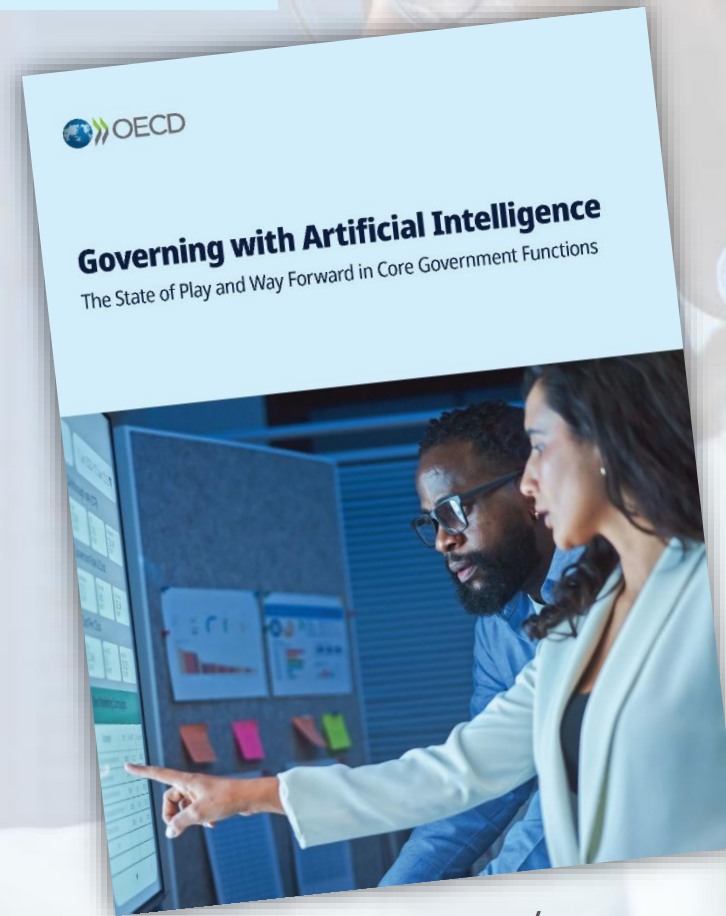




Governing with Artificial Intelligence

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[OECD.AI/gov](https://oecd.ai/gov)





Report fueled by leading research and analysis of real-world AI use

Category	Government policy functions	Key government processes	Government services and justice
Function	Tax administration	Civil service administration	Public service design and delivery
	Public financial management	Public procurement	Law enforcement and disaster risk management
	Regulatory design and delivery	Fighting corruption and promoting public integrity	Justice administration and access to justice
		Policy evaluation	
		Civic participation and open government	



Benefits of AI in government

Automated, streamlined and tailored processes and services

Better decision-making, sense-making and forecasting

Enhanced accountability and anomaly detection

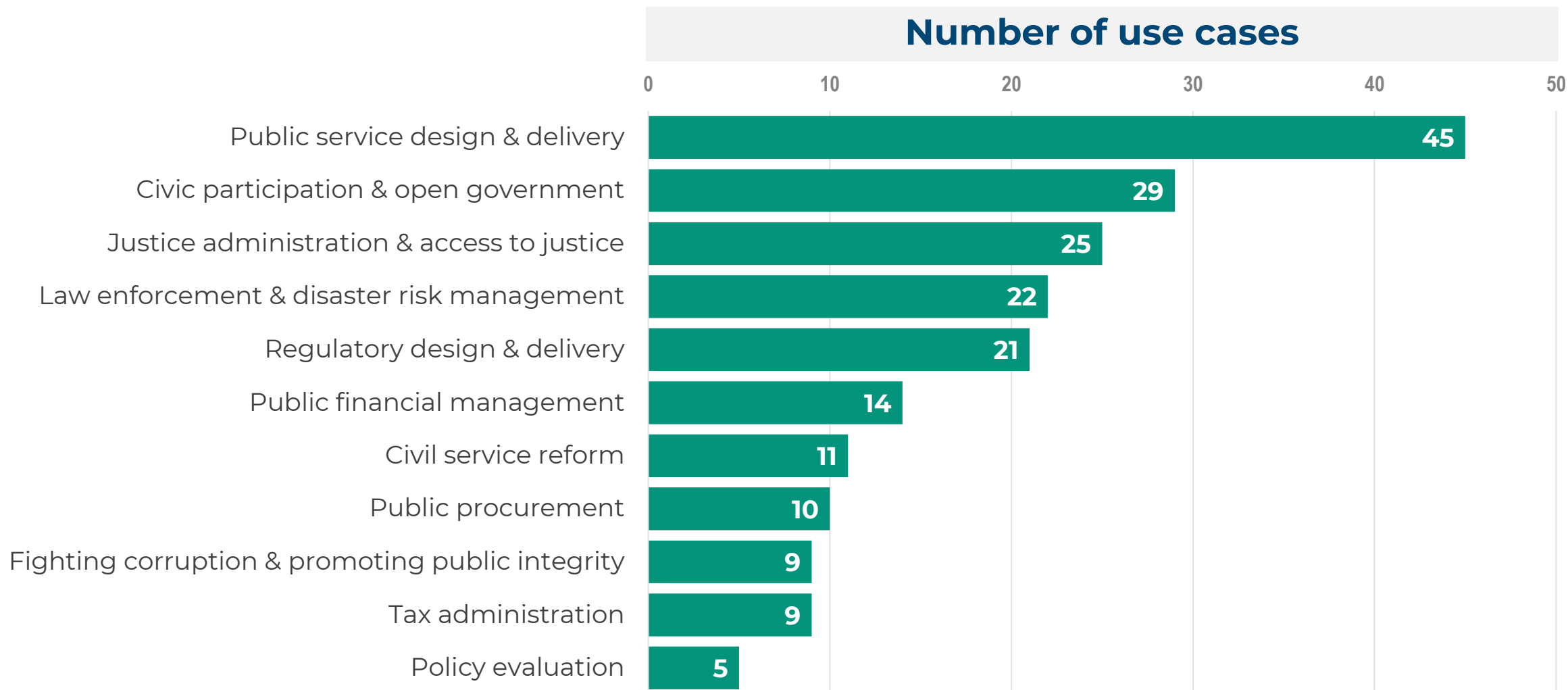
Unlocking opportunities for external stakeholders



AI use is most prevalent in public services

Use cases are most present in public service, civic participation and justice functions

Function of government



Source: OECD analysis of identified use cases.



Country examples of AI in action

Country	Initiative	Description	Function
Estonia	Bürokratt	<ul style="list-style-type: none">• AI assistant platform for services.• Interoperable network of chatbots across government.• Estonian language.	Public service design & delivery
France	Albert	<ul style="list-style-type: none">• Virtual assistant for responding to citizen inquiries.• Secure, sovereign system self-hosted by government.• Leverages Albert API to support re-use across government.	Public service design & delivery
United Kingdom	Parlex	<ul style="list-style-type: none">• Part of UK suite of AI tools to support policy research.• Analyses data to forecast parliamentary sentiment.• Enhances legislative preparation through natural-language search and produces summaries for ministerial briefings.	Cross-cutting
European Union	DATAACROS	<ul style="list-style-type: none">• Detects anomalies in corporate ownership that indicate corruption.• Analyses data from 70 million companies across 44 countries.	Fighting corruption & promoting integrity



Navigating the risks of AI use in governments

Ethical risks (*Inadequate or skewed data, AI misuse, lack of transparency/explainability*)

Operational risks (*automation bias i.e. overreliance on AI, reduced job quality, cybersecurity, privacy and data gov. tensions*)

Exclusion risks (*digital divides, workforce displacement*)

Public resistance risks (*selective acceptance, lack of understanding, scandals reduce trust*)

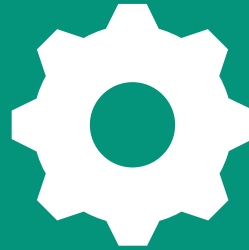
Risks of inaction (*missed opportunities, widening gap between public/private sector capacities*)



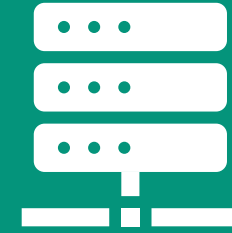
Progress is hindered by implementation challenges



**Scaling up
successful AI
applications**



Skills gaps



Data quality issues



**Lack of actionable
guidance**



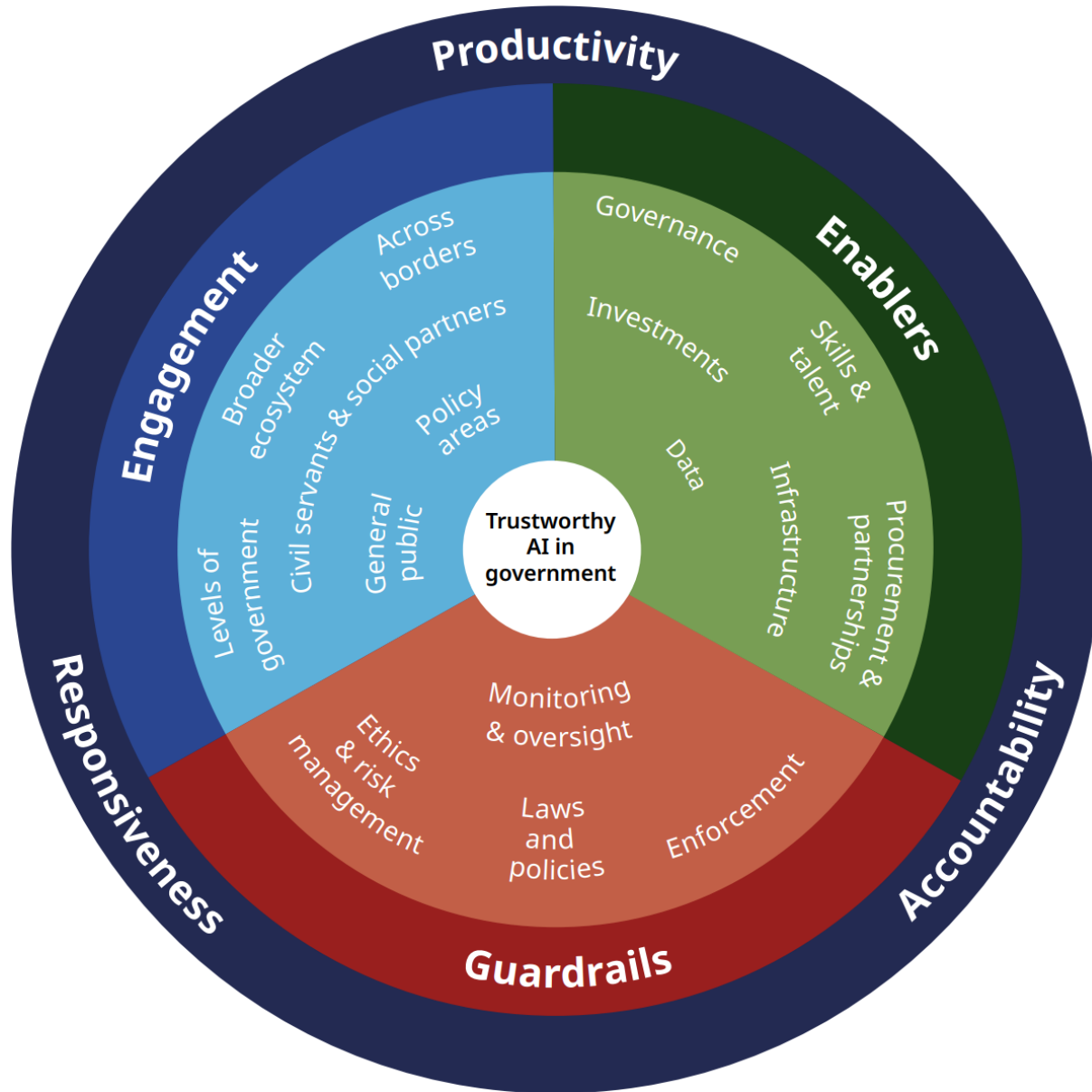
**Weak monitoring
and evaluation**



**Risk aversion and
regulatory
uncertainty**



Framework for Trustworthy AI in Government



Enablers: Areas where policy actions can be prioritised to establish a solid enabling environment and unlock the full-scale adoption of AI in the public sector

Guardrails: Options for policy levers governments can consider to secure a trustworthy and responsible use

Engagement: Where key actors need to be involved to implement actions targeting specific challenges

Looking ahead: What's next

Global data collection and **repository** of AI policies and use cases.

Extending AI in Government work through experimentation, measuring impact and ROI, procurement, skills, participation.

The screenshot displays the OECD.AI website's 'AI in Government' overview page. The browser address bar shows 'oecd.ai'. The page header includes the OECD.AI Policy Observatory and GPAI Global Partnership logos, along with navigation links for Blog, Live data, Policies and Initiatives, Priority Issues, Tools, Resources, and About. The breadcrumb trail is 'Home > AI in government > Overview'. The main heading is 'AI in Government'. Below this is a navigation bar with 'Overview', 'The issues', 'Resources', and 'Gov tools' (highlighted in orange). The 'Overview' section contains a paragraph about government adoption of AI, followed by a video player titled 'Artificial Intelligence in Government'. A 'More related posts' button is visible. Three related posts are shown below:

- Welcome to the tech-enabled tax administration of the future!**
This blog was originally published on the OECD blog. It was authored by Oliver Petzold, Fiona May and Peter Green. It has been cross-posted here to centralise relevant AI-related blogs on the OECD.AI ...
- Why innovation needs smarter governance, not just faster tech**
This blog was originally published on the OECD Observatory of Public Sector Innovation (OPSI) blog. It was authored by David Winickoff and Rebecca King. It has been cross-posted here to centralise rel...
- How governments are driving AI adoption for economic growth**
Business
Around the world, policymakers recognise AI's potential to reshape economies, transform industries, and strengthen global competitiveness.

Thank you!

