



## 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 2

# Expanding the Potential Areas of AI in 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)

Jun. 2024

# AI and Public Administration

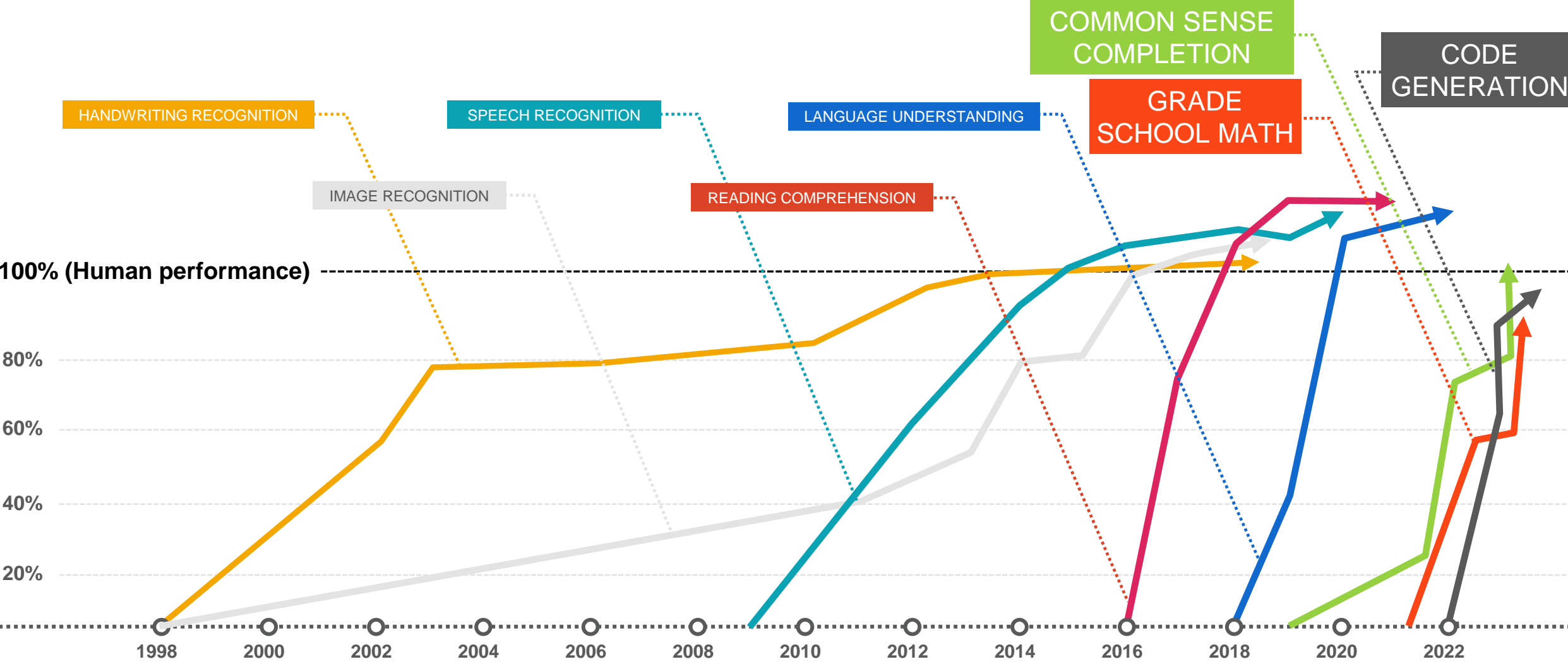
**UN Public**

**Service Forum 2024**

**Seungheon Baek**



# AI is Surpassing Human Performance



# AI is the Hottest Agenda Right Now

## 머니투데이

2024년 05월 22일 (수)

종합

### 고진 디플정위원장 "공공 AI 적극활용 중, 국제사회 기여할 것"

[머니투데이 황국상 기자]

## The JoongAng

2024년 05월 23일 (목)

종합 08면

### EU, 세계 첫 AI규제법 승인... 의료·교육 사용땐 사람감독 의무

AI 규제, 2026년 전면 시행 확정

오픈AI의 챗GPT, 구글의 제미니AI 등 생성형 인공지능(AI)의 부각에 대한 우려가 높아지는 가운데 지난 22일(수) 자시간 유럽연합(EU)이 AI 규제법의 시행을 최종 확정했다. 전기·사망·금융·의료·교육 등 각 분야에서 AI 기술 적용 범위가 규제 대상 중론 규정한 세계 최초의 법으로, 미국·일본 등 관련 입법을 서두르는 세계 각국에 가이드라인 역할을 할 것이라는 전망이 나온다.

이날 EU 집행-통신-내각(이사회)의 27 개 회원국은 법안에 대해 13일(수)에서 열린 회의에서 AI법을 최종 승인했다. 다음 달 발표되는 EU의 AI법은 앞으로 6개월 뒤부터 시행된다. AI 규제에 앞서 2020년 4월 23일(수)에 EU는 AI에 대한 규제 프레임워크를 마련했다. 이 법안은 AI를 규제하는 데 있어 EU가 선도적인 역할을 할 것으로 기대된다.



유럽연합(EU) 인공지능법(AI Act) 주요 내용

기술 활용 금지 (사회적 차별, 감시, 조작 등)

법 집행기관의 실시간 원격 감시 및 조작, 감시, 조작 등

실시간 감시 및 조작, 감시, 조작 등

민감 및 위험한 시스템 (의료, 교육 등)

인공지능을 규제하는 시스템 (의료, 교육 등)

인공지능을 규제하는 시스템 (의료, 교육 등)

## 경향신문

2024년 05월 21일 (화)

경제 18면

### AI로부터 인류 보호, 안전장치 마련 분주

내일까지 'AI 서울 정상회의'... 각국·빅테크 등 '공존의 방법' 모색

## 세계일보

2024년 05월 20일 (월)

경제 13면

### 개인정보위, 유엔과 AI 안전한 활용 논의

23일 서울서 콘퍼런스 개최

의를 살펴보고, 다양한 국제사회의 목소리를 발전시킬 방안을 논의한다. AI 기술의 핵심 요소인 '데이터 거버넌스'

글·네이버·메타·오픈AI 등 국내외 산 업계 관계자가 모여 바람직한 데이터 거버넌스 방안을 논의한다.

유엔 AIAB와 생성형 AI 등 다뤄

## 전자신문

### 韓, AI·빅데이터·IoT 도입률 OECD 1위

디지털경제전망보고서 2024

등 디지털 분야 경제와 기술 현황 및 전망을 다룬다.

## 한국경제

2024년 05월 16일 (목)

국제 12면

### 美·中 제네바서 첫 'AI 회담' 기술 위험성 대응 손잡는다

글로벌 표준 규범 마련 뜻모아

전했다

이날 미국 측에서는 따로 언급하지

## 디지털타임스

2024년 05월 17일 (금)

컴퓨터/인터넷/통신 13면

### 발전은 빠르는데 법·제도는 '제자리'... "AI 기본법 통과돼야"

IAAE, 2024 ASC 콘퍼런스 개최 저작권 문제 등 조항 개정 논의

안전성 확보를 위한 규제 움직임도 빨라지고 있다. 유럽연합(EU)의 입법기관인 유럽의회는 지난 3월 세계에서 처음으로 AI 기본법 통과를 촉구했다.


원칙이 담겼다. 일각에서는 법안에 신중 검토 등을 촉발할 수 있는 규정이 담겨야 한다는 목소리도 있다.

안전성을 연구하는 '퓨처 AI센터'를 신설했다. 이화란 네이버 퓨처AI센터 리더는

# An Inflection Point in Public



**Re-design service delivery around Constituents**



**Automate operations**



**Improve compliance  
reduce risk, fraud,  
waste & abuse**




**Build more agile,  
responsive &  
secure systems**




**Empower employees**



**Augment existing workforce**



**Reduce error and backlog**



**Increase focus on high value work**

# 3 Common Barriers to AI adoption and How to Overcome Them



**Lack of a roadmap for capturing value from AI**

Biggest Roadblocks

- Strategy
- Adoption
- Scaling

Identify **the most valuable and transformative AI use cases**



**Limited AI skills and expertise**

Lack of internal expertise or knowledge

**Active learning and no-code GenAI tools**



**Concerns around trust, privacy, and security**

Promoting data privacy and security

**Comprehensive AI management and governance**

# 5 Steps to Make Generative AI Work

The bridge between people and machines!

Understand the potential	Recognize the limitations	Think in a new paradigm: Generative AI plus automation	Understand the risks	Choose the right cloud provider for Generative AI
<p>Why AI is useful? It can overcome...</p> <ul style="list-style-type: none"><li>• Uncertainty</li><li>• High Variability</li><li>• Unstructured Data</li></ul>	<p>It doesn't work as if by magic.</p> <ul style="list-style-type: none"><li>• Trust and Transparency</li><li>• Context</li><li>• Action</li></ul>	<p>AI is brain and it needs muscle.</p> <ul style="list-style-type: none"><li>• Automation-powered AI</li><li>• AI-powered Automation</li></ul> <p>Discover Automate Operate</p>	<p>We need to do more before we truly trust.</p> <ul style="list-style-type: none"><li>• Who has access to what?</li><li>• How secure is our data end-to-end?</li><li>• Are the answers and actions right?</li></ul>	<p>Cloud plays a starring role as an enabler.</p> <ul style="list-style-type: none"><li>• Power to scale</li><li>• Innovation and invention</li><li>• Experiences and expertise</li></ul>



# Generative AI @ Work

The image shows a dual-screen view of a computer. The left screen displays the UiPath Forward VI Japan event page. The browser address bar shows `uipath.com/ja/events/forward`. The page features the UiPath logo, navigation links for 'FORWARD VI Japan', 'アジェンダ', and 'スポンサー', and a 'Uipath.com' link with a 'いますぐ登録' (Sign up now) button. A horizontal banner contains several line-art icons representing various business and technology concepts. The main heading is 'UiPath™ Forward VI Japan', with 'Japan' in a script font. Below this, it says 'AI at Work' and provides the event dates: '2023年10月24日(火), 25日(水)'. The location is listed as 'ANAインターコンチネンタルホテル東京 & オンライン ハイブリッド開催'. A 'Feedback' button is on the right, and another 'いますぐ登録' button is at the bottom center.

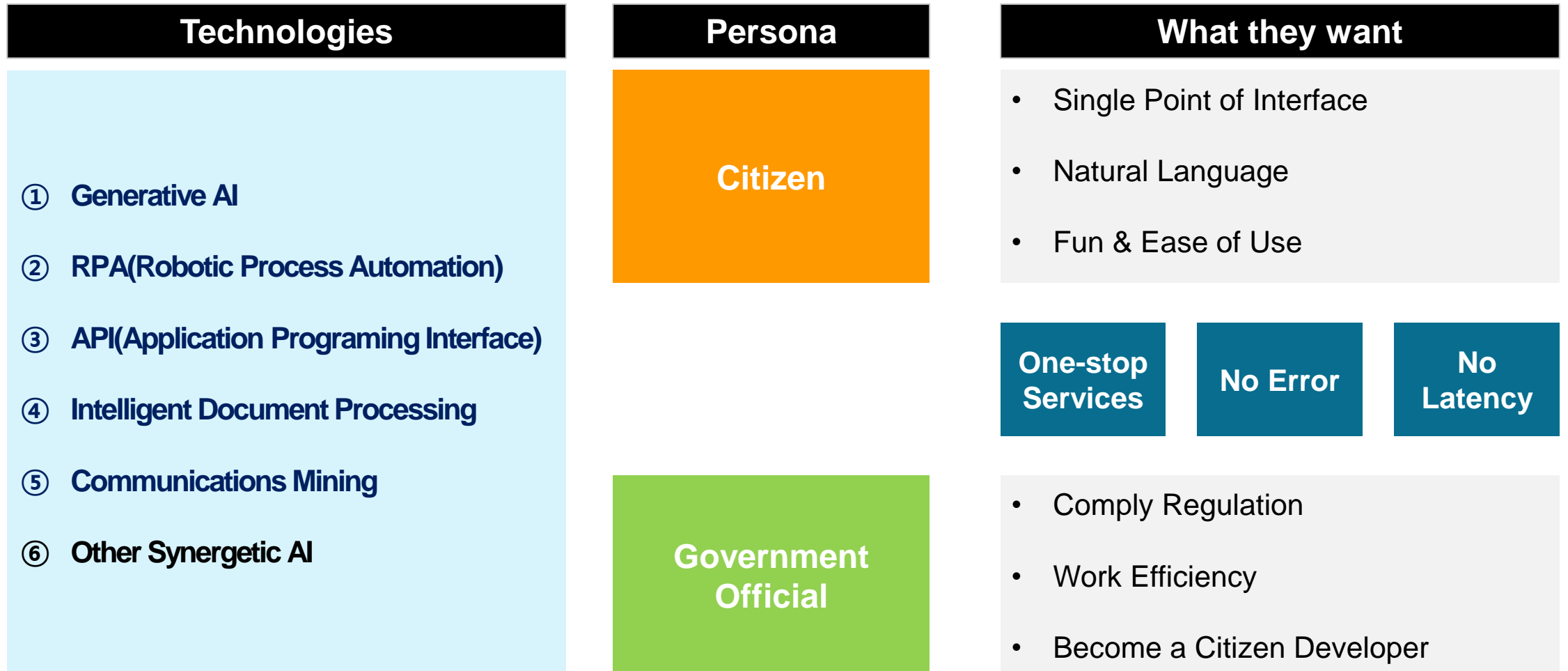
The right screen shows the 'UiPath Autopilot' interface. It features a header with the 'UiPath Autopilot' logo and a green chat icon. A cartoon character of a blue robot with a yellow star on its head is visible. The main text reads: 'Make every user a power user with an AI assistant for work. A trustworthy assistant that knows you and your business.' Below this are five task cards:

- Complete tasks with your data**: "Plan a business trip to New York to meet my customer"
- Run automations in context**: "Set out of office for Outlook and Slack"
- Process digital paperwork**: "Check my email for receipts and create an expense entry"
- Automate anything**: "Follow the founder of UiPath on LinkedIn"
- Build your own**: "Create an Automation and Open in Studio"

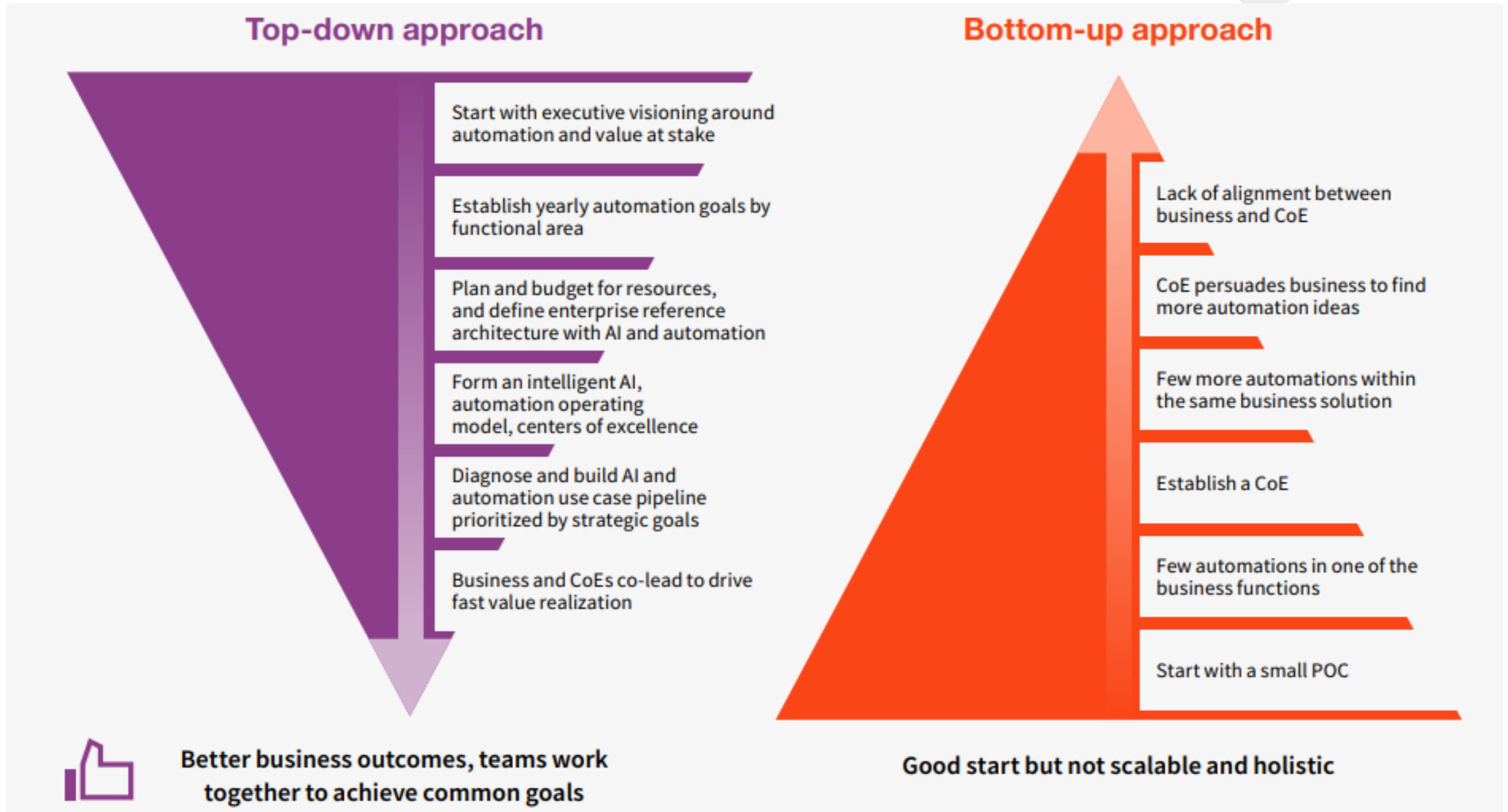
At the bottom, there is a search bar with the placeholder text 'What do you want to do?' and a 'Terms | Policy' link.

# How AI Works for 'Government to Citizen'

## The convergence of GEN AI, Specialized AI, & Business Application



# Recipe 1. A Top-Down Approach Helps Maximize Success and Scale AI



# Recipe 2. Seek for Innovation Areas

- 10 ERP/SAP**
  - Clean core
  - Migration to S/4HANA
  - Change Impact Mining Analysis
  - Process Mining
- 09 Intelligence & Analysis**
  - Automated Data Collection
  - Data Analysis & Visualization
  - Monitoring & Alerting
  - Trend Analysis & Prediction
- 08 Permitting & Licensing**
  - Permit Renewals
  - License applications and verifications
  - Citizen communications apps
  - Data migration & legacy modernization
- 07 Benefits & Eligibility**
  - Case intake
  - Renewals automation decision making and quality control
  - Case / data research
  - Service delivery monitoring
- 06 Records Management**
  - Document Digitization & Extraction
  - Retention, purge & archival
  - FOIA & Redaction
  - Document Compliance Check



## Human Resources

- Job posting, screening and matching
- Onboarding, pre-boarding Apps, Offboarding
- Tracking, scheduling and recruiting
- Visualizing and analytics

## Finance & Procurement

- Budgeting and Forecasting
- Payment/Invoice Processing
- Streamline Contract & Vendor Management
- Employee Expense & Travel Management

## IT & Application Delivery

- Automated ticket handling
- Application delivery with test automation
- Infrastructure management automation
- IT asset management

## Contact Center

- Agent Digital Assistant
- Customer 360 console app
- Process Improvement and workload analytics
- Self-service channel enablement

## Cyber Security

- Threat & Vulnerability intelligence
- Incident Response & Management
- Risk Assessment & Management
- Security Awareness & Training

01

02

03

04

05

# Recipe 3. The Journey of Innovation



*shu*



**Follow the Rules  
- Fundamentals**

*ha*



**Break the Rules  
- Innovation**

*ri*



**Make Your Own Rules  
- Mastery**



Thank you





Gobierno del Peru

# PERU: ADVANCES IN GOVERNMENT AND DIGITAL TRANSFORMATION

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Secretariat of Government and Digital Transformation

Lima, June 24th 2024

# **Sistema Nacional de Transformación Digital**

**(National Digital Transformation System)**





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Presidencia del Consejo de Ministros

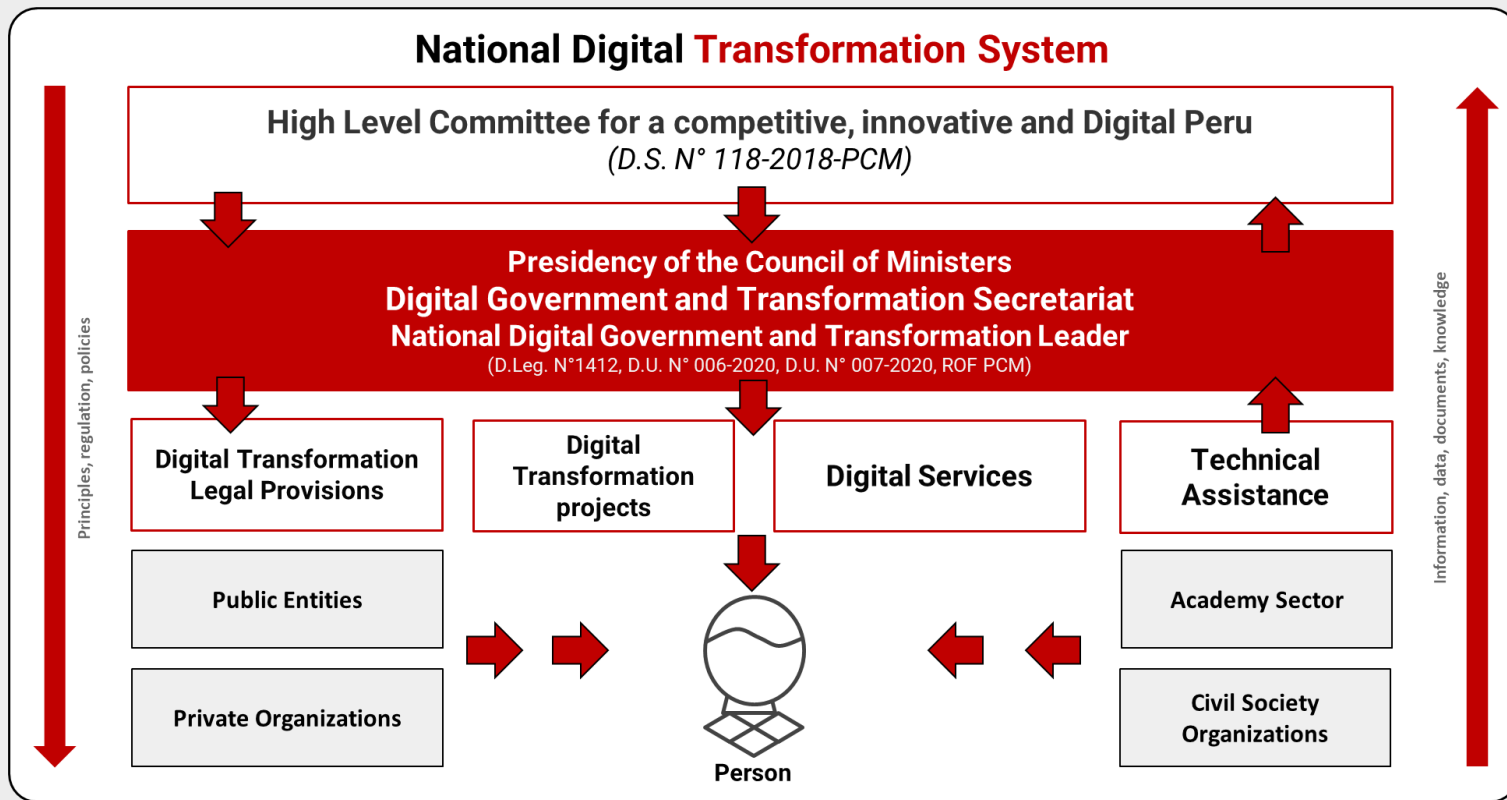
Secretaría de Gobierno y Transformación Digital



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# DIGITAL TRANSFORMATION



# POLICY INSTRUMENTS AND LEGAL PROVISIONS

Policy instruments

State Policy N° 35 of the National Agreement

Strategic National Plan up to 2050

General Government Policy

National Policy for Digital Transformation by 2030



Digital Transformation Legal Provisions

Digital Government Law

National Digital Transformation Law

Digital Trust Framework Law

Artificial Intelligence Law

Digital Certificates and Signatures Law

Personal Data Protection Law

Digital Government and Transformation Laboratory Law

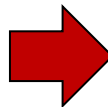
To Strengthen the Digital Citizenship taking into account the cultural and vulnerable conditions of the people

# STRATEGIC NATIONAL DEVELOPMENT PLAN – 2050

## Guidelines



### 3. Promote science and technology



## National Objective No. 3: Competitiveness and Innovation

**OE 3.5: Raise the country's scientific and technological innovation capacity**, based on research, creation, adaptation and technological and scientific transfer, and the promotion of the national digital transformation process; favoring the articulation between the academy, the State, the productive sectors and Civil Society

**AE 3.5.6. Improve public and private institutions** in science, technology and innovation **and digital transformation.**



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# NATIONAL DIGITAL TRANSFORMATION POLICY

## OP1 Digital connectivity

Guarantee inclusive, safe and quality access to the digital environment for all people.

## OP2 Digital economy

Link the digital economy to the country's sustainable production processes.

## OP3 Digital government

Ensure the availability of inclusive, predictive and empathetic digital public services.

## OP4 Digital talent

Strengthen digital talent in all people.

## OP5 Digital trust

Consolidate digital security and trust in society.

## OP6 Digital innovation

Guarantee the ethical use and adoption of exponential technologies and innovation in society.

6 Priority Objectives

26 Action guidelines

82 Policy services



**Double the exercise of digital citizenship by 2030**



# **Servicios y Plataformas Digitales**

**(Digital Services and Platforms)**



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# DIGITAL SERVICES

1

## GOB.PE

Single Digital Platform for Citizen Guidance

**+21 mil**

web pages of guidance, institutional, processes and services

2

## Facilita Perú

It enables digitization of process (Digital Forms)

**+1710 Entities**, use the service.

**+ 2 millions** of requests made.



## DIGITAL SERVICES

3

### Digital Government and Transformation Laboratory

National Network of Digital Innovation Laboratories

**125 Registered Laboratories**

- 47 private
- 46 academy
- 11 civil society
- 21 public

National Network of Digital Innovators

**+7770 Citizens** incorporated into the network



4

### Citizen participation platform: “Participa Perú”

Promotes the active participation of citizens by collecting their opinions, concerns and suggestions

**+18 mil** involved citizens



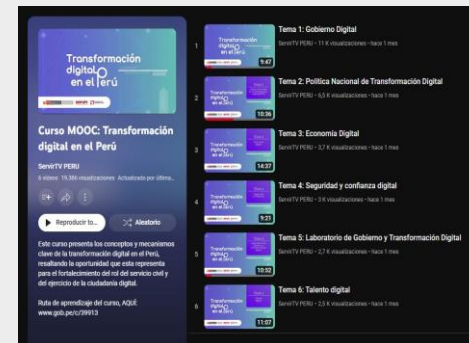
# DIGITAL SERVICES

5

## Digital Talent

Enhance digital skills of all citizens

**66**, current free courses  
**+ 160 mil** trained people.  
**+ 7 mil** trained girls





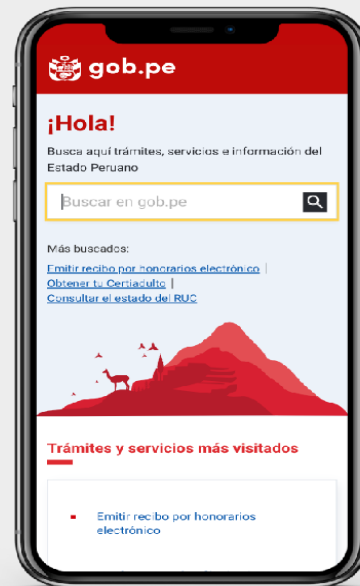
# GOB.PE PLATFORM

## Single Digital Platform for Citizen Guidance

**Brings the State closer to citizens.** It allows access to institutional information, guidance on procedures and services in a simple way.

Designed with users **with physical or sensory disabilities, elderly users, users with poor connectivity** and users with little technical knowledge in mind.

- **More than 3 million Peruvians** who digitally access services
- **+2,220 new information pages published**
- **+2,200 public servants trained** on the use of the platform, through programs and learning sessions.



# GOB.PE PLATFORM

## Single Digital Platform for Citizen Guidance

### Top 3 most visited procedures and services

1. Emitir recibo por honorarios electrónico
2. Verificar si estás afiliado al SIS
3. Consultar el estado del RUC

### Other most requested services:

- Obtener pasaporte electrónico para mayores de edad
- Consultar estado de tu trámite para la entrega de tu DNI
- Solicitar la clasificación socioeconómica de mi hogar.
- Obtener Certificado de Antecedentes Policiales para uso nacional.
- Antecedentes Penales.





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# GOB.PE PLATFORM

## Official Catalog of Mobile Applications

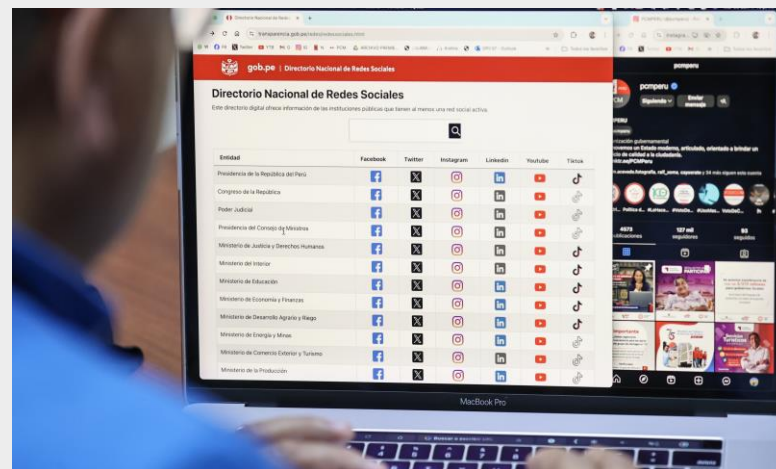
- Through Article 34 of the Regulation of the Digital Government Law (Supreme Decree No. 029-2021-PCM): the Official Catalog of Mobile Applications of the Peruvian State is created, under the official GOB.PE account, in distribution stores of mobile applications.
- The launch of the catalog in its first version took place on 06/21/2024.

The screenshot shows the official website for the 'Catálogo Oficial de Aplicativos Móviles del Estado Peruano'. The page features a red header with the 'gob.pe' logo and a search bar. Below the header, there is a navigation menu with 'Inicio' and 'El Estado'. The main content area includes the title 'Catálogo Oficial de Aplicativos Móviles del Estado Peruano' and a sub-header 'Accede a las aplicaciones móviles de las entidades públicas, disponibles en los sistemas operativos iOS, Android y HarmonyOS.' An illustration shows a smartphone with various app icons and people using mobile devices. Below this, a section titled '¿Qué necesitas?' lists three categories: 'Alertas y emergencias' (Notifications for events of risk such as earthquakes and accidents), 'Contrataciones públicas' (Public procurement of services, goods and works with the State), and 'Educación' (Scholarships and educational credits). Each category has a 'Ver aplicaciones' link.

# GOB.PE PLATFORM

## National Directory of Social Networks

- The Presidency of the Council of Ministers (PCM) updated the **National Directory of Social Networks of State institutions**, a compendium in which access to digital platforms that contain official information of interest and usefulness for the entire population is found.
- You can find the **accounts of the Executive, Judicial and Legislative powers**, as well as **regional and local governments, organizations**, among others, where regular updates are shared on the services they offer, in addition to being spaces for interrelation and the resolution of queries.
- Among the official accounts, the following stand out: Facebook, Instagram, LinkedIn and others



# TRANSPARENCY

## Standard Transparency Portal

Digital platform that centralizes standardized and complete information on the management of public entities in the country. Its main objective is to facilitate access to public information for citizens, promoting transparency, accountability and the fight against corruption.



**10,458** people from **2,068** entities permanently publish information on this Portal

**Portal de Transparencia**  
estándar

Accede a toda la información pública de las entidades del Estado Peruano.

Ingrese el nombre de la Entidad Pública

Q Buscar

[Poder Ejecutivo](#)  
Organismos autónomos

[Poder Legislativo](#)  
Gobiernos regionales

[Poder Judicial](#)  
Gobiernos locales

# INNOVATION

## Digital Innovation Laboratories

- **Creation of laboratories in public entities:** Provides tools for methodological transfer and support for the creation of public laboratories.
- **Identification of digital innovation projects:** Technical advice to promote digital transformation, through agile methodologies.
- **Open Innovation:** Support in the generation of hackathons and recognitions to encourage the deployment of services and/or digital solutions.
- There are digital innovation laboratories (125) and **7 are decentralized:** Cajamarca, Cusco, La Libertad, Moquegua, Tacna, Áncash and Ica.



# DIGITAL TALENT

## Value sessions on Innovation and Digital Transformation

- **Spaces designed to learn, inspire and motivate citizens** through the exploration of the latest trends, examples of success stories and key tools for innovation and digital transformation.
- They are enhanced with the **participation of national and international experts** from public and private institutions and academia.
- In each value session, a valuable **certificate of participation** is provided for applying for public sector positions.
- **29 value sessions** have been carried out until April 2024.
- To date, all digital talent actions **have been coordinated with the Ministry of Education and the Ministry of Women.**



# DIGITAL TALENT

## MOOC Course – Digital Transformation in Peru

- Its objective is to make known the main concepts of digital transformation in the country and how they contribute to the services that the State provides to citizens.
- **Learning route in 2 stages:** content consumption through easily accessible massive platforms (Youtube SERVIR) and evaluation through the ENAP SERVIR virtual classroom.
- The first edition was held in 2023, providing more than a thousand certificates.





# DIGITAL PLATFORMS

1

## National Digital Government Platform

Peruvian State's Private Cloud that hosts digital applications and services for public entities.

27 public entities use the platform



2

## Document Management System

It aims at reducing paper use in public entities by using a digital document management system with digital signature

+171 public entities implemented the Document Management Model (DMM)  
+145 public entities required to implement the Document Management System (2023)



3

## National Digital Security Center

Leading, supervision, education, promotion and collaboration of digital security at a national level as an integral part of the national security

100 public entities participated in the 2nd National Cyber Attack Simulation



## Plataformas digitales para el Estado



4

## National Data Center

Infrastructure, tools and specialists to help entities in Data Governance and Advanced Analytics projects.

7 public entities are implementing a Data Governance Model (DMBOK)



5

## National Interoperability Platform

Facilitate data exchange between public entities, preserving information security and protecting data privacy.

211 web services  
69 information providers  
513 information users



6

## National Digital Signature Platform

Allows the creation and validation of digital signatures

1.5 millions of digital signatures created  
98 mil digital signatures validated  
50 public entities (users)  
120 public entities registered





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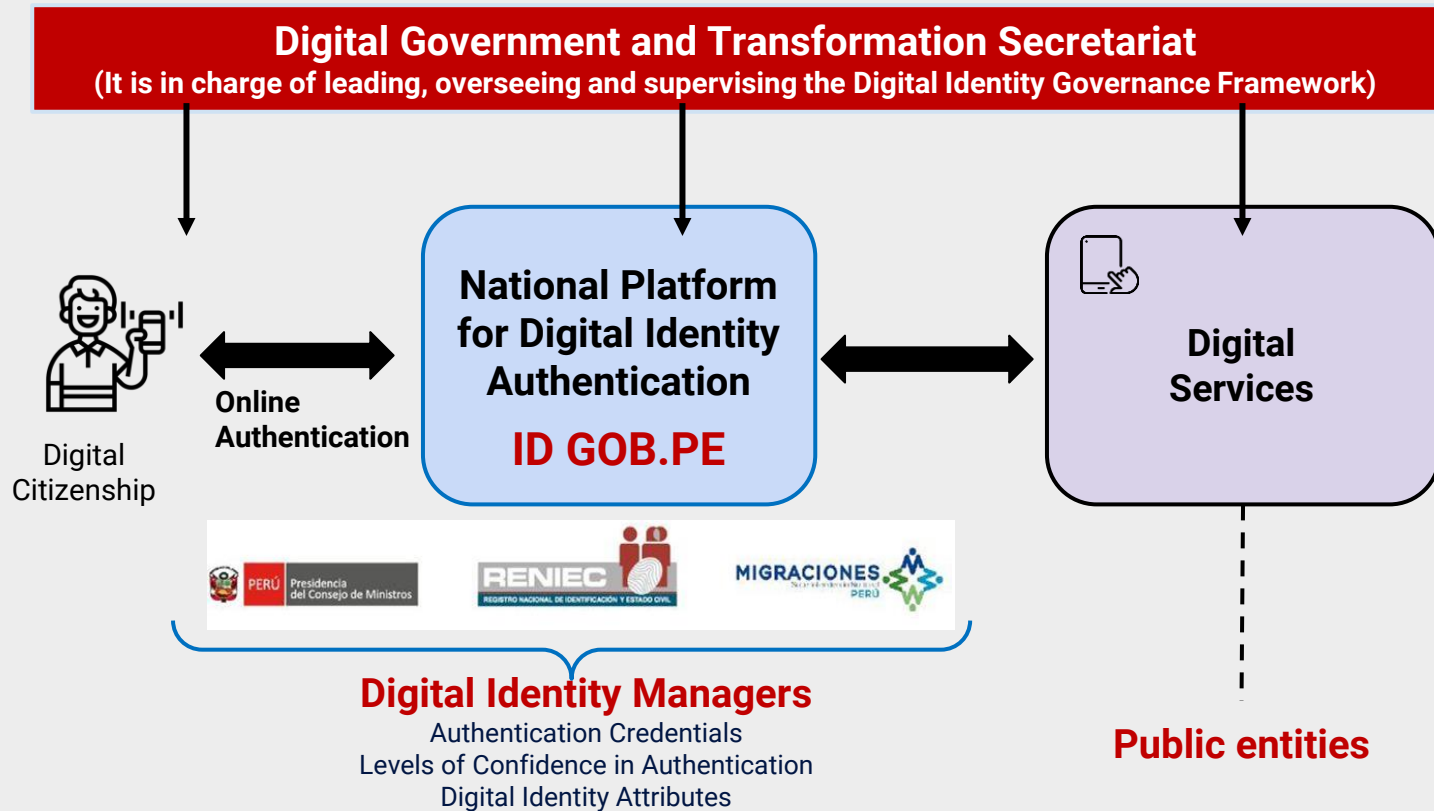
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# DIGITAL IDENTITY



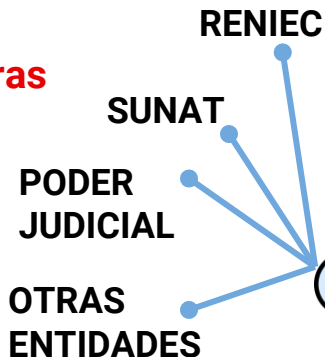
# INTEROPERABILITY

## National State Interoperability Platform

The **National Interoperability Platform** is a **technological infrastructure** that allows the implementation of online public services by electronic means, and the electronic exchange of information between State entities in a secure manner.

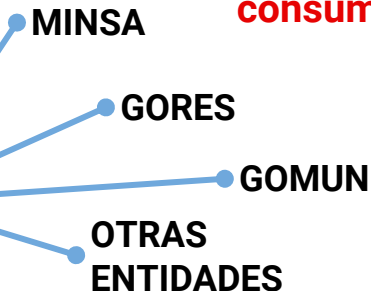
### 69

**Entidades  
proveedoras**



### 513

**Entidades  
consumidoras**





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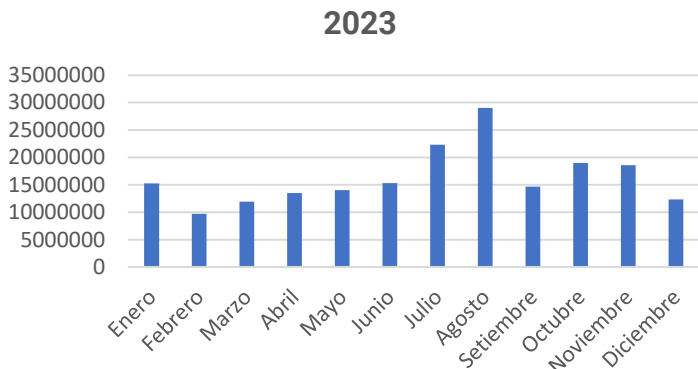


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DEL PERÚ  
2021 - 2024

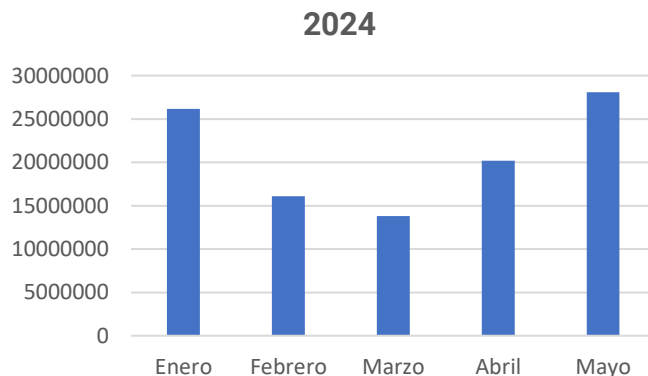


# INTEROPERABILITY

## National State Interoperability Platform



+ 195 million transactions



+104 million transactions

In the periods 2023 and 2024, **savings of more than 250 million dollars have been generated**

# DATA GOVERNANCE

## National Data Center

- Manages, directs, articulates and supervises the operation, education, promotion, collaboration and cooperation of data at the national level.
- Exchange information and articulate actions with public entities, academia, civil society and the private sector for data governance.
- It includes data topics such as data governance, data management, data science, data infrastructure, business intelligence, advanced analytics, data analysis, data architecture, among others.



# GOBERNANZA DE DATOS

## National Data Center

It is in charge of leading, overseeing and supervising the National Data Governance Framework

### National Spatial Data Platform (GEOPERÚ)



**1,134 Georeferenced Layers and 157 information providers (public entities)**

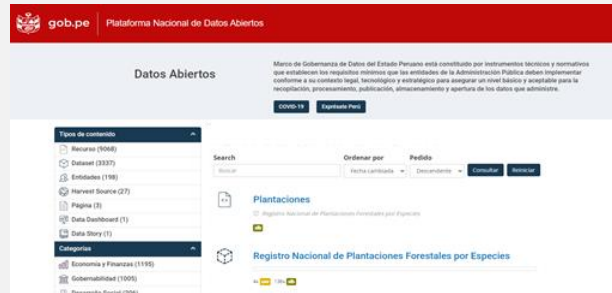


### National Open Data Platform



**3567 data sets available in OPEN DATA formats to be used by anyone.**

**243 data set providers (public entities)**



## Artificial Intelligence

# REGULATION OF THE **ARTIFICIAL INTELLIGENCE LAW – N° 31814**

## Promotion of artificial intelligence

In Public  
Administration

National Center  
for Digital  
Innovation and AI

APIs for data  
access

Reuse of public  
software  
(Zero Paper, HCE,  
others)

Sandbox

Academia and  
private companies

National Center for  
High Performance  
Computing

Development of  
educational content  
in AI

National Digital  
Talent Platform

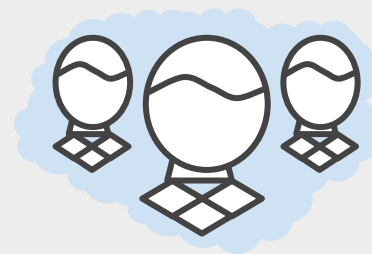
AI research  
collaboration  
programs

Promotion of the  
use of AI for  
entrepreneurship  
(PRODUCE)

Research funding  
(CONCYTEC)

Promotion  
programs to attract  
talent

Pre-professional  
internships and  
digital volunteer  
programs



# DIGITAL SECURITY

## National Digital Security Center

Responsible for managing, directing, articulating and supervising the operation, education, promotion, collaboration and cooperation of Digital Security at the national level. Single national point of contact in communications and coordination with other national and international organizations, centers or teams of a similar nature.





# **Proyectos en curso**

**(Ongoing projects)**



PERÚ

Presidencia  
del Consejo de MinistrosSecretaría de Gobierno  
y Transformación DigitalBICENTENARIO  
DEL PERÚ  
2021 - 2024

## ONGOING PROJECTS

#	Project	Benefits
1	<b>Improvements in Gob.pe</b>	<ul style="list-style-type: none"> <li>• <b>Manageable pages for topics of national interest in which more than one entity participates:</b> it will allow you to easily create intersectoral pages to inform citizens about topics of the national situation.</li> <li>• <b>Social Network Catalog:</b> will allow you to find in a single space the information on the updated social networks of State entities.</li> <li>• <b>Catalog of Mobile Applications:</b> will allow you to find in a single space the list of mobile applications implemented in the State.</li> <li>• <b>Standardization of roles and functions for the administration of Gob.pe:</b> it will allow establishing permissions and responsibilities in the administration carried out by public entities on the platform, according to the types of use.</li> </ul>
2	<b>Single Box Platform of the Peruvian State(CASILLA ÚNICA PERÚ)</b>	<ul style="list-style-type: none"> <li>• Digital platform that manages the electronic mailbox of all citizens and people in general.</li> <li>• It will allow public entities <b>to carry out administrative communications and notifications digitally to their administrators</b>, complying with all the necessary provisions for a notification to be valid, contemplated in Supreme Decree No. 029-2021-PCM and Law No. 31736</li> </ul>
3	<b>Implementation of the cloud-based Comprehensive Document Management System in entities of the Peruvian Public Administration - Korean International Cooperation</b>	<ul style="list-style-type: none"> <li>• Improve the efficiency and transparency of the administrative services of the Peruvian State by reengineering document management processes in government entities, digitizing current non-standardized or paper-based document management and exchange systems; Implement a Comprehensive Cloud-Based Document Management System for the National Government of Peru that is easy to access, secure and standardized. Cooperating Source: Korea International Cooperation Agency (KOICA)</li> </ul>



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## ONGOING PROJECTS

#	Proyecto	Beneficios
4	<b>National Authentication Platform(ID.GOB.PE)</b>	<ul style="list-style-type: none"> <li>Digital platform that allows the identity of a natural person to be authenticated online.</li> <li>It will provide the digital authentication service to all providers of digital public services in the State. To do this, it will be integrated with the identification services provided by the Peruvian identity managers: Reniec (Peruvian natural persons) and Migrations (foreign natural persons)</li> </ul>
5	<b>National government and digital transformation training program</b>	<ul style="list-style-type: none"> <li>Citizens sensitized on topics related to digital services.</li> <li>Officials and public servants trained in topics related to: digital signature, digital regulation, interoperability, digital economy, etc.</li> </ul>
6	<b>Advances in the National Digital Transformation Policy</b>	<p>To date, the following resolutions have been published:</p> <ul style="list-style-type: none"> <li>Resolution for the approval of the Digital Economy Program.</li> <li>Resolution approving the Digital Basic Basket Program.</li> <li>Resolution that creates the Alliance for a Safe Internet.</li> <li>Resolution that approves criteria and guidelines to join the National Network of Digital Innovation Laboratories.</li> <li>Resolution that approves the objectives, goals and guidelines of the Digital Girls Peru Program.</li> </ul>
7	<b>Regulation of Law No. 31814, Law that promotes the use of artificial intelligence in favor of the economic and social development of the country</b>	<ul style="list-style-type: none"> <li>Promote the participation of citizens and people in general in the co-design of the draft regulations of Law No. 31814.</li> <li>Greater transparency about the regulation of artificial intelligence in the country</li> </ul>

# **Indicadores de Transformación Digital**

**(Digital Transformation Indicators)**



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Secretaría de Gobierno y Transformación Digital



BICENTENARIO DEL PERÚ 2021 - 2024



## INDICADORES INTERNACIONALES



### Peru is positioned among the leaders in Digital Government (OCDE, 2023)

In the general score, Peru exceeds the average obtained by OECD countries.

In the dimensions: "user-driven", "digital by design" and "data-driven public sector" it ranks among the top 10 positions.

(\* ) 33 OECD member countries and the 5 evaluated candidates.



WORLD BANK



**+29** Positions  
Ranking: 14 / 198

#### GovTech Maturity Index

Banco Mundial (WB, 2022)

*Grupo A - Very High GovTech Leaders*



Naciones Unidas



**+12** Positions  
Ranking: 59 / 193

#### E-Government Development Index

Naciones Unidas (UN, 2022)



ITU



**+9** Positions  
Ranking: 86 / 182

#### Global Cybersecurity Index

Unión Internacional de Telecomunicaciones (ITU, 2021)



OXFORD INSIGHTS



**+3** Positions  
Ranking: 58 / 193

#### Government AI Readiness Index

Oxford Insights (Oxford Insights, 2023)



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DEL PERÚ  
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# ***“Digital Transformation: Digital by Default”***

Organization for Economic Cooperation and Development - OECD

## ***“The only constant is change”***

*Heraclitus 2,500 years ago*

***Ing. César Vilchez Inga***

*Secretariat of Government and Digital Transformation*

*Presidency of the Council of Ministers*



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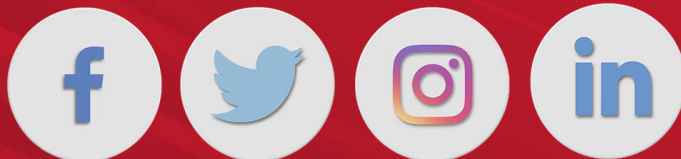


# Thanks!

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[www.gob.pe/transformaciondigital](http://www.gob.pe/transformaciondigital)

[@PeruPaisDigital](https://twitter.com/PeruPaisDigital)



**#PorUnPerúDigital**



Gobierno del Peru

# PERU: ADVANCES IN GOVERNMENT AND DIGITAL TRANSFORMATION

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Secretariat of Government and Digital Transformation

Lima, June 24th 2024





Comisión Presidencial  
**de Gobierno Abierto  
y Electrónico**

# Expanding the potential areas of AI in public administration, Guatemala

Presidential Commission on Open and  
Electronic Government (GAE)

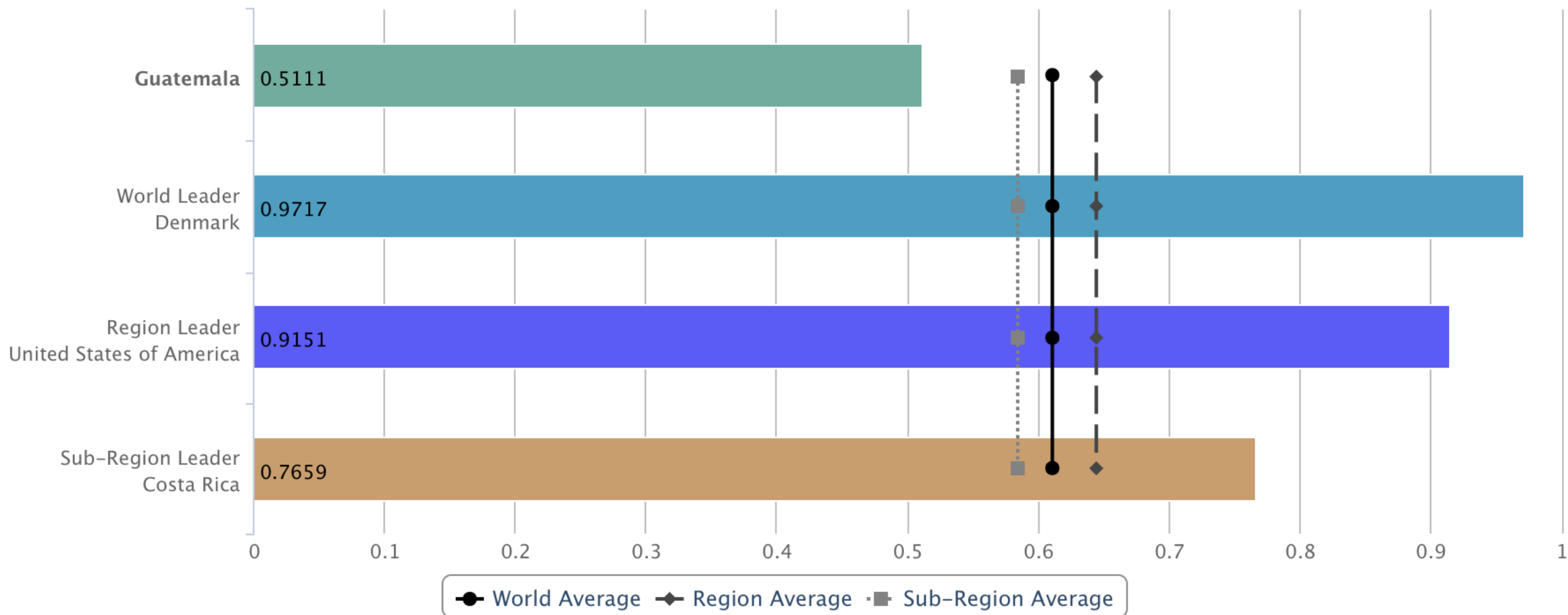
Grand corruption and institutional capture have had a negative impact on public administration and its modernization.

**Corruption Perceptions Index 2023:** Guatemala ranks 154 out of 180 countries, obtaining 23 points out of a possible 100.(Fuente: [Transparencia Internacional](#) )

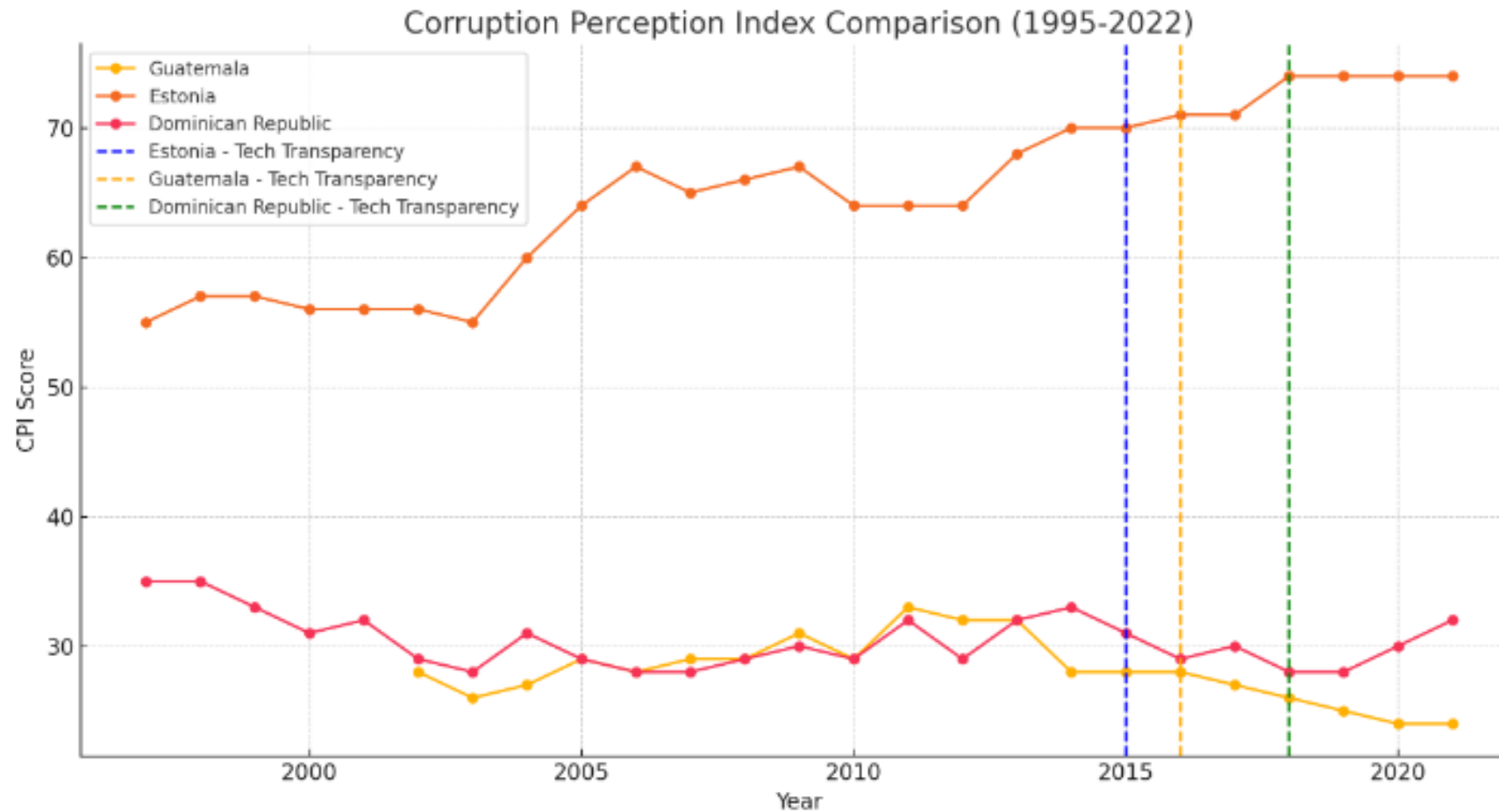
**UN e-Government Development Index:** Guatemala Ranked 126th out of 193 countries. (<https://publicadministration.un.org/egovkb/en-us/Data/Country-Information/id/69-Guatemala>)

# E-Government Development Index

2022



# Comparing Corruption Perception Index between Guatemala, Estonia and Dominican Republic:



# Sectors of the public administration where AI could be implemented



- Artificial intelligence to prevent and detect corruption. Example the implementation of AI in government procurement (Guatecompras).
- Real-time analysis of data produced by public administration entities.
- Government Virtual Assistant for the provision of digital public services.
- Digitization and improved service delivery in the judicial system



# Legal and Regulatory Challenges for AI Implementation in Guatemala

- Absence of Data Protection Law.
- Challenges for the protection of Intellectual Property in Generative AI.

## Opportunities for Guatemala through diplomatic relations

- Guatemala is one of the few countries that recognize Taiwan as a State (microprocessors with 4 nanometer transistors TSMC).
- Relations with European Union countries such as Estonia, a country that is a benchmark for transformation and digital governance.
- Very strong relations of cooperation with the Korean government, which due to its experience and high presence in our country can contribute to promote a digital transformation agenda.



# Pilots for the incorporation of AI in the public administration of Guatemala

- Pilot the incorporation of AI in public procurement in Guatemala (Guatecompras system), which could prevent and identify corruption risks in one of the cross-cutting systems of the entire public administration.
- Enhance the interoperability of key services and procedures, especially those related to the creation of companies and state suppliers.

**Thank you for your attention**  
**Presidential Commission on Open and  
Electronic Government (GAE)**