Piloting of AI based training needs analysis for central government capasity development

DISPA meeting, October 2024
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**HAUS - Finnish Institute of Public Management**

Economical challenges will affect to the the public sectors

- productivity
- change

## New government aims to reshape Finnish economy with carrots and sticks

The four parties in the new cabinet led by Petteri Orpo (NCP) unveiled their platform on Friday evening. It is aims to move economic and other policies firmly toward the right.
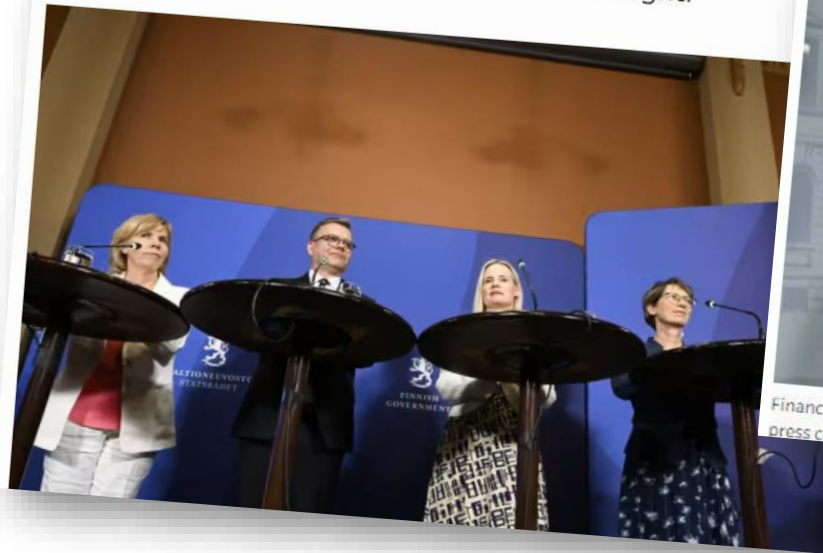
Finland plans "difficult but necessary" spending cuts and tax rises

The budget for 2025-2028 will see the country's general rate of Value Added Tax (VAT) increase to 25.5 percent from the current level of 24 percent, with cuts to education and healthcare also in the pipeline.
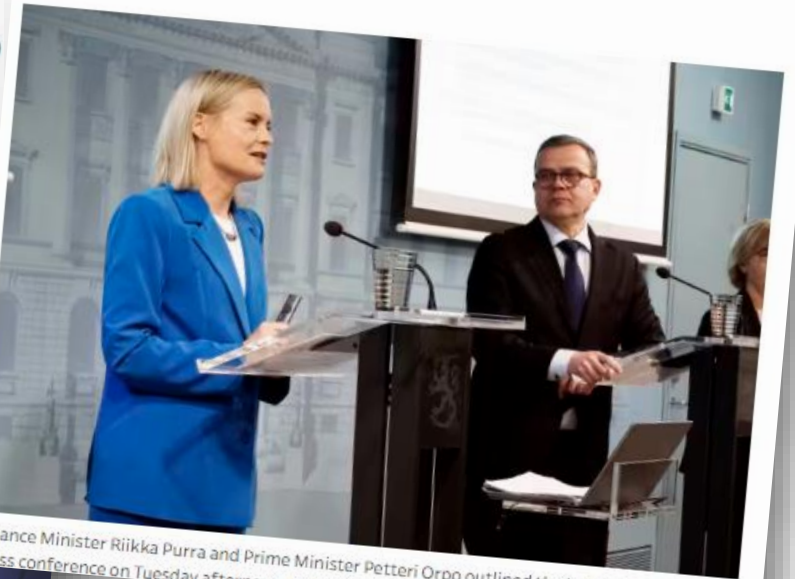
Finance Minister Riikka Purra and Prime Minister Petteri Orpo outlined the budget plan at a press conference on Tuesday afternoon. Image: Petteri Bülow / Yle
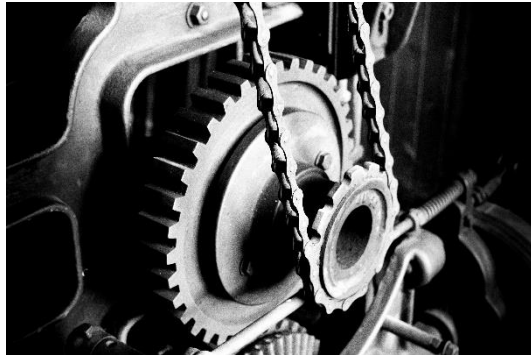
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Drivers behind the AI pilot

- HAUS institute's strategy process
- **HAUS's own AI study for opportunities**
- Focus energy to right direction
- Institute needs to be more agile
- Need to develop new services
- Detect possible weak signals for training needs and other services

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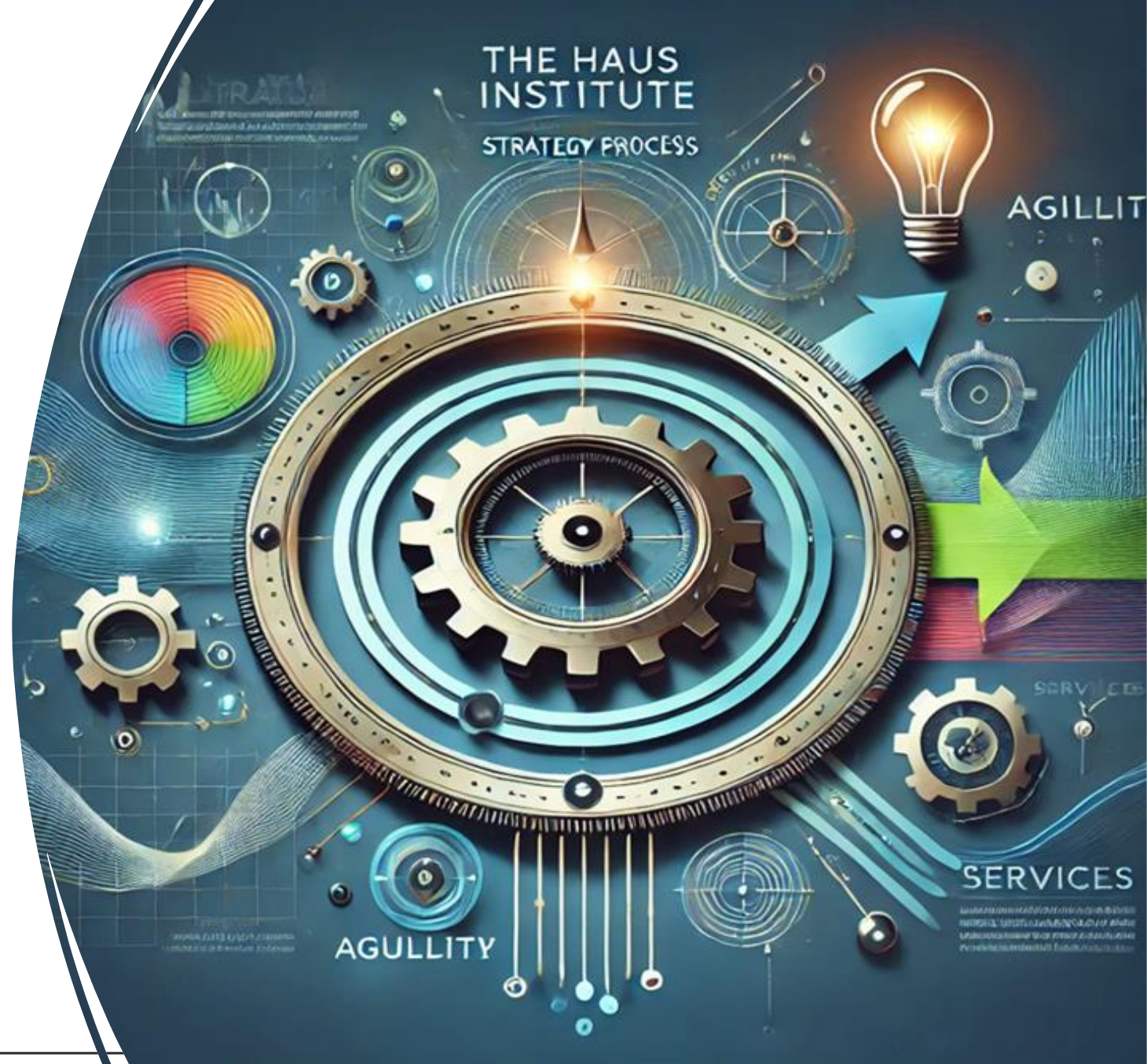
Typical Use Cases of AI
With individual algorithms, specific data is processed

Prediction:
Predictive maintenance, self-driving cars, process optimization, production forecasting, credit risk, predicting the next word...
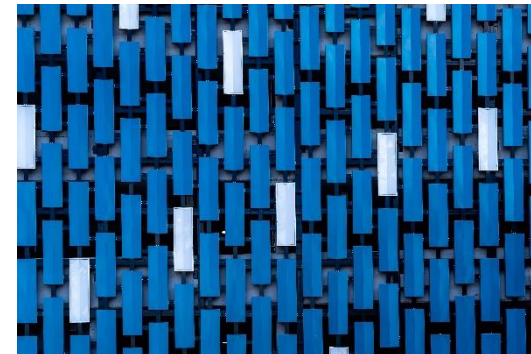

Personalization and Targeting:
Content, productization, advertising, offers, communication, training, well-being...
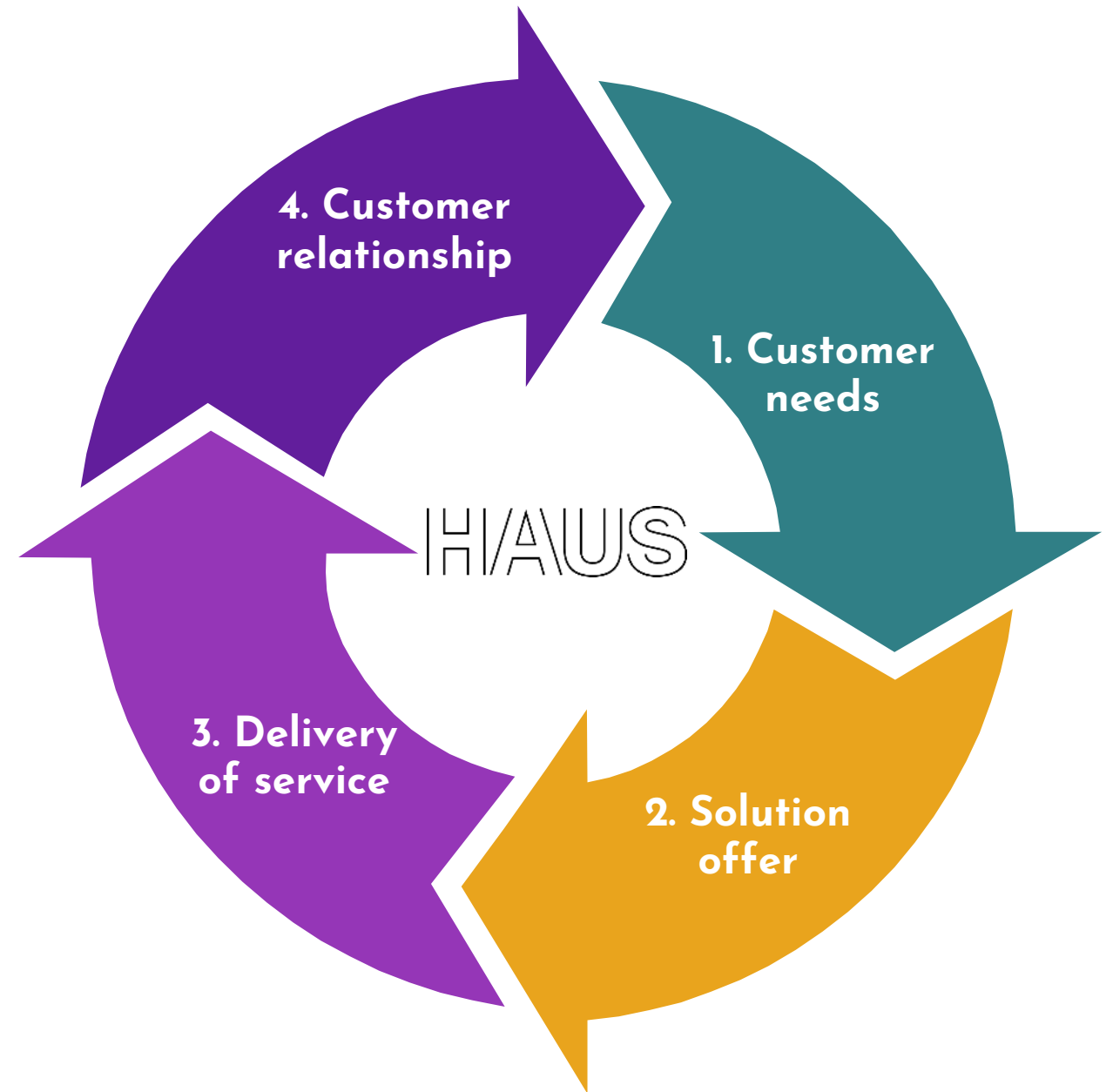

Data Input Analysis:
Facial recognition, computer vision, biometrics, speech/audio recognition, text analysis, extracting text from images/videos...
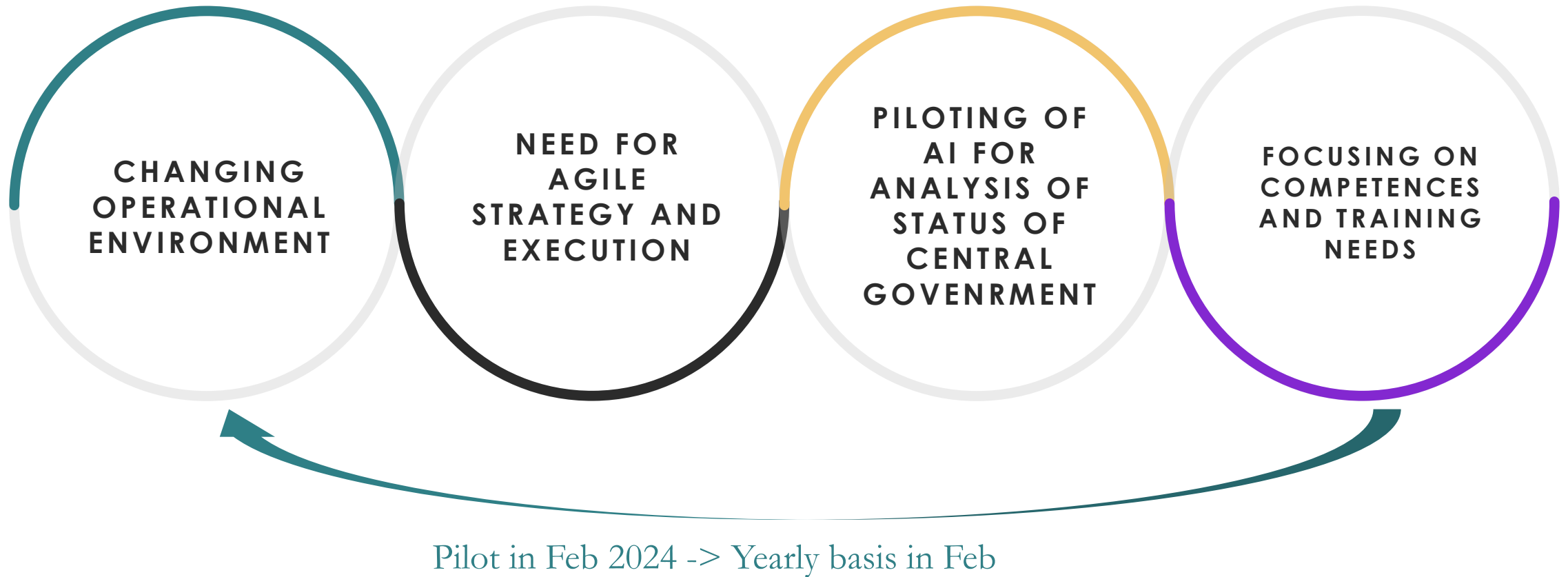

Data Mass Processing:
Patterns, groupings, segmentations, anomaly detection, recommendations...

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Opportunities are related to our core processes and daily work

- 4. Customer relationship
- 1. Customer needs
- 2. Solution offer
- 3. Delivery of service

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CHANGING OPERATIONAL ENVIRONMENT

NEED FOR AGILE STRATEGY AND EXECUTION

PILOTING OF AI FOR ANALYSIS OF STATUS OF CENTRAL GOVENRMENT

FOCUSING ON COMPETENCES AND TRAINING NEEDS

Pilot in Feb 2024 -> Yearly basis in Feb

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Documents are openly available

Summaries

About 65 different documents were used for analysing compentence needs in the pilot.

Results of piloting: Areas to be developed in the future

- Digitalization and Development of Digital Services

- Improving Productivity and Efficiency

- Service Quality and Customer Satisfaction

- Staff Development, Well-being at Work, and Leadership

- Sustainable Development, Green Transition, and Environmental Responsibility

- Information Security, Cybersecurity, and Risk Management

- Social Impact and Ethical Conduct

- Monitoring, Evaluation, and Management of Performance Objectives

- Collaboration, Stakeholder Dialogue, and Networking

- Preparedness, Security, and Crisis Management

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Experiences

- One responsible person from HAUS
- One counterpart from partner
- Fast - not possible manually – couple of days work
- Saves time and money
- Partner for AI analysis was needed
- Secure AI environment was used
- Next time our own environment will be used

Promising process and promising results for the agile work

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