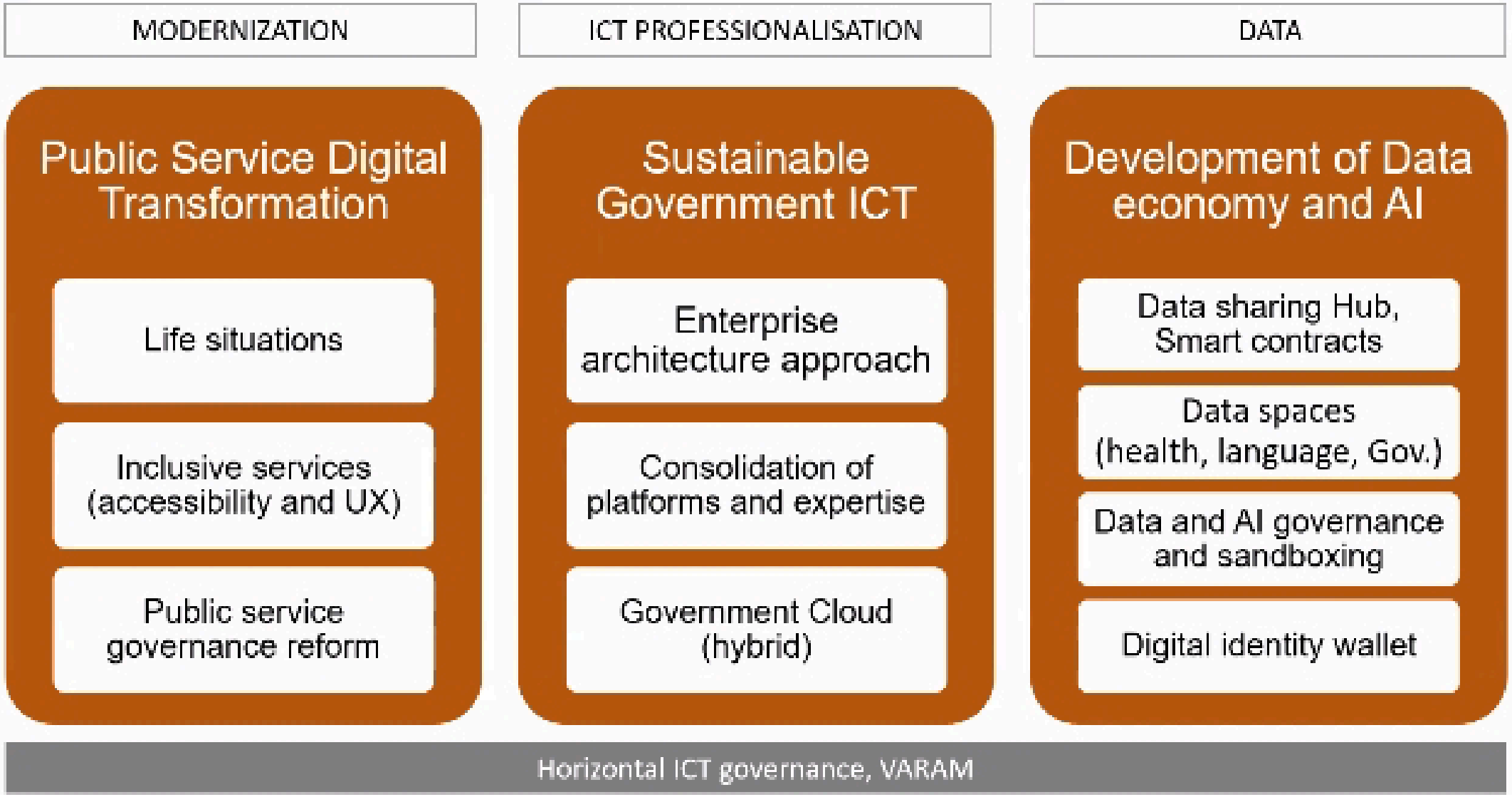
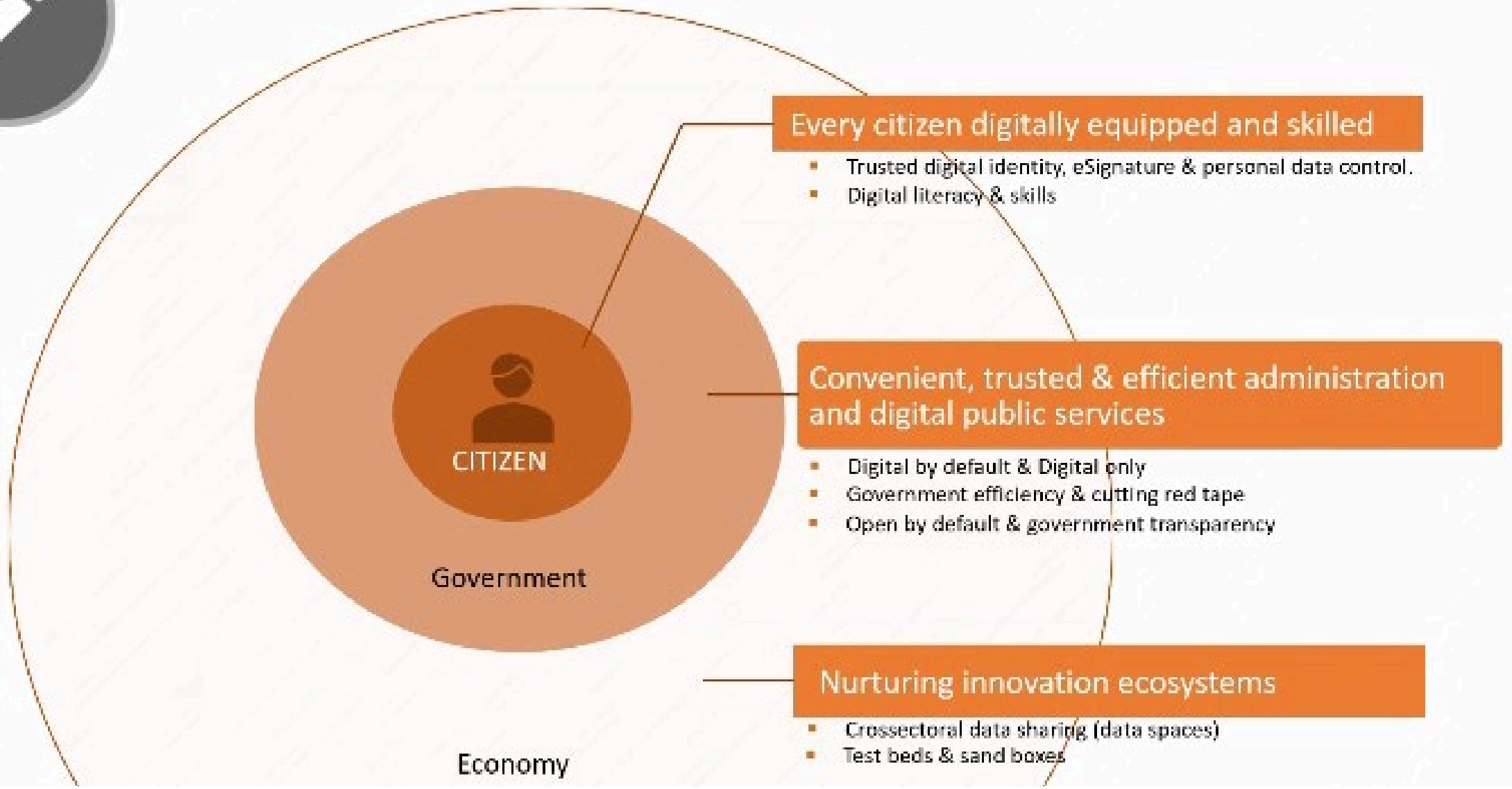
AI
(in Sweden)

Digital government policy priorities



Essential enabling factors



Every citizen digitally equipped and skilled

- Trusted digital identity, eSignature & personal data control.
- Digital literacy & skills

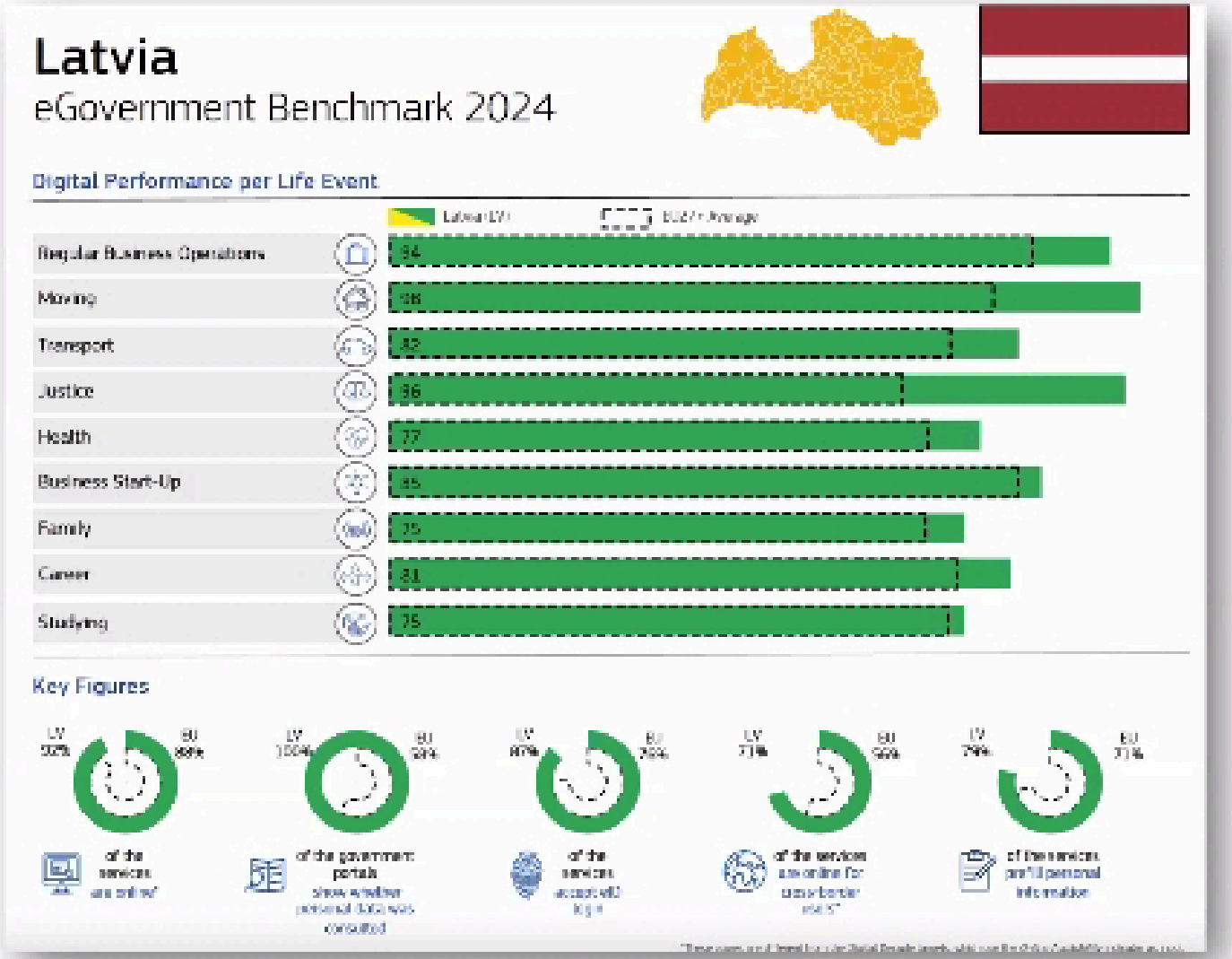
Convenient, trusted & efficient administration and digital public services

- Digital by default & Digital only
- Government efficiency & cutting red tape
- Open by default & government transparency

Nurturing innovation ecosystems

- Crossectoral data sharing (data spaces)
- Test beds & sand boxes

Digitalisation of Public Services



Almost all life situations can be handled digitally
(LV 88% vs EU 79%)

TOP5 EU
on court digital procedures
EU Justice scoreboard, 2024

79% People have approached GOV digitally
(EU 75%)

*Internet users

63% citizens are satisfied with administrative services*
OECD, 2024

Data democratisation

Open by default strategy

- All ICT projects must open data
- Sectors to prepare Data release plans

OPEN BY DEFAULT

Data sets with high commercialization - state financed, not sold

FINANCING MODEL

- Open Data Portal
- Standarts, Licences & Visualization

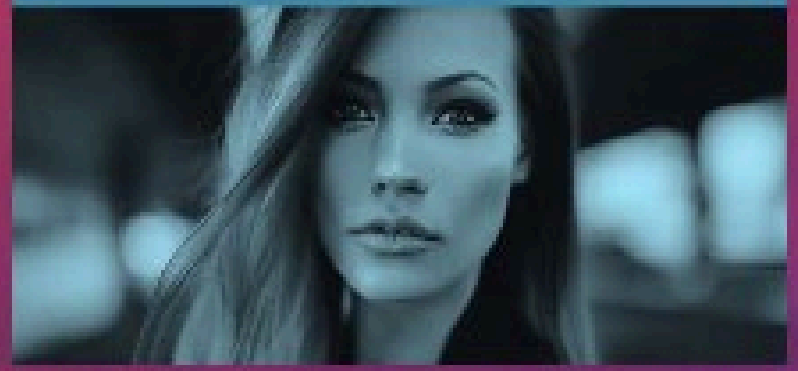
TOOLS

- Activists, ICT and data companies
- Define priorities, educate

PARTNERSHIPS

KEY FUTURE UNCERTAINTIES AND POTENTIAL IMPLICATIONS MOVING TOWARDS DIGITAL TRANSFORMATION

#Me2.0



People have harnessed digital technologies to create new social movements and communities to better advance their interests.

Communities use technologies to tackle local and global challenges while protecting their data ownership.

Platform Governments

Corporate Connectors

SMART RĪGA Testbed

Infrastructure and Data Access

Evaluation and Feedback

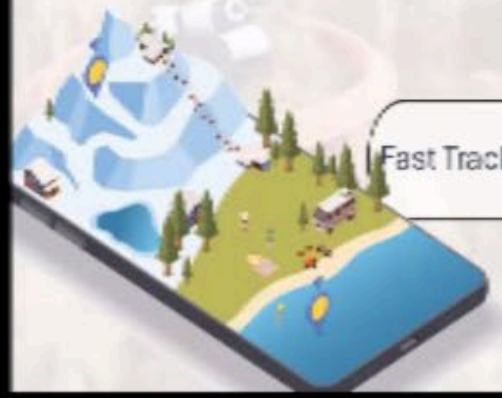
Single Point of Contact

TESTBED

Access to the innovation ecosystem

Fast Track Deployment

Opportunities for cooperation in projects



SMART RĪGA

Ukrai...

Public service delivery – administrative efficiency

Tax

Digital and automatic tax reporting

50% reviewed automatically, 350'000 refunded in 1st month

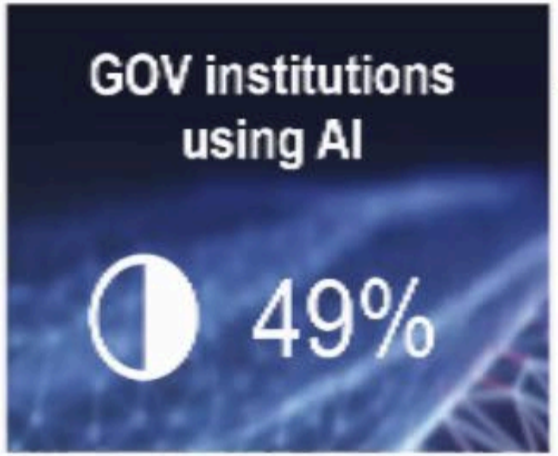
C

Completely digital construction lifecycle

Significantly reduced red tape

eHealth

- **E-prescriptions** (+crossborder)
- **E-health record**
- **E-referrals**



AI in GOV

49% institutions use AI

-61% - customer service

-18% are planning within 1 year

Challenges faced

Fragmented process digitalization

Low uptake of digital services

Insufficient data exchange, esp. with local government

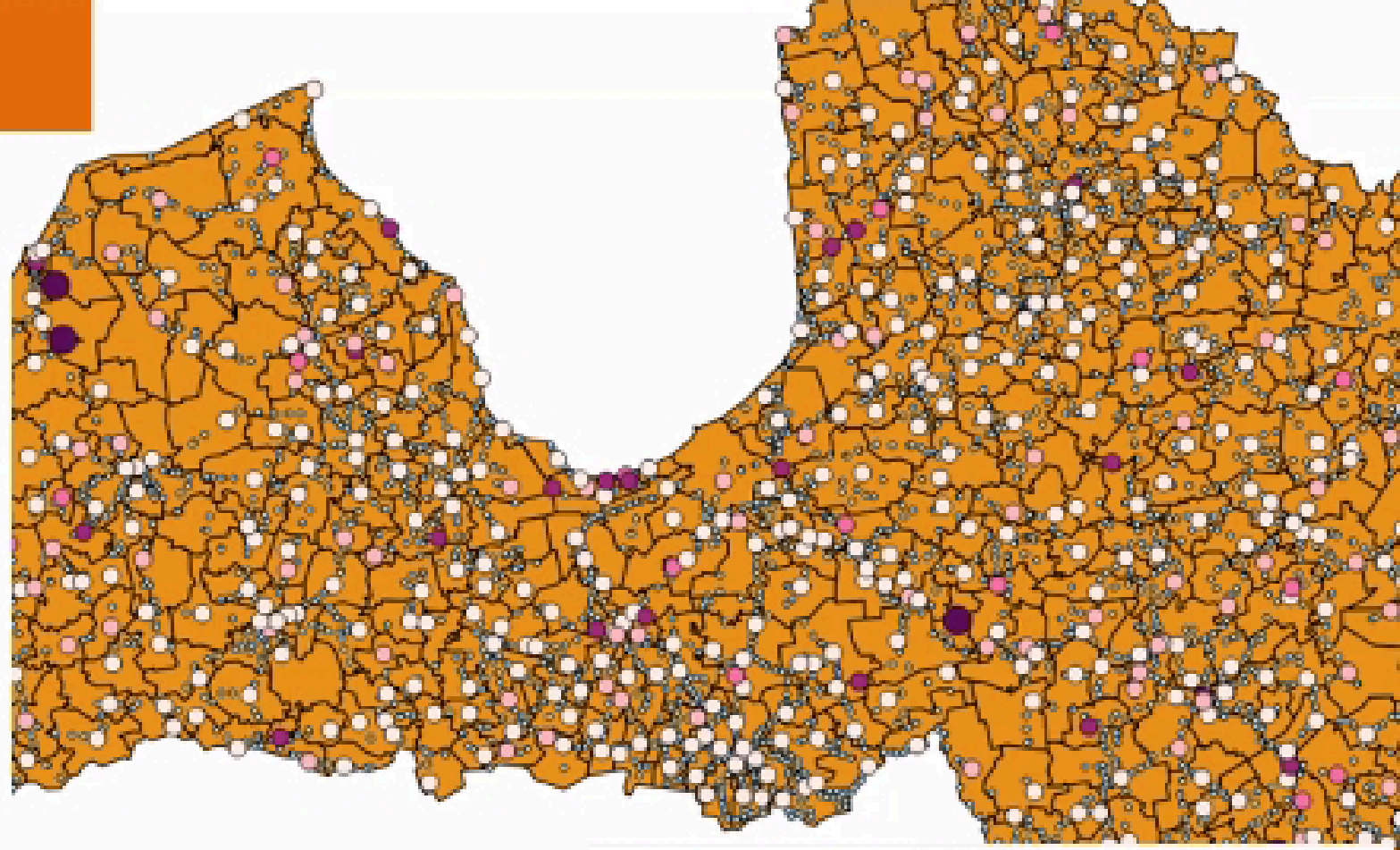
Insufficient uptake of shared services

Investment duplications

Lack of project coordination

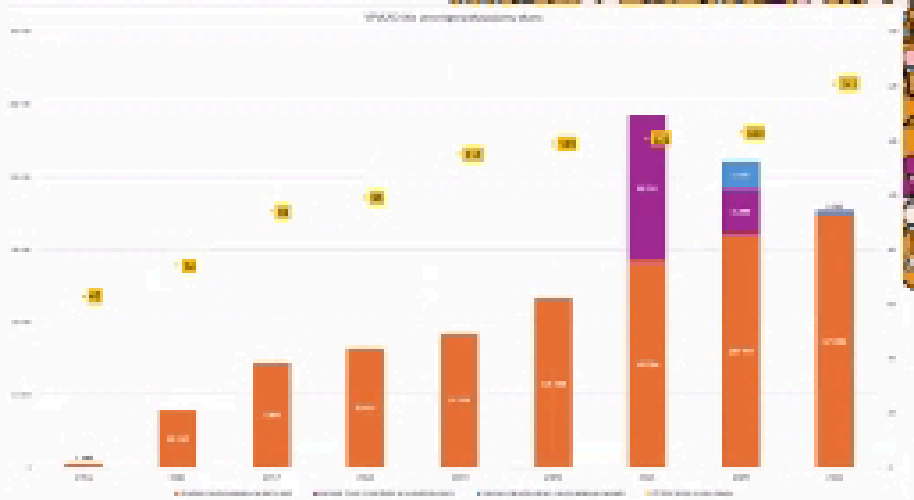
Mind the (digital) gap

Largest national customer service network for on-site assistance - municipalities

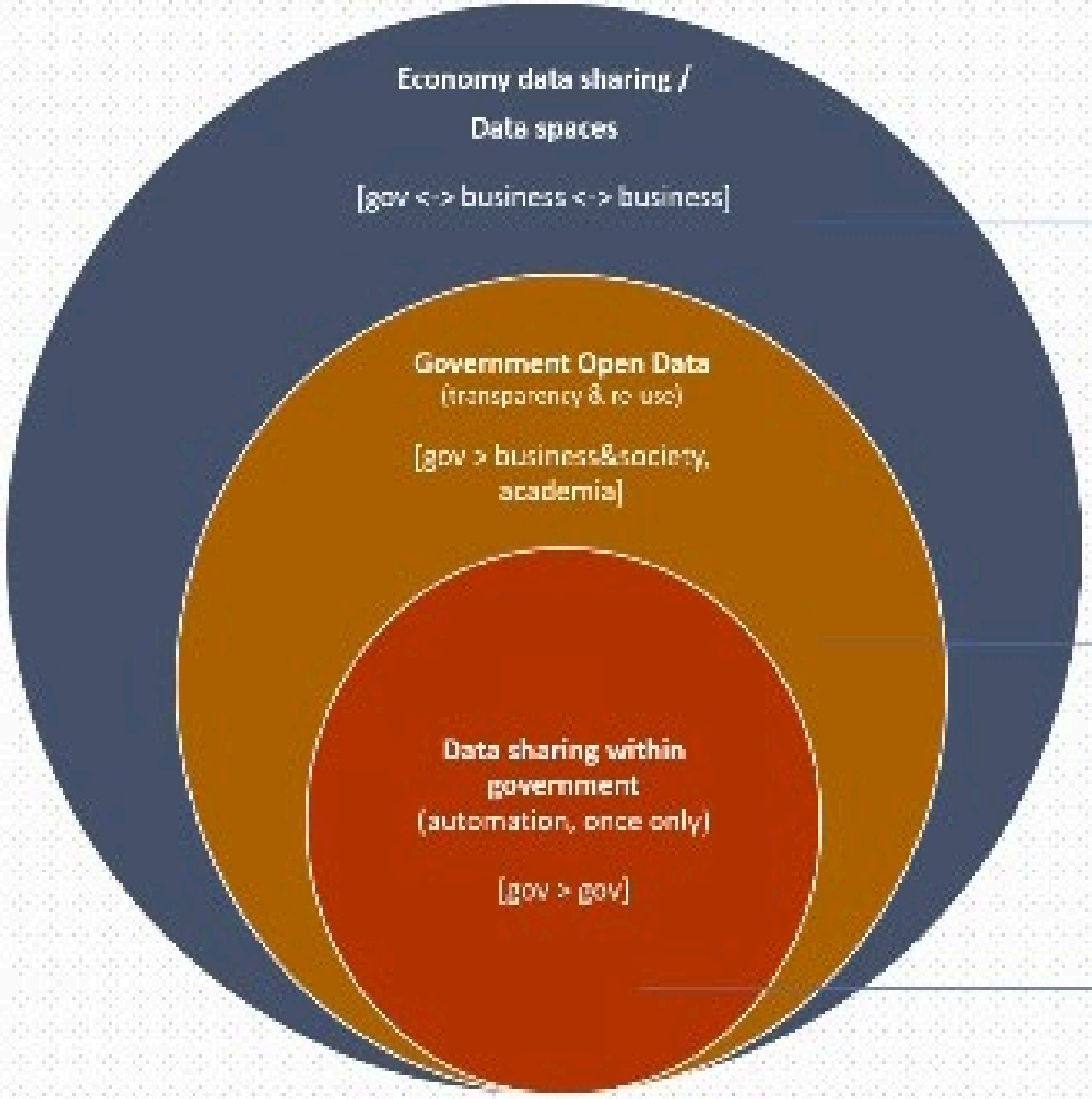


- Digital assistant
- On-site application
- Remote consultant
- Call centre

13 institutions
100 state services
216 centers*



Data governance policy scope – getting wider



EU Data act

GDPR

Non-person data regulation

Data governance act

Open data directive

State Administration Structure Law

Development of Digital government in Latvia

Digitalisation -> Digital services -> Data as asset

Digitizing and building base registers

Service platforms & digital services

Open data, data platforms, governance & architecture

Data governance, AI, cross-border services

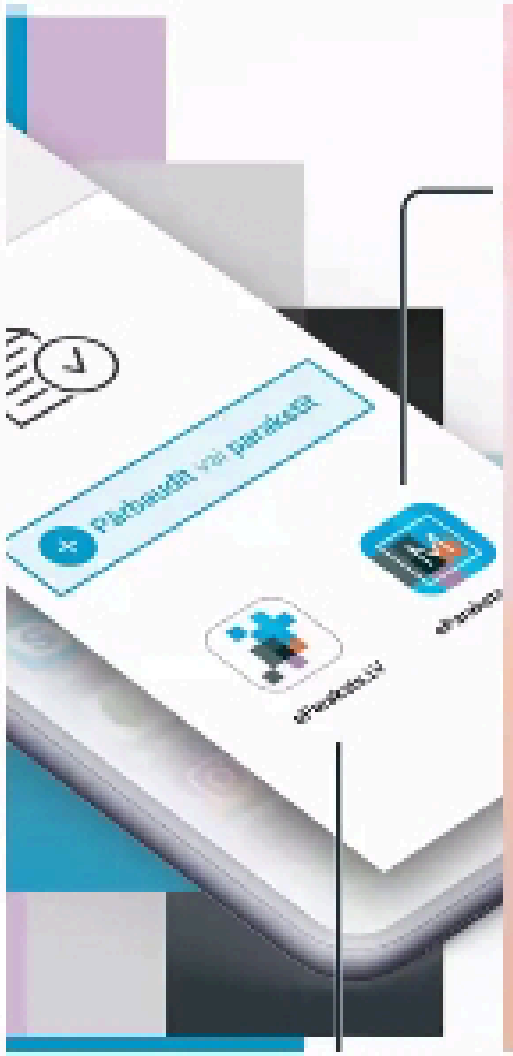
2005 2013 2018

- State information systems regulation
- **Direct data exchanges among base registers**

- 1st Digital Service
- **Mandatory service digitalization**
- **National Data exchange technical standart & service catalogues**
- **Regulation on interagency data exchange**

Empowering with digital identity

Strong national eID + universal recognition



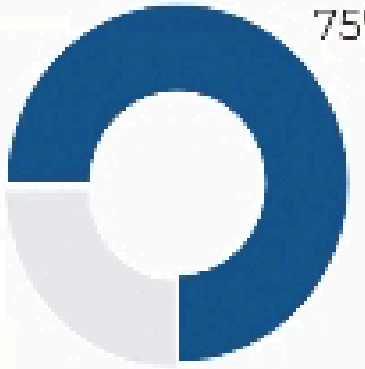
Free of charge
Digital ID & signature,

Two tools
eID card
Mobile application

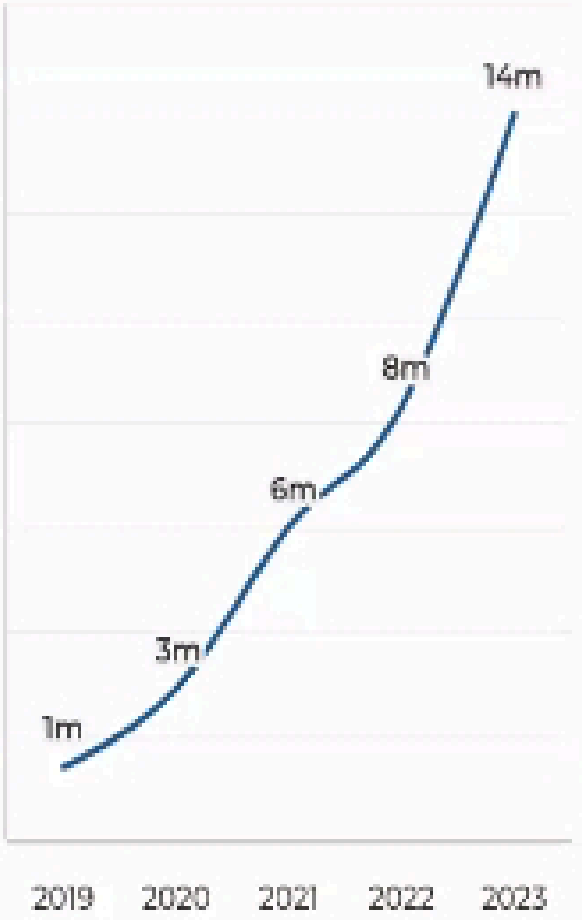
Universally recognized
across sectors and cross border

Available to foreigners
(residence permit)

Citizens own digital identification tools (eID & Mobile ID)

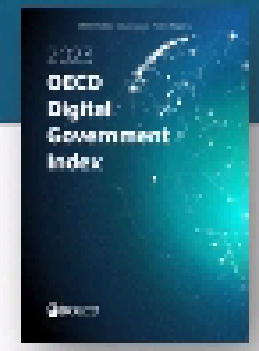


Identity verifications

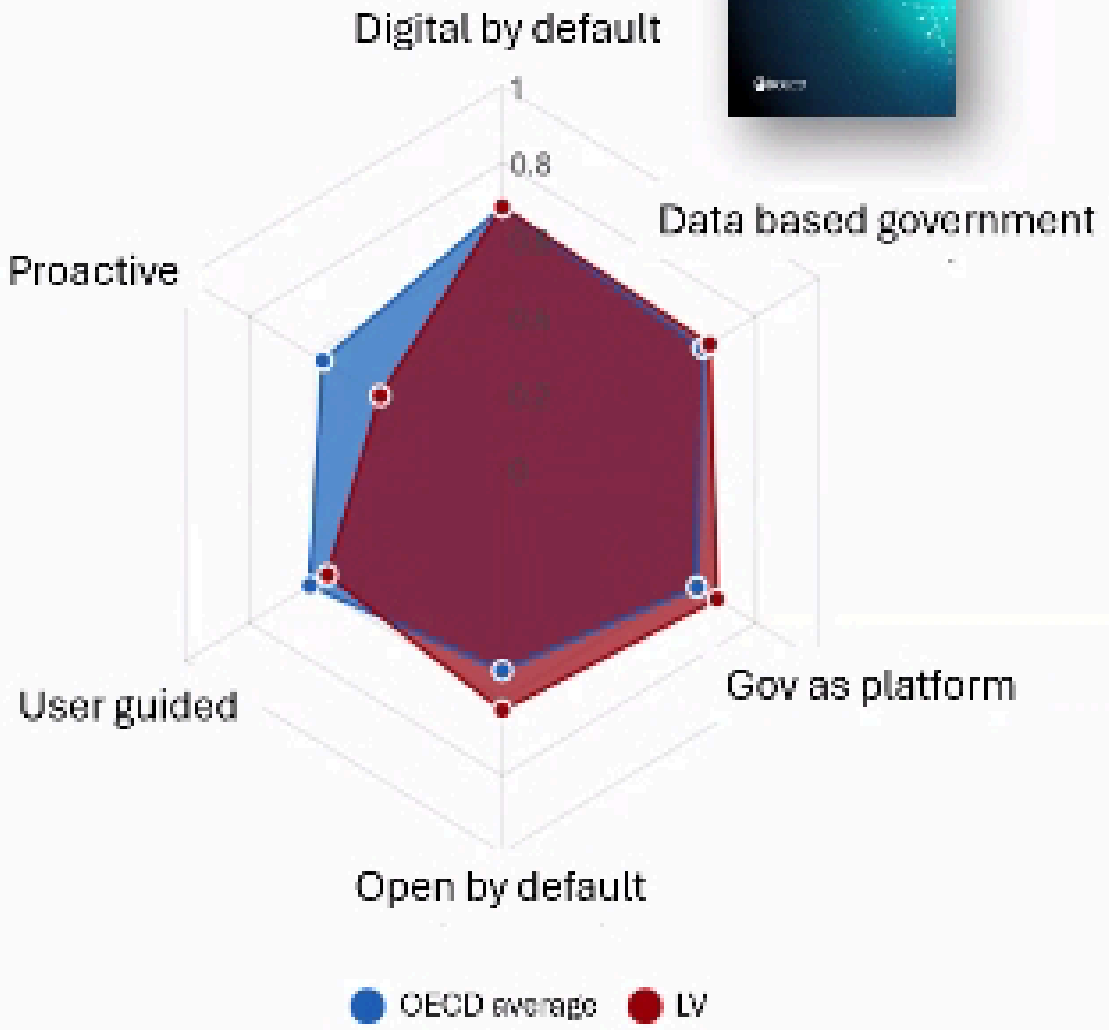


Access to secure digital identity should be a fundamental right for all citizens

Space for improvement – "user perspective"



63% the population is satisfied with administrative services
(OECD average 66%)*

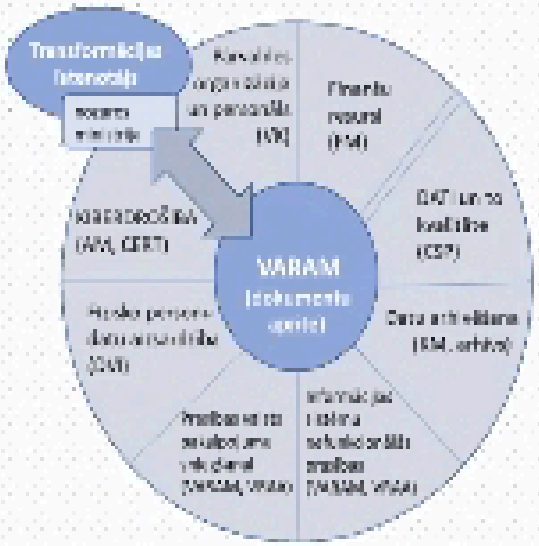


OECD Survey on Drivers of Trust in Public Institutions 2024 Results - Country Notes: Latvia, 2024

Source: OECD Digital Government Index 2023

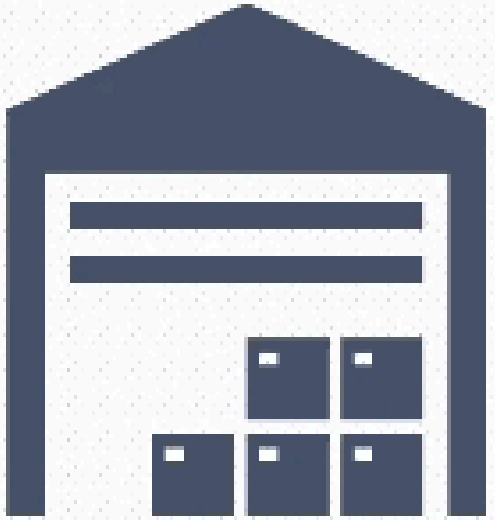
ICT Governance

Goal: From fragmented initiatives to coordinated whole of government appproach!



Process of the ***State ICT Construction Board*** – coordinated national ICT development initiatives and solutions

Implementation **of enterprise architecture governance** practices government wide

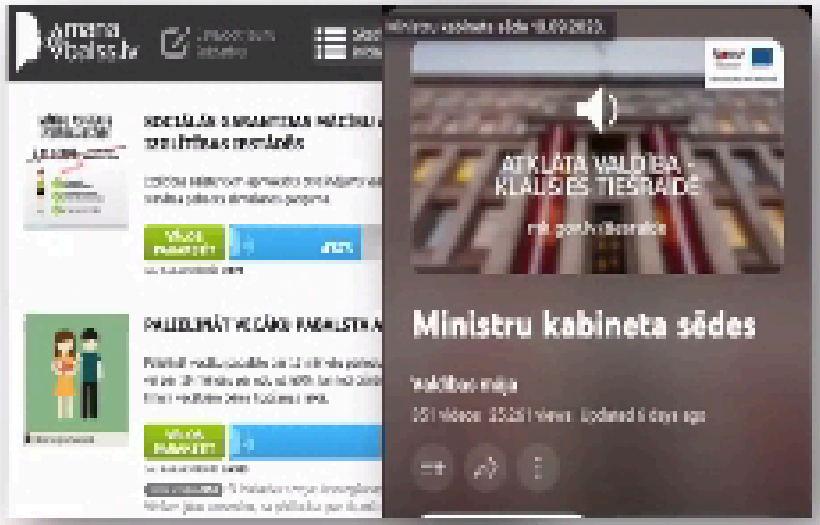


Development of government competence centres Support functions (acounting, HR), infrastructure, etc.

Public service delivery – digital first, on-site, when needed

Digital Post

Trusted dovernment communication digital only



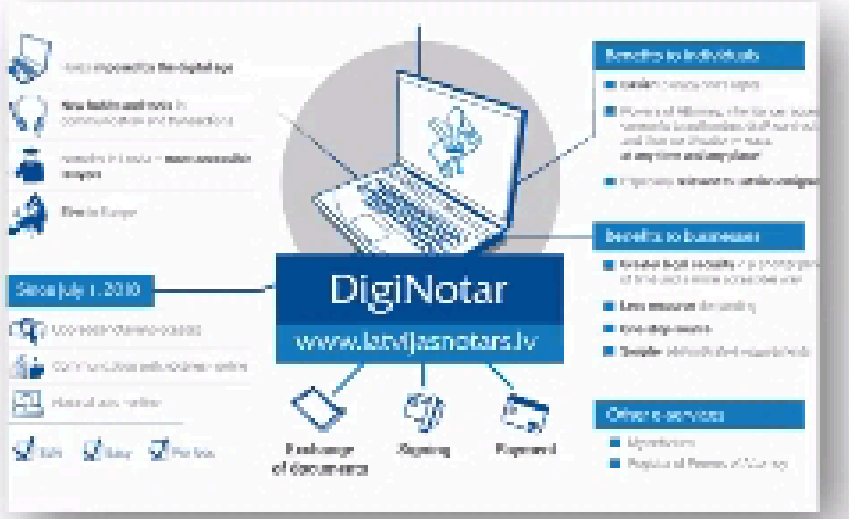
Transparency

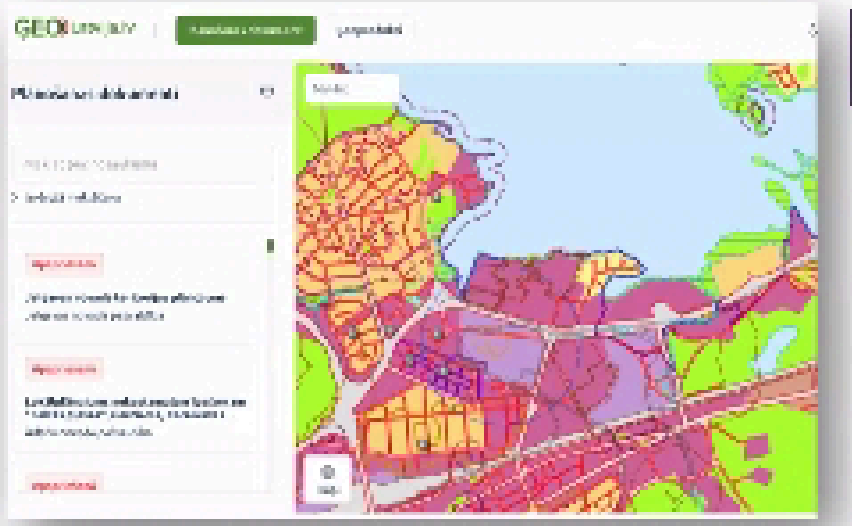
Transparent gov & parliamentary work

- Online sittings
- Regulations
- Civic initiatives

Digital Notary

Completely Remote notarial services





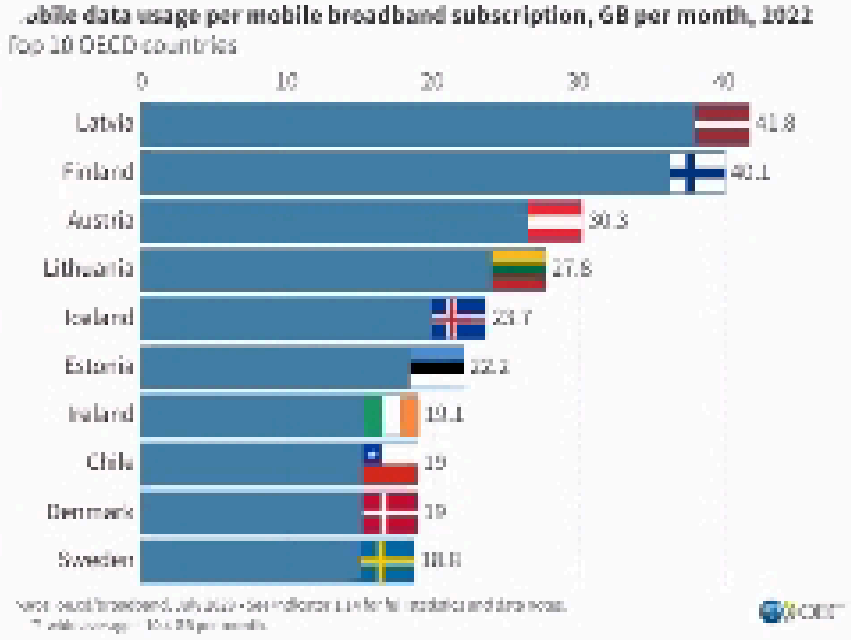
Spatial plans

HUB of municipal spatial plans

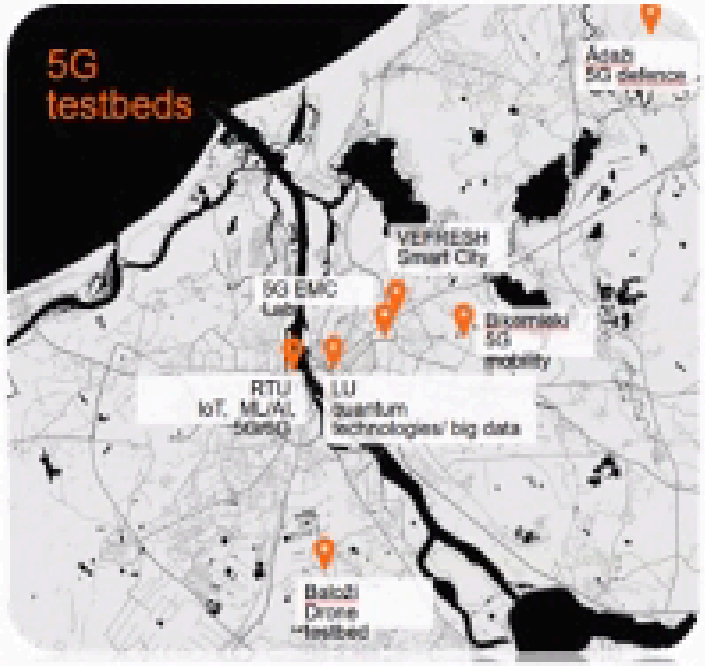
Location based notification on new public consultation

Infrastructure - public investment and telco competition driven

Uptake of mobile internet



5G test -sites



- 5G mobility track
- Smart city (Riga)
- Drone testbed
- 5G Defence
- IoT, ML/AI 5G/6G

- Seamless 5G Connectivity in the Baltic Sea

UK Ukrai...

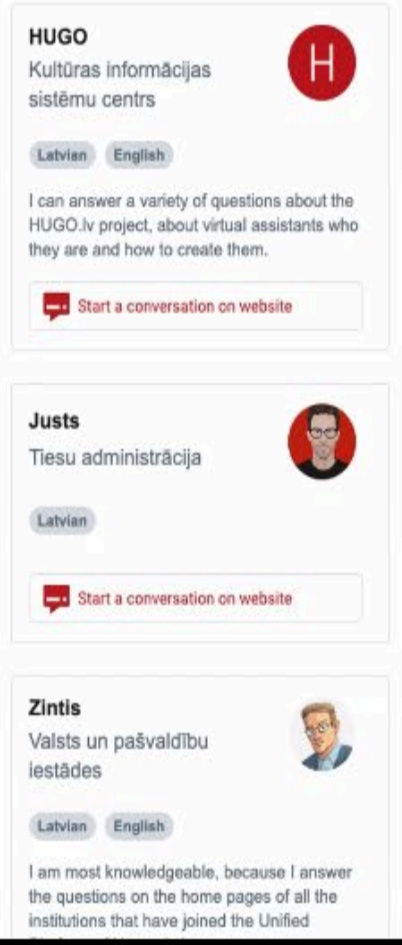
Next - turning data into knowledge, adapting AI in public servic

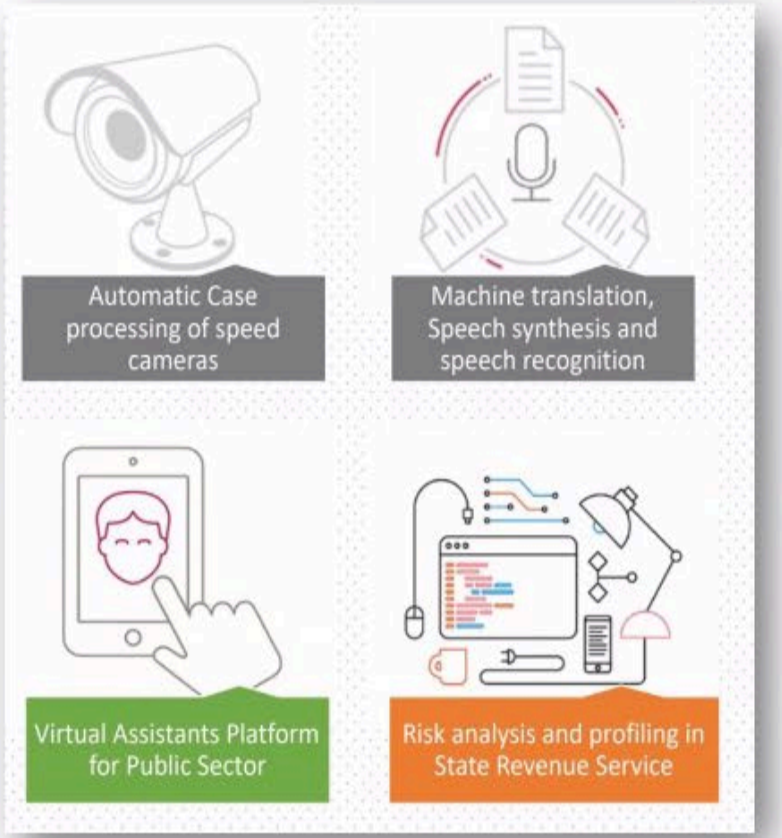
Putting bots into service for citizens

Part of language digitalisation program

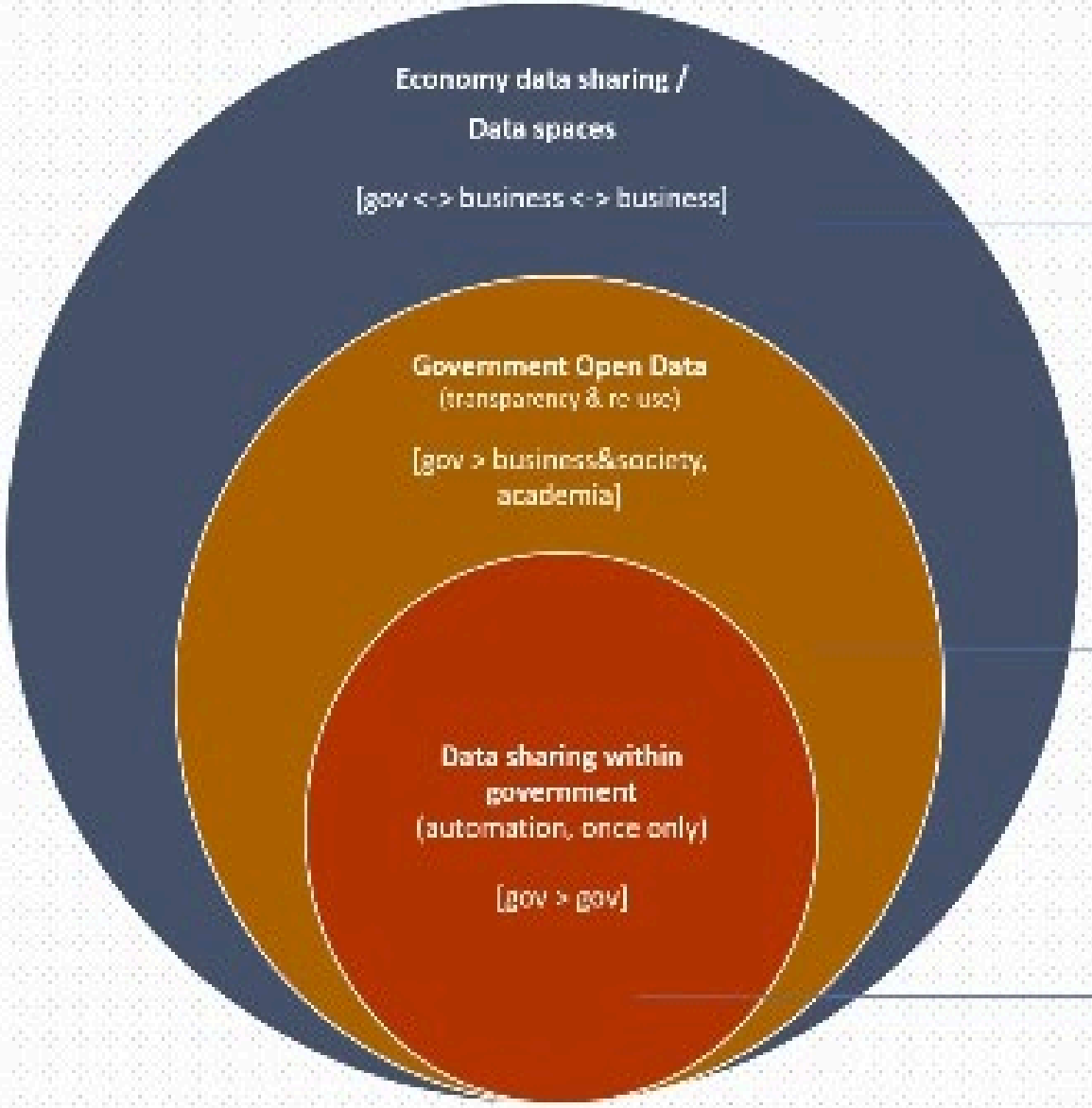
Unified platform for 70+ institutions

«Zintis» – gov superbot, curated by more than 120 people





Data governance policy scope – getting wider



EU Data act

GDPR

Non-person data regulation

Data governance act

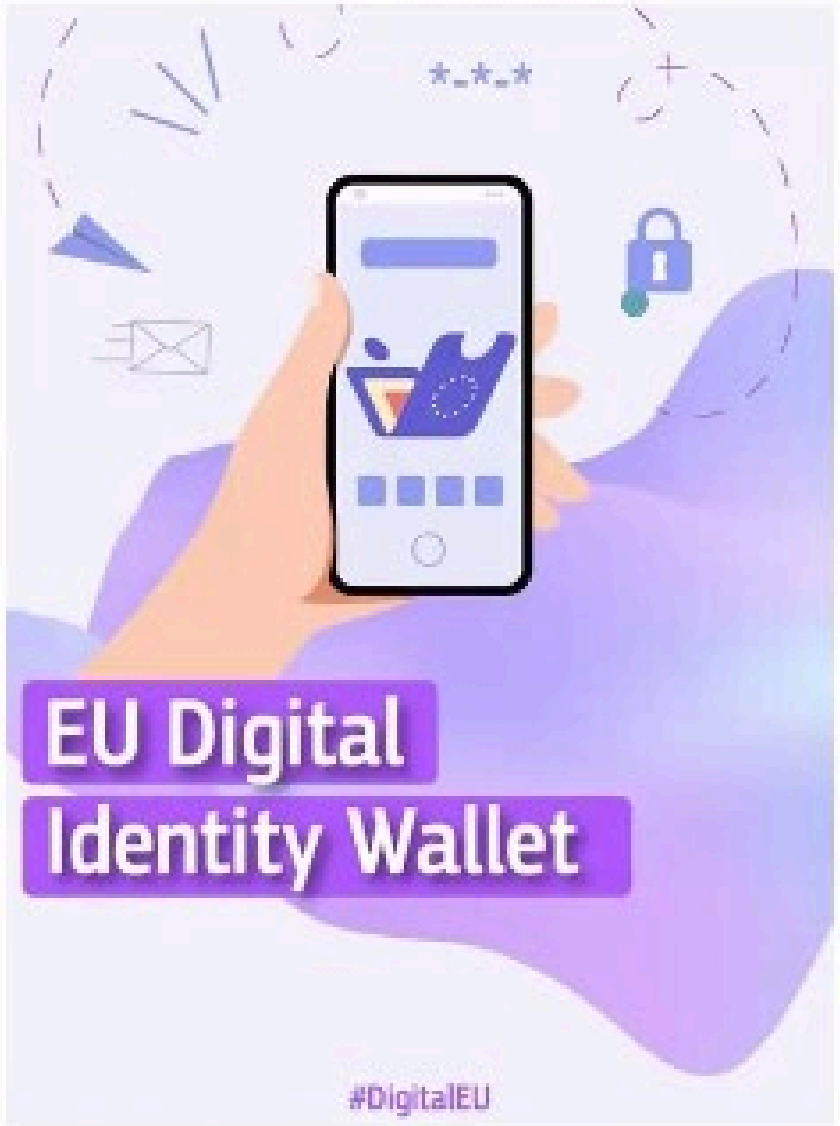
Open data directive

State Administration Structure Law

Nest step - EU Digital identity wallet

63% of EU citizens want a secure single digital ID for all online services

eurobarometer



Use Cases

- Digital ID documents (in phone)
- Digital certificates (birth, education, medical)
- Open bank account
- Verify age

Features

- Identify
- Provide trusted credentials and documents
- Sign documents & contracts
- Authorise payments

4 Pilots

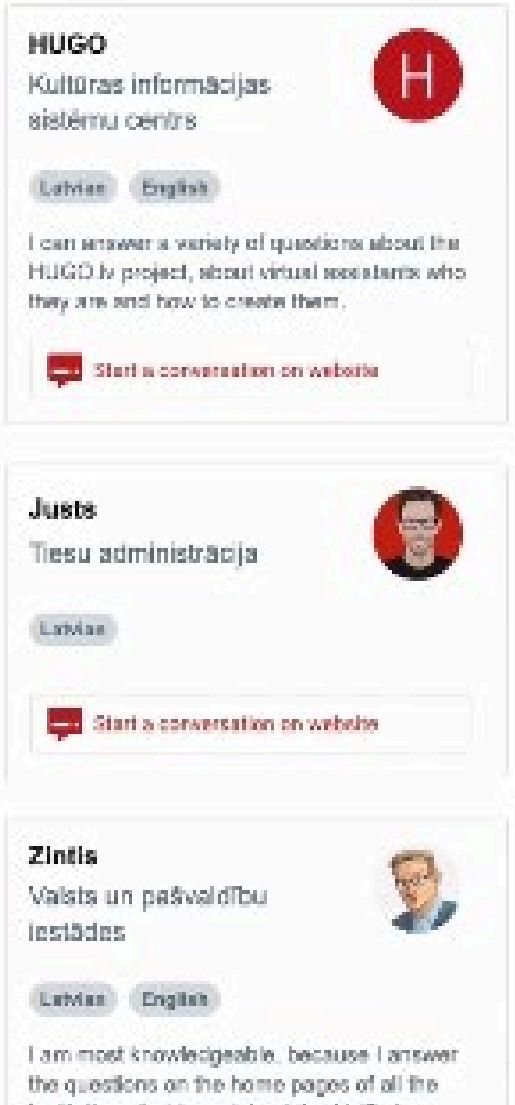
Next - turning data into knowledge, adapting AI in public services

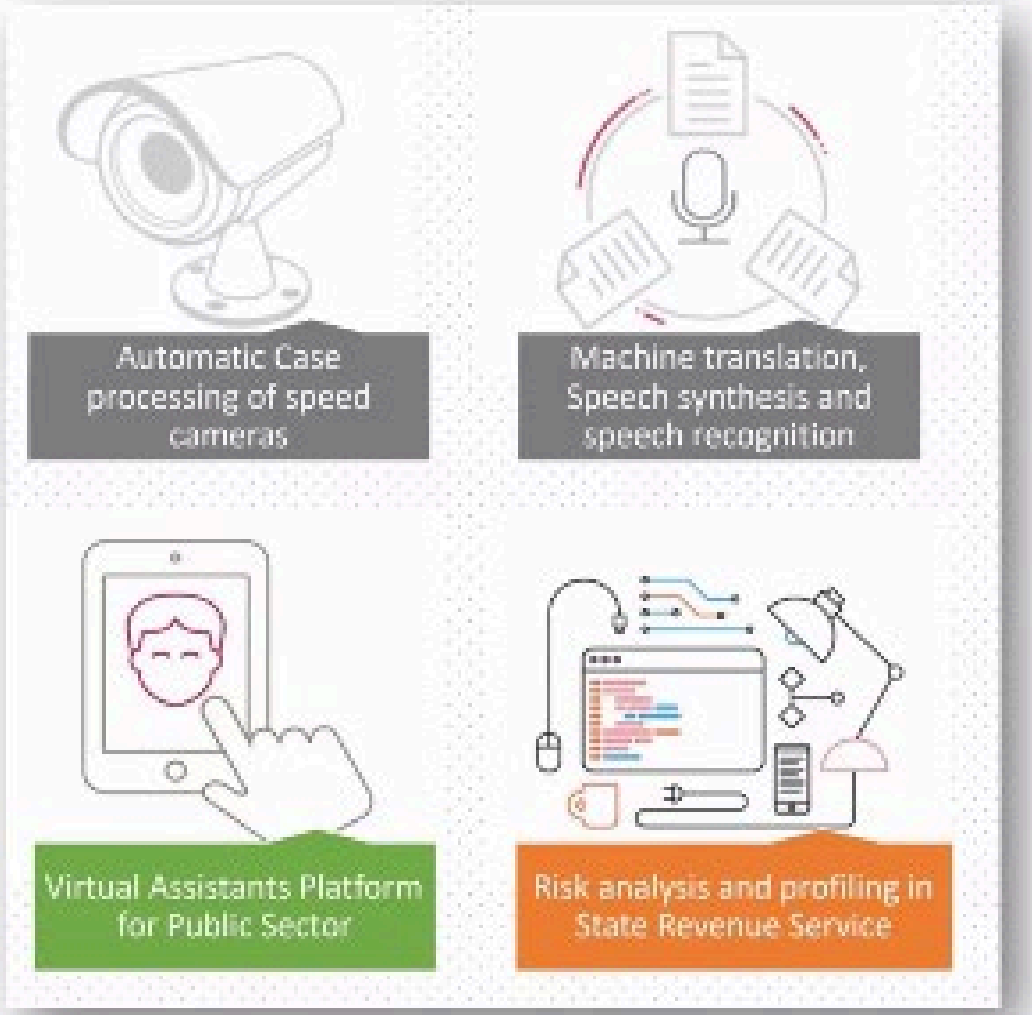
Putting bots into service for citizens

Part of language digitalisation program

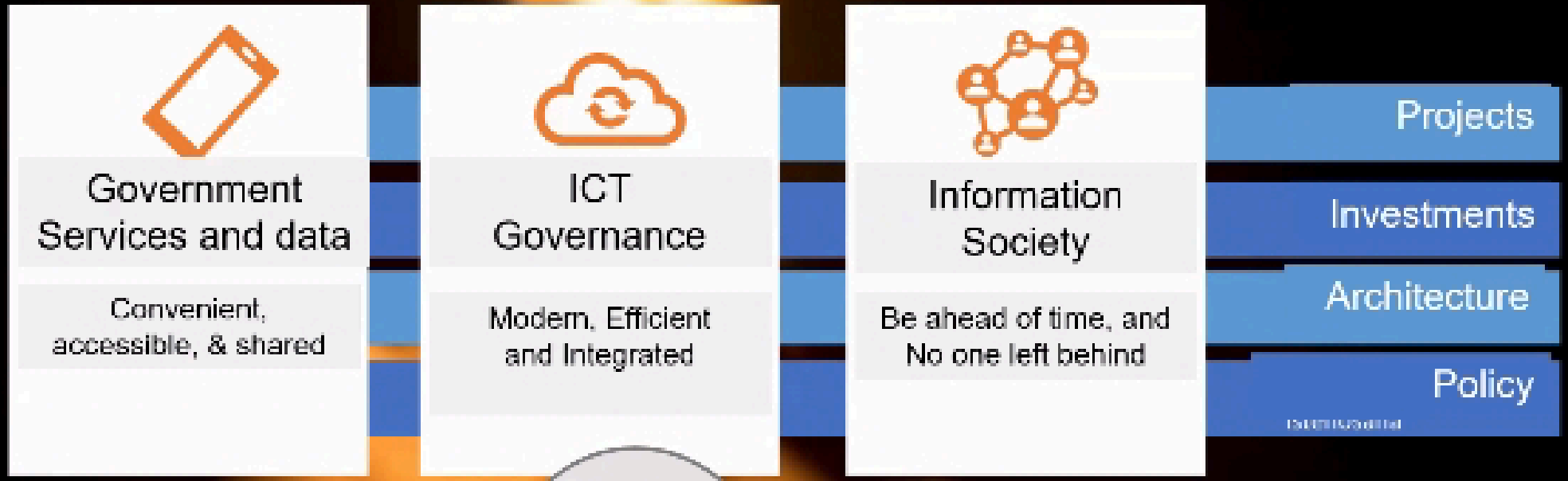
Unified platform for 70+ institutions

«Zintis» – gov superbot, curated by more than 120 people

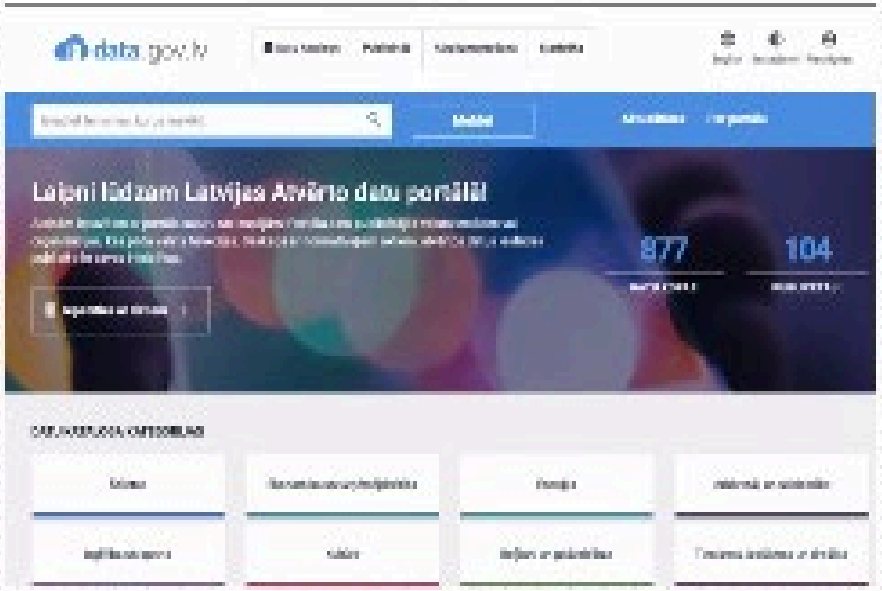


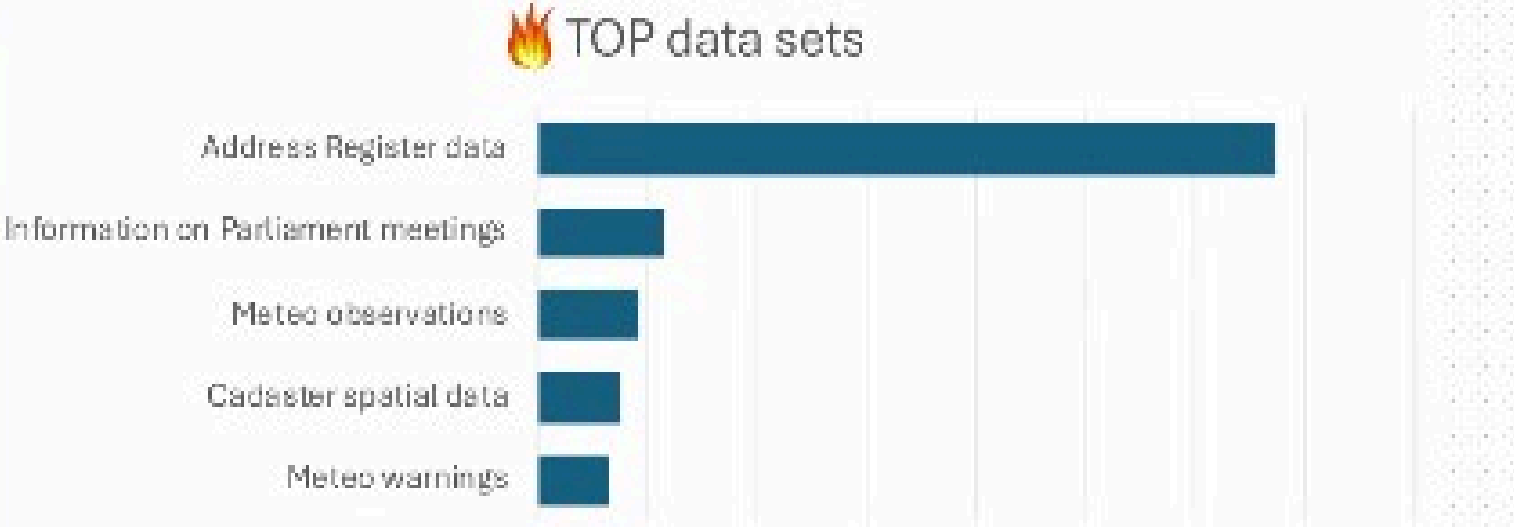


National Digital Strategy
(2021-2027)



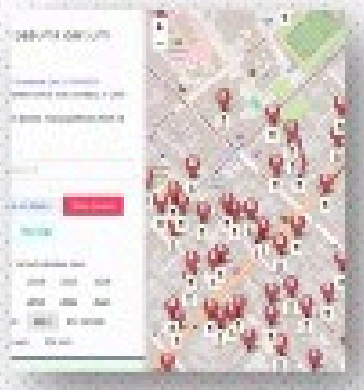
Open data- driver for business and government



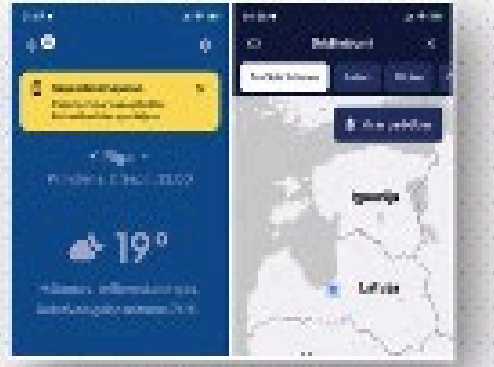


Example use-cases

GOV chatbot knowledge base of GOV services &



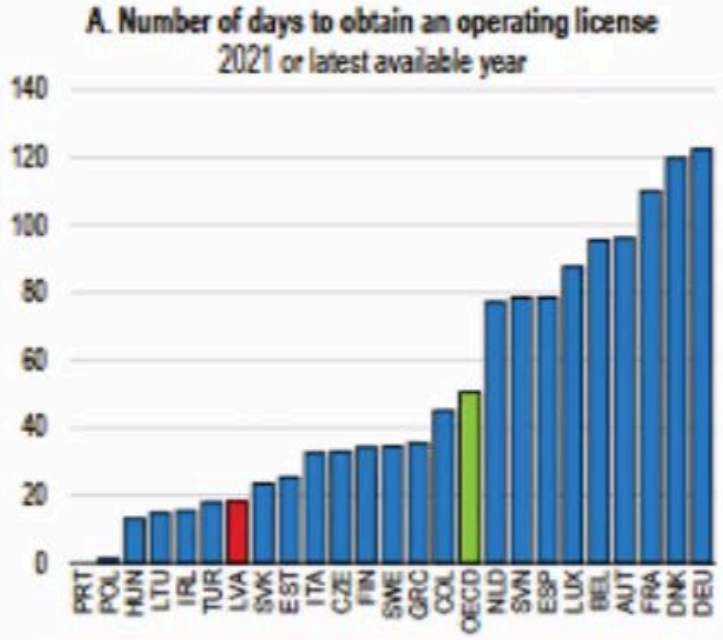
Estates.didnt.work
Real estate historical



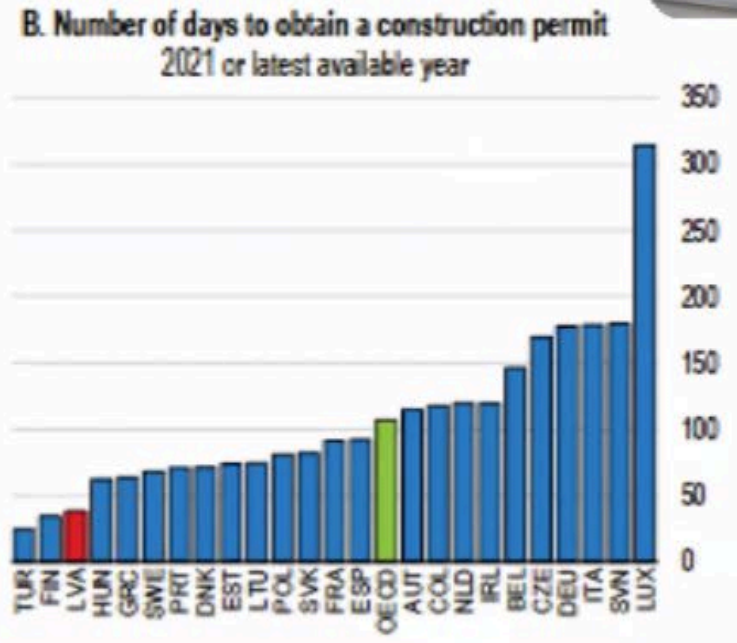
Meteo.lv (app)
Meteo warnings

Ukrai...

Public services digital transformation– Administrative efficiency



Start a business



Start construction

Source: OECD Economic Surveys, Latvia, April 2024