



WORKSHOP 6

Navigating the Future Government; AI and Public Administration

Organiser:

- Ministry of the Interior and Safety (MOIS),
- Ministry of Personnel Management (MPM) of the Republic of Korea,
- National Information Society Agency (NIA)
- Korean Local Information Research & Development Institute (KLID)



SESSION 4

AI In The Public Sector: Potential and Pitfalls

Organiser:

- Ministry of the Interior and Safety (MOIS),
- Ministry of Personnel Management (MPM) of the Republic of Korea,
- National Information Society Agency (NIA)
- Korean Local Information Research & Development Institute (KLID)



Use Cases of AI applications in public administration and AI ethical considerations

Eun Young Lim

Generative AI Business group

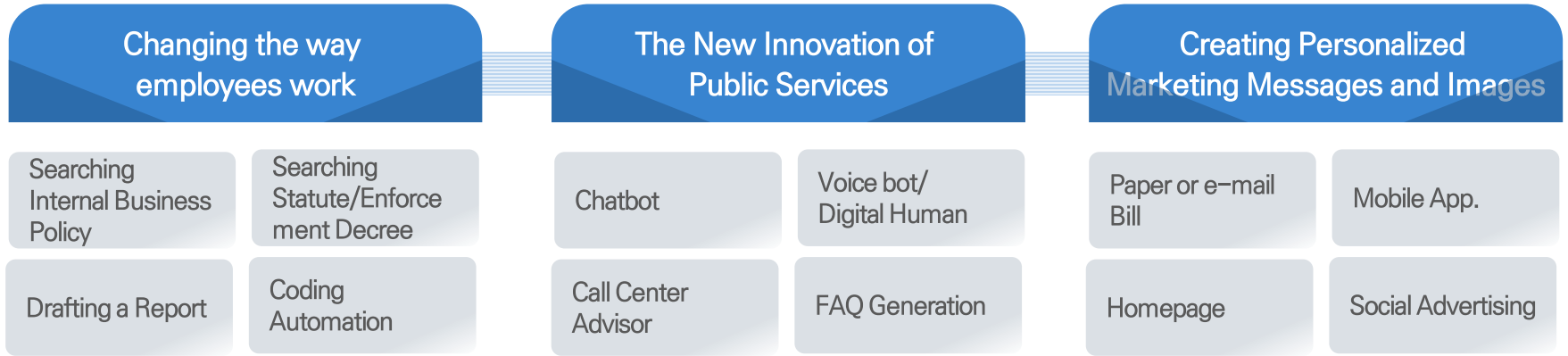
Contents

1. Generative AI Use Cases
2. AI ethical consideration

1. Generative AI Use Cases

The background of the slide is an abstract, 3D-rendered composition of various geometric shapes, including cubes, rectangular prisms, and thin lines. These elements are rendered in a color palette of light teal, medium teal, and deep purple, creating a sense of depth and complexity. The shapes are layered and semi-transparent, giving the impression of a digital or architectural structure. The overall aesthetic is clean, modern, and tech-oriented.

Generative AI Service Offering



Application of Various Hyperscale AI Technologies

Cloud services	MS Azure Cloud	Google Cloud	AWS Cloud	On-Premise			
Foundation Model	OpenAI (GPT-3.5, GPT-4, DALL-E)	Google (Gemini)	Anthropic (Claude3)	Meta (LLaMa2)	LG AI research (EXAONE 2.0)	Naver (HyperCLOVA X)	...

Searching internal business policies

The screenshot displays the 'Assetization with AI' search interface. The main content area shows search results for '인공지능 기반 Fraud Detection System 개발' (Development of AI-based Fraud Detection System). The results include a summary of the document, a list of related documents, and a 'Source of Document' section. Annotations are present throughout the interface:

- Manage Question History** and **Save Frequently Asked Questions**: Callouts on the left side of the interface.
- Source of Document**: A callout pointing to the '내 지식의 출처 정보는 아래와 같습니다. 자세한 정보를 확인해 보세요.' (My knowledge source information is as follows. Please check for more details.)
- Summarize**: A callout pointing to the summary of the first search result.
- Human feedback**: A callout pointing to the feedback icons (thumbs up/down, share, etc.) below the first result.
- Related pages**: A callout pointing to the '질문과 연관된 페이지이며, 개인별 페이지 접근 권한에 따라 상제 조제 가능합니다.' (Pages related to the question, and access to individual pages may vary according to access permissions.)
- 금용권에 AI 제언하고 싶은데 관련 문서 좀 찾아줘**: A purple callout at the top right.
- 새로운 대화 시작하기**: A purple button at the bottom right.

The search bar at the bottom contains the text 'Assetization with AI 지식 검색' and shows a search count of '0.8K/32K'.

Drafting a press document

요약 설명

LG CNS

행정안전부만의 지식 검색

Generative AI

본서 초안

최근 활동

Today

보도주제 : UN 주요내용 축산 참고자...

Previous 1 week

아래 주어진 정보를 고려하여 보도자...

보도주제 : KICS 주요내용 혹은 참고...

로그아웃

보도 주제와 주요 내용을 기반으로 정부의 보도자료 양식에 맞춰 영어로 보도자료 초안을 작성하십시오.

Prompt

FOR IMMEDIATE RELEASE

2024 United Nations Public Service Forum

Incheon, Republic of Korea, June 24-26, 2024

Under the theme 'Fostering Innovation amid Global Challenges: A Public Sector perspective', the 2024 United Nations Public Service Forum will take place in Incheon, Republic of Korea from June 24-26, 2024. The Forum will consist of a series of workshops where various elements related to the overall theme will be explored in more detail.

Workshop 6, titled 'The Future Landscape of Government Institutions: Examining the Integration of Cutting-edge Artificial Intelligence (AI) Technologies within Public Administration', will focus on the future of government institutions and the integration of cutting-edge AI technologies within public administration. Our discussions will encompass an analysis of prevailing trends in AI technology, the current status of AI implementation within public administrative frameworks, potential domains for future integration, and an exploration of associated risks inherent in this transformative process.

The objective of this workshop is to explore the effective and safe utilization of the latest AI technologies, which are rapidly reshaping our lives, within the realm of public administration. By proactively assessing both the opportunities and risks associated with AI application in public service, we aim to showcase best practices in leveraging AI within public administration.

The workshop will broaden our comprehension of AI technology by examining its latest advancements and its potential for catalyzing societal change. This foundational understanding will inform discussions on the current state and future evolution of AI technology, facilitating deeper exploration into the innovative possibilities within public administration.

Subsequently, we will analyze concrete examples illustrating how AI can be applied across various domains of public administration. By envisioning scenarios where AI enhances the quality of public services and streamlines administrative processes, we aim to advocate for widespread adoption of AI technology across diverse spheres of governmental operation.

Furthermore, this workshop will meticulously address the technical, ethical, legal, and societal implications inherent in the integration of AI technology within public administration. It will explore strategies for maximizing the benefits of technological advancements while also mitigating potential risks and challenges.

This workshop seeks to facilitate knowledge sharing and collaborative exploration of innovative approaches to governance in the digital age. Ultimately, our goal is to comprehend the profound impact of AI technology on public administration, identify pathways for delivering enhanced public services, and prepare for the transformative changes that lie ahead in governmental operations.

For more information, please contact:

United Nations Public Service Forum
+82-2-120-1234-5678

✓ 보도자료 ✓ 연설문 ✓ 이메일

↓ 아래로

새로운 대화 시작하기

EXAONE에게 물어보세요.

Press document

AI Coding

“ From **programming assistance** that detects code quality and defects to **code generation** that completes the code content ”

Code to Code

Human inputs code,
AI outputs code

Clone
Detection

Fault
Detection

Filling in the
blank

Code
Refinement

Language
Conversion

Code
Completion

Text to Code

Human inputs in natural
language, AI generates code

Code Search

Code Generation

Code to Text

Human inputs code,
AI outputs natural language

Code Summary

Public service chatbot

Rule-based Chatbot

- Only pre-registered scenarios can be answered
- Difficulties in operating chatbots
- Low usage due to chatbots that can't answer questions

Chatbot with Generative AI

- Improve recognition of natural language queries
- Generate answers through business document search for questions for which scenarios are not registered
- Verification of the chance to convert face-to-face or telephone civil affairs into chatbots

Auto Case Summary

67% of customers complain that they have to repeat their issues when they get transferred to a new agent

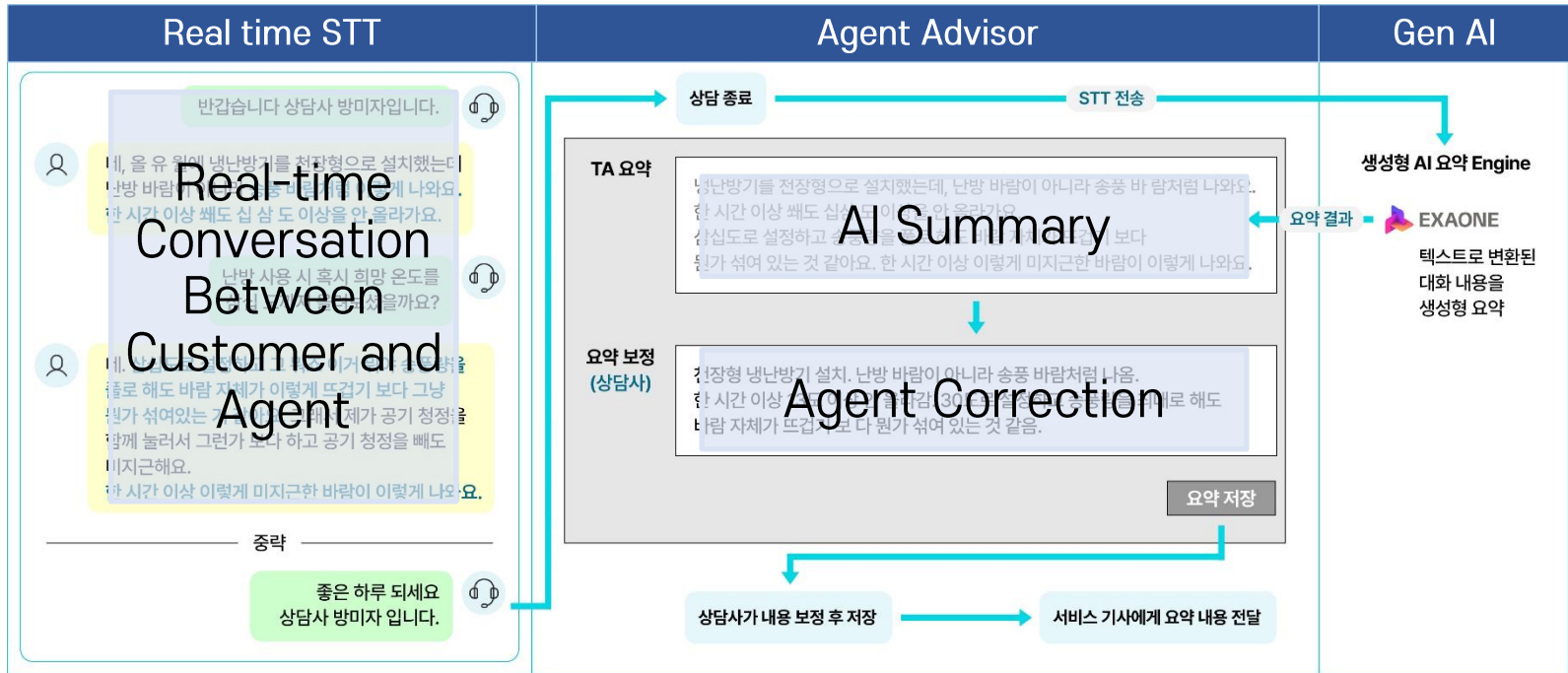


Image Generation for Marketing

행정안전부 정보공개 참여·민원 뉴스·소식 정책자료 업무안내 기관소개 검색어를 입력하세요. ★ 자주 찾는 정보

5월에는 고향에 기부합니다 고향이 배달됩니다

즐거찾는 메뉴

- 업무개척
- 국민재난 안전포털
- 안전관리 일일상황
- 정부24
- 고향사랑 기부제
- 국가안전 시스템개편
- 직원관제
- 민원신청
- 전자관보

열립니다 +	제13회 대한민국 지식대상 공모 안내	2024-06-03
보도자료	2024년 상반기 비상대비업무담당자 선...	2024-06-03
훈장·예규·고시	재난관리(방재안전분야) 전문인력 양성사...	2024-06-03
	행정안전부 사칭 해킹메일 주의 안내	2024-05-30
	제79주년 광복절 경축식 행사 대명 기...	2024-05-30

사진뉴스 1/3 < > +

고기동 차관, "제14회 의병의 날" 기념식 참석

2024-06-03

동영상뉴스 1/3 < > +

모바일 주민등록증, 12월 27일 도입

2024-05-31

열린장관실

인녕하십니까?
행정안전부장관 이상민입니다.

장관 인사말 장관과의 대화 페이스북

카드뉴스 1/3 < > +

2024년 달라지는 민원행정 서비스 알고 가실게요

유튜브(Youtube) 1/3 < > +

개인정보 시스템 #공공 마이데이터

알림판 7/9 < > +

가족, 친구, 연인과 여행계획을 세우고 있나요? 야간철도를 시 전드기때 출근시 양도록 해상수역을 꼭 미리알아주세요



2. AI ethical considerations

The background of the slide is an abstract, 3D-rendered composition of geometric shapes. It features numerous translucent, rectangular blocks in various shades of teal, light blue, and purple. These blocks are arranged in a complex, layered fashion, creating a sense of depth and movement. Interspersed among the blocks are thin, white and light blue lines that suggest a network or data flow. The overall aesthetic is clean, modern, and technological, typical of a presentation on artificial intelligence.

Perspectives on developing AI models



Iruda, AI chatbot based on Facebook Messenger, can have natural conversations as if you're chatting with a real twenty-year-old college student. This feature has made Iruda popular among individuals in their 10~20s and reached 750,000 users within two weeks of its release.

A week later of its release, Iruda faced sexual issues. Some of users were using Iruda with sexual intent. And Iruda was heavily criticized for outdated sexist stereotypes, a hateful attitude towards homosexuals, people with disabilities, and blacks.

Iruda also had security issues. The company that made Iruda did not properly protect users' personal data. Moreover, it has collected users' conversation without any agreement or notice and neglected to anonymize the data.



In March 2016, Microsoft's AI chatbot 'Tay' was shut down in 16 hours after its release.

It was because of hate speech, an anonymous site repeatedly trained Tay with white supremacist, misogynistic, Islamophobic, profanity, racism, sexist, etc.

The Anglo-American AI algorithm is not yet free from the so-called 'white guy issue'. Experts emphasize that "data and algorithms cannot be neutral" and that "AI developers must continue to improve their ethical responsibilities so that they are free from bias, discrimination, and hatred."

Perspectives on developing AI models



Data & algorithms

Bias : race, gender, politics, etc.

Data quality: sensationalism, violence, foul language, etc.

Data used for training copyright issues



Perspectives on using AI models

- How does doing homework with ChatGPT differ from using a dictionary or browsing the web?
- Considering the power of AI, Ethical training is crucial

[DALL-E 2 User Policy]

- Don't ask AI to generate violent or sexually suggestive imagery, don't ask for political imagery, and don't ask AI to generate images of real people to prevent the use of deepfakes
 - Remove certain images from the training data, such as images showing graphic violence,
 - Hire someone to review all the images that are created
- Ethic is the most important point for public organizations because they are closest to people and to their lives.
 - As technologies like AI continues to advance, human values and dignity must be at the center of the equation



Thank You