingual websites, translate official documents, and support frontline workers with translation tools so they can better communicate with all citizens.

GOVERNMENT CITIZEN SERVICES

Audio · Code · Image · Text · Video · 3D/Specialized

How Generative AI can help

Aiding frontline workers
Generative AI can be used to create real-time audio and text messages in different languages as frontline workers interact with residents around a variety of services, such as social care, healthcare, and emergency response.

Translating official documents
Government agencies often deal with the publication of official documents, laws, regulations, and policies. Generative AI can help streamline the translation process, and produce accurate and consistent translations.

Announcement and website translation
Government websites and public information (e.g., health and travel advisories) can be translated quicky to make essential information more accessible to a diverse population.

Multilingual citizen services

Managing risk and promoting trust

Fair and impartial
The data used to train a Generative AI model for use in translation may not be consistently accurate or robust across all languages, which could in turn lead to poorer translations and access to citizen services for some language speakers than for others.

Privacy
The translating model may be exposed to sensitive information, necessitating steps to ensure the model does not mishandle or inappropriately divulge protected data and so violate data privacy regulations.

Potential benefits

Real-time translation
When audio or text can be translated into a multitude of languages in real-time, it enables more seamless and conversational interactions with a diversity of language speakers.

Translation at scale
Generative AI can handle large volumes of document translation, giving an agency greater capacity to ensure government information and services are accessible to a diverse audience.

Improved accessibility
Generative AI can help governments achieve their diversity, equity, and inclusion (DEI) targets by enabling inclusive service delivery through multilingual translations.
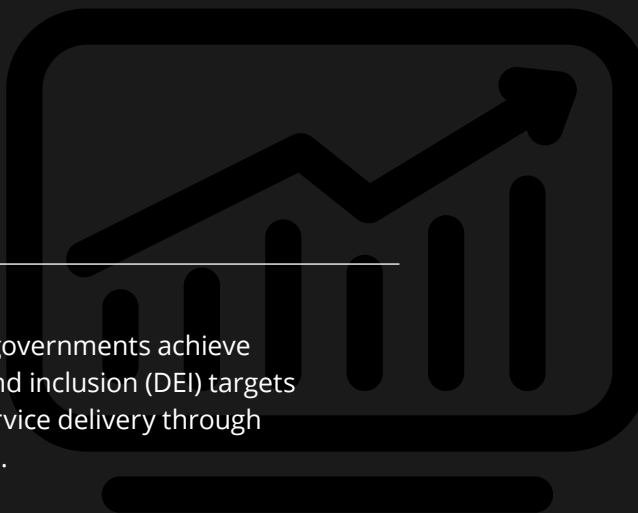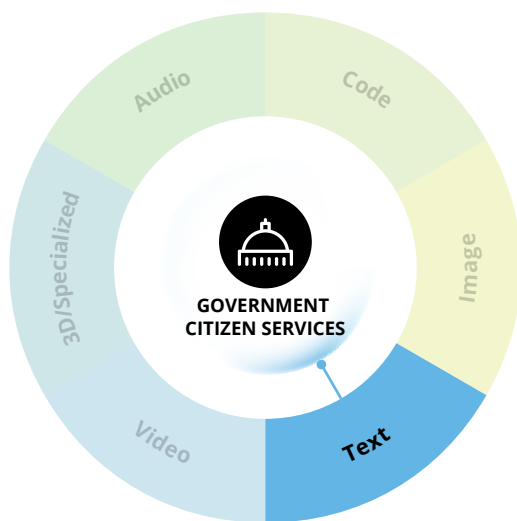
Summarizing legislative documents

(Legislative Administration)

Generative AI can help legislative staff more rapidly transcribe and summarize hearings, legislation, documents, and official announcements.

Issue/opportunity

Legislative offices are expected to hold hearings on important topics, respond to constituents, and make public announcements in the form of press releases. Manually transcribing hearings and meetings is a time-consuming task. Further, developing new legislation (where staff play a pivotal role in research) requires sifting through voluminous policy proposals and research published by experts.

GOVERNMENT CITIZEN SERVICES

Audio · Code · Image · Text · Video · 3D/Specialized

How Generative AI can help

Summarizing official documents
Auto-generating transcripts of hours-long committee hearings and summarizing important bills and hearings can significantly reduce the administrative burden on staffers.

Process and summarize policy proposals and research
Legislative staff review a large volume of policy proposal and recommendations published by experts. Generative AI can quickly summarize the documents for them, so staffers can spend more time on higher level policy analysis and decision making.

Summarizing legislative documents

Managing risk and promoting trust

Fair and impartial
Generative AI may perpetuate latent biases based on its training set and generate skewed summaries that are partisan and favor certain ideologies.

Privacy
Ingesting internal policy proposals can expose sensitive information, requiring offices to take measures that protect the confidentiality of internal documents.

Potential benefits

Reducing burdens
Generating summaries of official hearings can reduce administrative burdens on legislative staff so they can focus on more complex or value-driving tasks.

Saving time
Generative AI can quickly retrieve information and summarize it, saving legislators and staff time when reviewing lengthy, complex, or detailed documents.

AI-powered government policy tracking

(Automated tracking and analysis of public policy on a global scale)

Organizations in the public and private sector can use AI to monitor, interpret, and analyze public policy developments in real time across hundreds of countries.

GOVERNMENT
CITIZEN SERVICES

Audio · Code · Image · Text · Video · 3D/Specialized

Issue/opportunity

Tracking national policy developments on a global scale is a resource-intensive and highly fragmented process. Policy documents vary in language, structure, formatting, and accessibility, making it difficult for international organizations, governments, and advocacy groups to maintain a coherent and timely view of global policy trends.
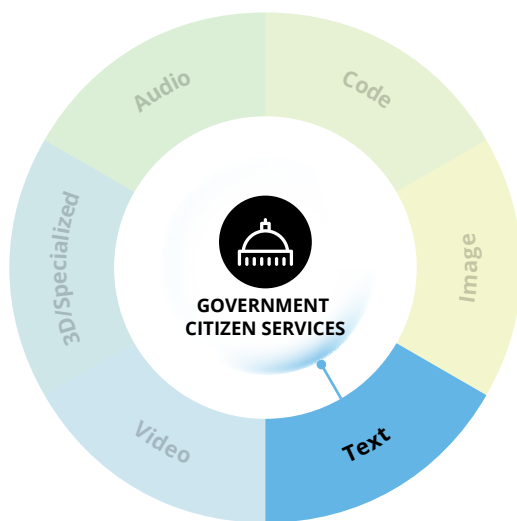
How Generative AI can help

Data collection and analysis
AI can automatically gather, structure, and analyze vast volumes of policy documents from government websites and public sources. The technology performs multilingual data extraction, applies natural language processing to categorize and summarize policies, and synthesizes insights into structured outputs that can be validated by subject-matter experts.

AI-powered government policy tracking

Managing risk and promoting trust

Fair and impartial
The AI model is designed to avoid reinforcing systemic biases. Human experts from different backgrounds and regions are embedded in the feedback loop to validate model outputs, helping to ensure representation across geographies and policy contexts.

Robust and reliable
Automated systems should undergo rigorous, iterative testing to ensure the reliability of outputs. Policy insights are continuously benchmarked against human analysis and real-world policy documents to maintain a high level of accuracy and dependability, especially in politically sensitive or under-reported regions.

Potential benefits

Greater accuracy, scalability and knowledge sharing
AI can enable ongoing, real-time monitoring and analysis of thousands of policies across hundreds of countries without an exponential increase in manual effort. It can also enable local entities and other stakeholders to identify policy trends, compare regional approaches, and uncover best practices.

Improved efficiency
The solution combines data collection and policy analysis with AI-powered automation, which can save an organization significant time and resources.

Improved decision-making
Use of AI for policy tracking and analysis can provide organizations with timely, structured, and reliable data to support effective decision-making and planning.

Conclusion

Getting the most value from Generative AI

These are the early days of Generative AI, but the technology is rapidly maturing. As it does, organizations in every industry will probe how this type of AI can contribute to their business and open doors to transformative opportunities. As such, an important part of understanding and working with Generative AI is shaping the vision for the future, acknowledging both the potential benefits and the risks.

In this Generative AI-enabled era, governance and risk mitigation are business imperatives. The challenges organizations face with traditional AI are amplified in this new arena. A commitment to the trustworthy development and use of Generative AI will only become more important as the capabilities grow and governing bodies shape rules for their application.

Still, there is also a risk in waiting to embrace Generative AI. The use cases described in this dossier are a starting point for exploring how this powerful technology can be used to improve the enterprise today and prepare it to lead in the future.

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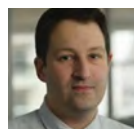
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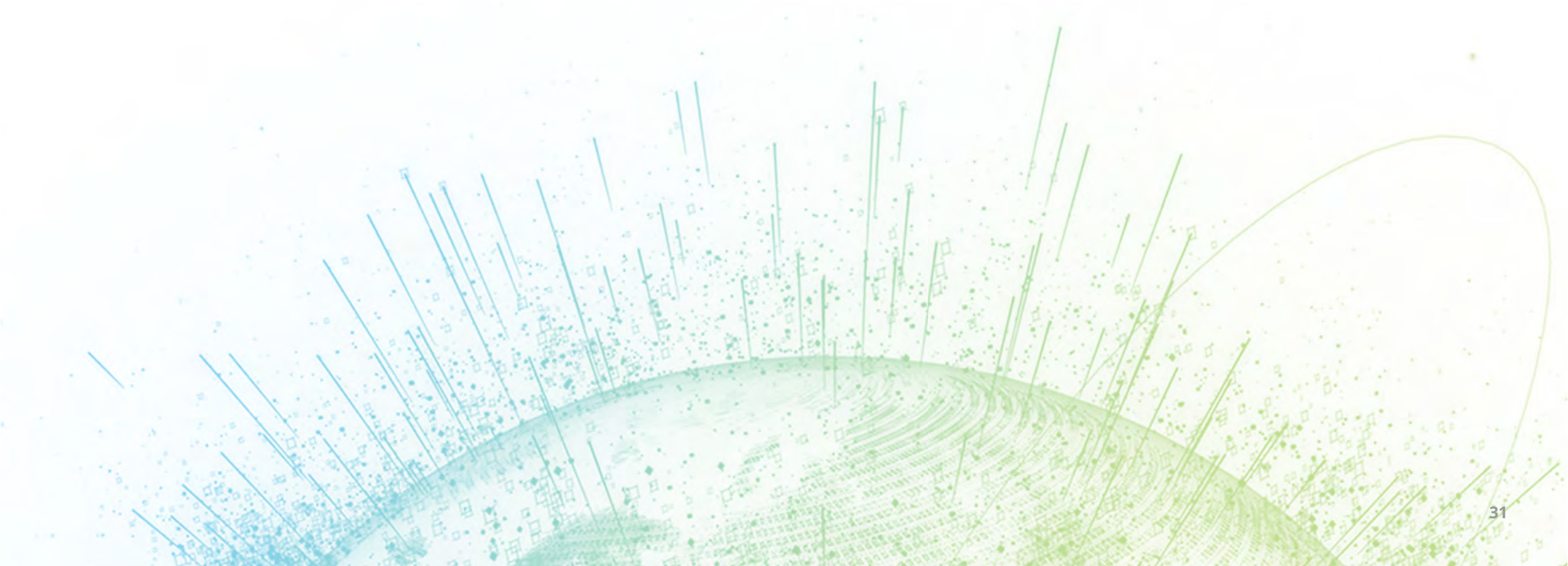**Deloitte AI Institute France, Lead**
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Endnotes

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