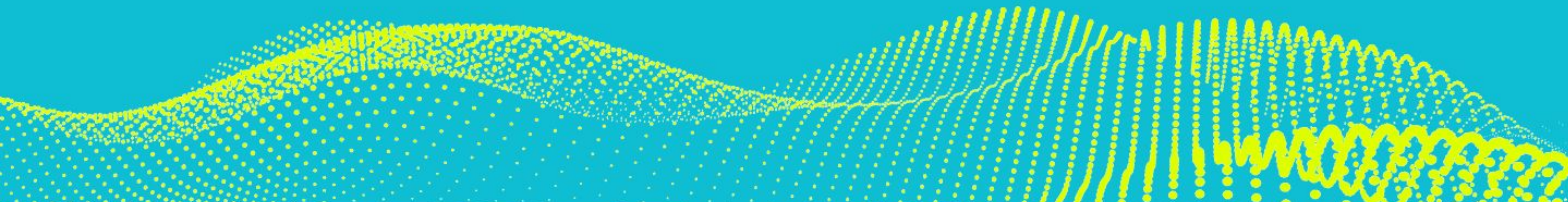


An Overview of Generative AI as a Productivity Tool for Civil Servants

Gigi Ghanim, Chief of Staff

data.org



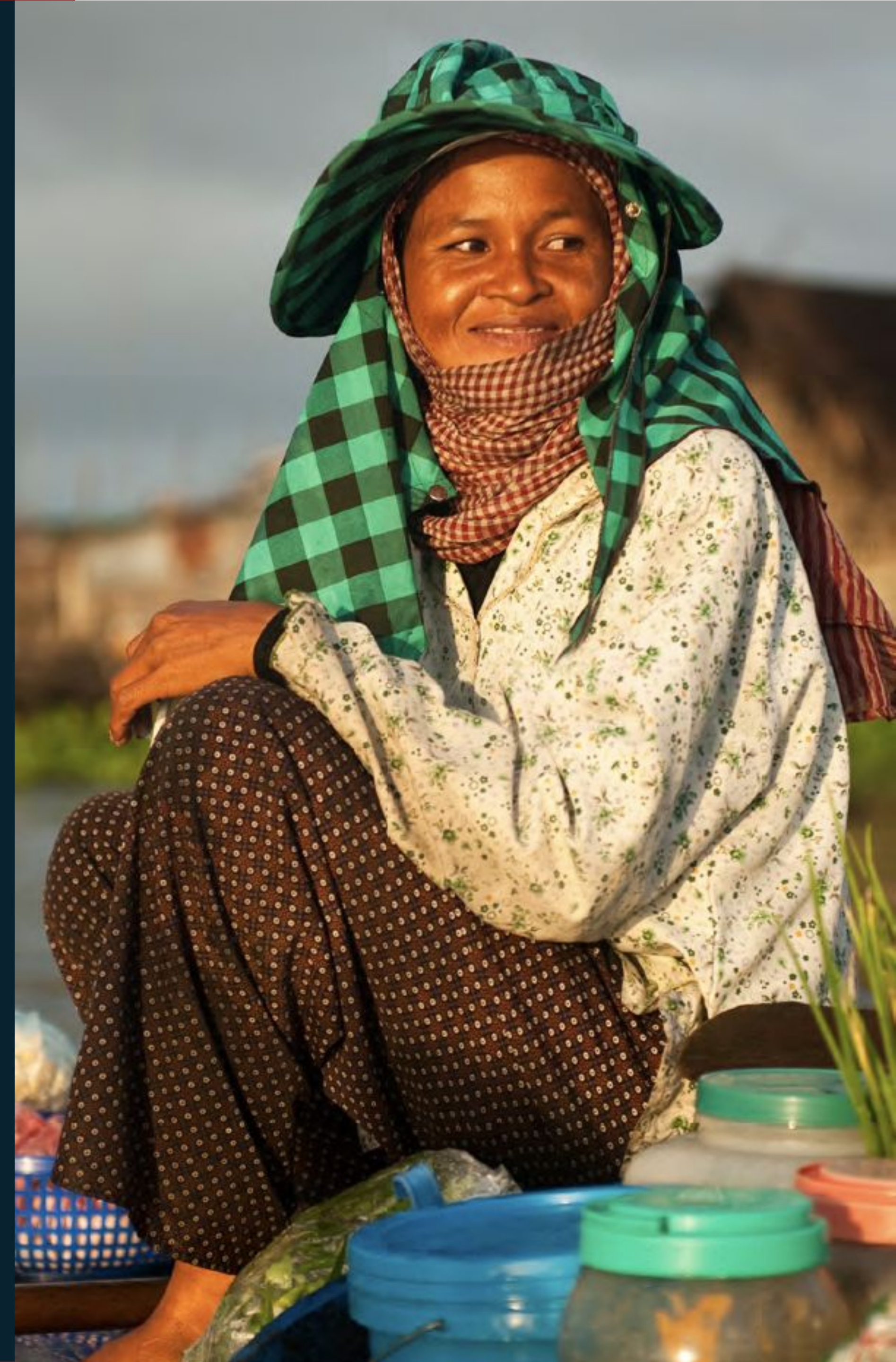


Democratizing data, for good.

data.org is accelerating the power of data and AI to solve some of our greatest global challenges. We think globally and work locally to build the field of data for social impact.

Our ambitious goal:

training one-million purpose-driven data practitioners across the globe by 2032.



About data.org

To accelerate the field of data and AI for impact, data.org enables collaboration across sectors to drive action and results. Since our founding in 2020 we have launched successful purpose-driven data initiatives in our three focus areas.

Shape the narrative

Cases

Show what great looks like

Invest in projects that exemplify best practices: scalable and replicable

Strengthen the sector

Capacity

Empower people and organizations

Centered in diversity and equity, build talent and organization readiness

Coordinate the field

Commons

Create shared public resources

Democratize public goods including tools, resources, and knowledge



Global Innovation Challenges

data.org’s Global Innovation Challenges surface innovative approaches that leverage data and AI for social impact. Challenge awardees gain access to capital, technical assistance, and a network of peers to scale their solutions. Beyond identifying fundable projects, data.org Challenges generate a pipeline of high-potential ideas and provide insights that benchmark and influence further investment in the field.

Artificial Intelligence to Accelerate Inclusion Challenge

scaling AI solutions to accelerate inclusion and economic empowerment

Generative AI Skills Challenge

training individuals on generative AI to accelerate digital inclusion and socioeconomic mobility

Inclusive Growth and Recovery Challenge

harnessing the power of data to help people and communities thrive, especially in the wake of COVID-19

PETs for Public Health Challenge

creating privacy-enhancing technologies to accelerate decision making in epidemiology



Capacity Building

A New Kind of Data Scientist:

local, inclusive, diverse; pragmatic – focuses on real needs, systemic approaches

CAPACITY ACCELERATOR NETWORK (CAN)

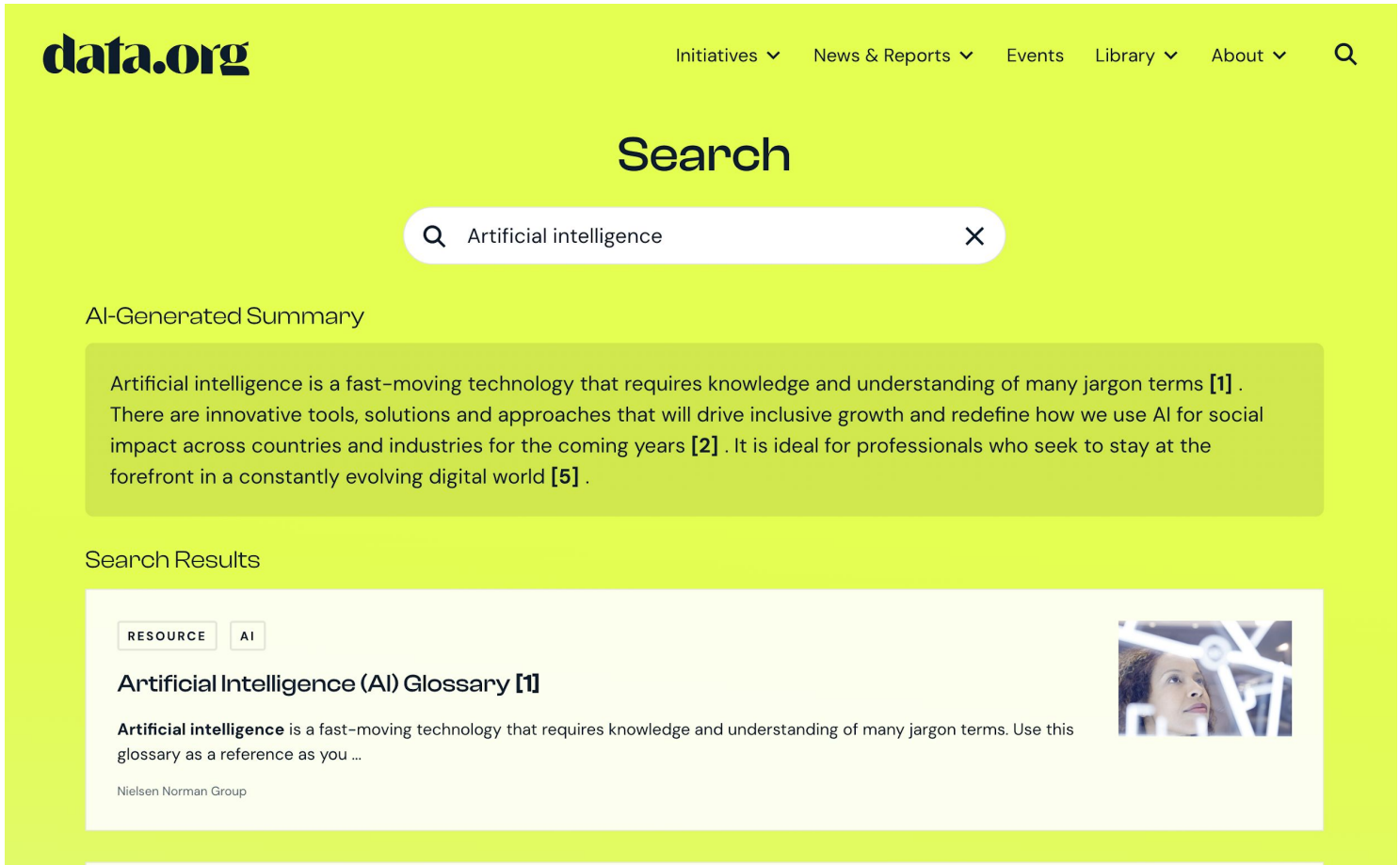
- Empower a more diverse pool of talent, **inclusive of historically marginalized people and communities**, and **trained with interdisciplinary skills** to combat our greatest social and environmental challenges.
- With these skills, they will **create and engage with digital public infrastructure to transform the ecosystem**.
- Currently in US, Africa, India, Asia Pacific, and South America.



Collaboration is Core to our Work

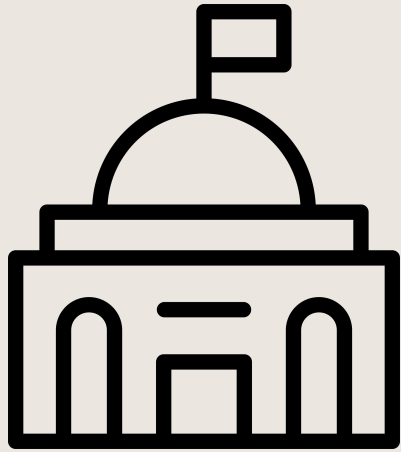


AI Focused Work



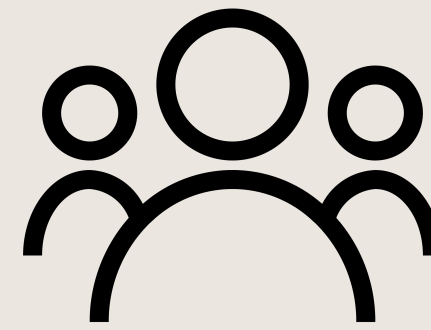
The Strategic Imperative

Empowering Civil Servants



Government Data Custodianship

Governments hold extensive public data, essential for informed policy-making and effective service delivery, enhancing societal welfare through data-driven governance.



Workforce Capacity Building

Enhancing data literacy and AI capabilities within the public sector advances a skilled workforce ready to leverage technology for improved governance



Innovative Service Transformation

Integrating data and AI in public services addresses resource constraints, enabling timely responses to citizen needs and improving overall service delivery efficiency.

< RESOURCE LIBRARY

Productive Ways to Use GenAI for Civil Servants

This playbook is designed specifically for civil servants, offering practical guidance for using generative AI (GenAI) to help them perform their work more effectively and efficiently.

INTERMEDIATE



Ethical Considerations for Public Sector AI Use

Data Privacy & Protection

- ✓ Check your agency's AI policies before using any GenAI tools
- ✓ Never input confidential, sensitive or personally identifiable information (PII) into GenAI tools
- ✓ Turn off chat history or conversation-saving settings to protect privacy

Governance & Transparency

- ✓ Disclose when GenAI is used in official work or decisions
- ✓ Treat GenAI outputs as drafts, not final answers
- ✓ Verify sources cited by GenAI tools for reliability and correctness

Bias & Fairness

- ✓ Review outputs for potential bias, harmful language or misinformation
- ✓ Don't use GenAI for legal, policy, or final operational decisions
- ✓ Understand the basics of generative AI, including its limitations
- ✓ Always keep a human in the loop

Writing & Summarizing: Essential for Every Civil Servant

AI Supports Every Writing Stage

Brainstorm

Transform scattered ideas into structured content

Organize

Convert fragments into logical flow

Draft

Generate initial content from your inputs

Refine

Improve clarity and remove redundancy

AI-Powered Summarization

Published Research

Extract insights from academic studies

Legislative Updates

Track changes in laws and regulations

Agency Websites

Summarize program information and guidelines

Training Materials

Condense complex guidelines for staff

White Papers

Extract recommendations from policy studies

Key Applications

Meeting Summaries

Transform hours of discussion into actionable items

Policy Adoptions

Convert technical documents for different audiences

Public Communication

Draft citizen-friendly announcements

Multilingual Outreach

Bridge language gaps for diverse communities

Advanced AI Applications in Government

Procurement & Contracting Professionals

- **Automate Compliance Reporting** that align with agency standards and requirements
- **Generate RFPs & Contracts** using pre-approved templates and procurement guidelines
- **Intelligent data gathering** from finance, legal, program offices for comprehensive proposals
- **Compare vendor proposals** by summarizing key differences in pricing, scope and compliance
- **Track contract modifications** and ensure alignment with original statements of work

Public Health Knowledge Management

- **Search disease prevention guidelines** using natural language queries during emergencies
- **Retrieve relevant health protocols** quickly using AI-powered search, without manually browsing through keyword-based results

Human Services Chatbots

- **Public-facing support** to help residents determine program eligibility, guide document submission and information changes (ie. change of address, etc.)
- **Internal Caseworker assistance** to help navigate complex eligibility rules and free up time for more complex cases

AI Action Plan



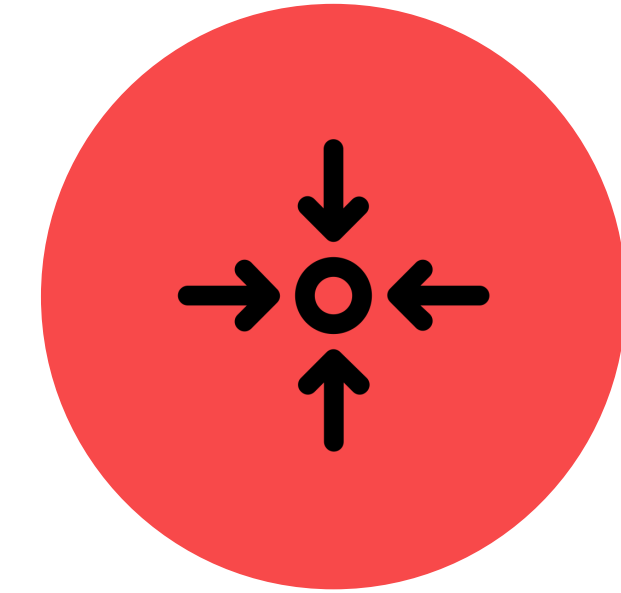
Build & Govern: Establish Your AI Team

- Create Core Implementation Team
- Establish Governance Framework
- Establish Responsible AI Culture & Ethical Principles
- Start with pilot group
- Plan for Scale



Identify & Assess: Internal Strategy Sessions

- Define High-Value Applications
- Map Potential Use Cases
- Assess Resource Requirements
- Identify Internal AI Champions
- Conduct regular AI Ethics Reviews



Start Small, Individual Experimentation

- Follow Agency Policies
- Begin Individual Trials
- Try Basic Prompts
- Build in Human in the Loop Checks
- Reference GenAI Playbook
- Adopt sociotechnical approach to manage change

Thank you!

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