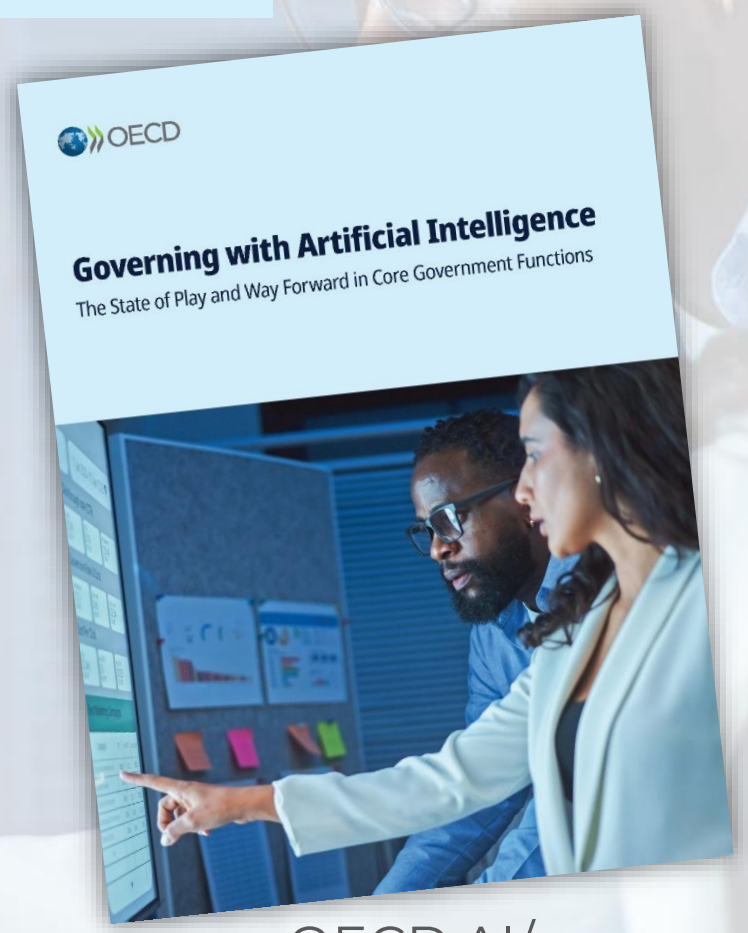
Governing with Artificial Intelligence



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4 November 2025

OECD

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	

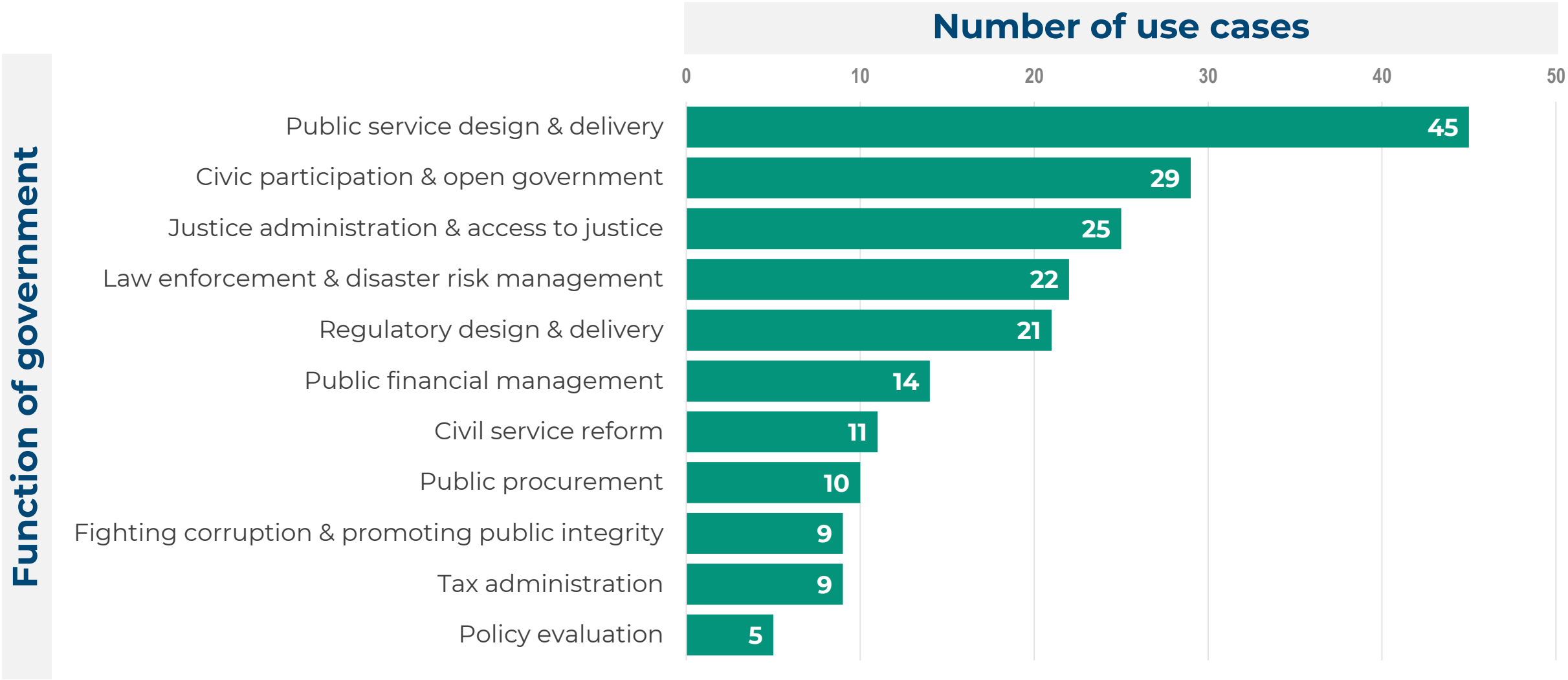
AI helps enhance government productivity, responsiveness and accountability

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



Source: OECD analysis of identified use cases.

Country examples of AI in action

Country	Initiative	Description	Function
Estonia	Bürokratt	• AI assistant platform for services. • Interoperable network of chatbots across government. • Estonian language.	**Public service design & delivery**
France	Albert	• 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	• 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	DATACROS	• 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)*

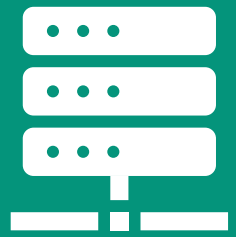
Public resistance risks *(selective acceptance, lack of understanding, scandals reduce trust)*

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

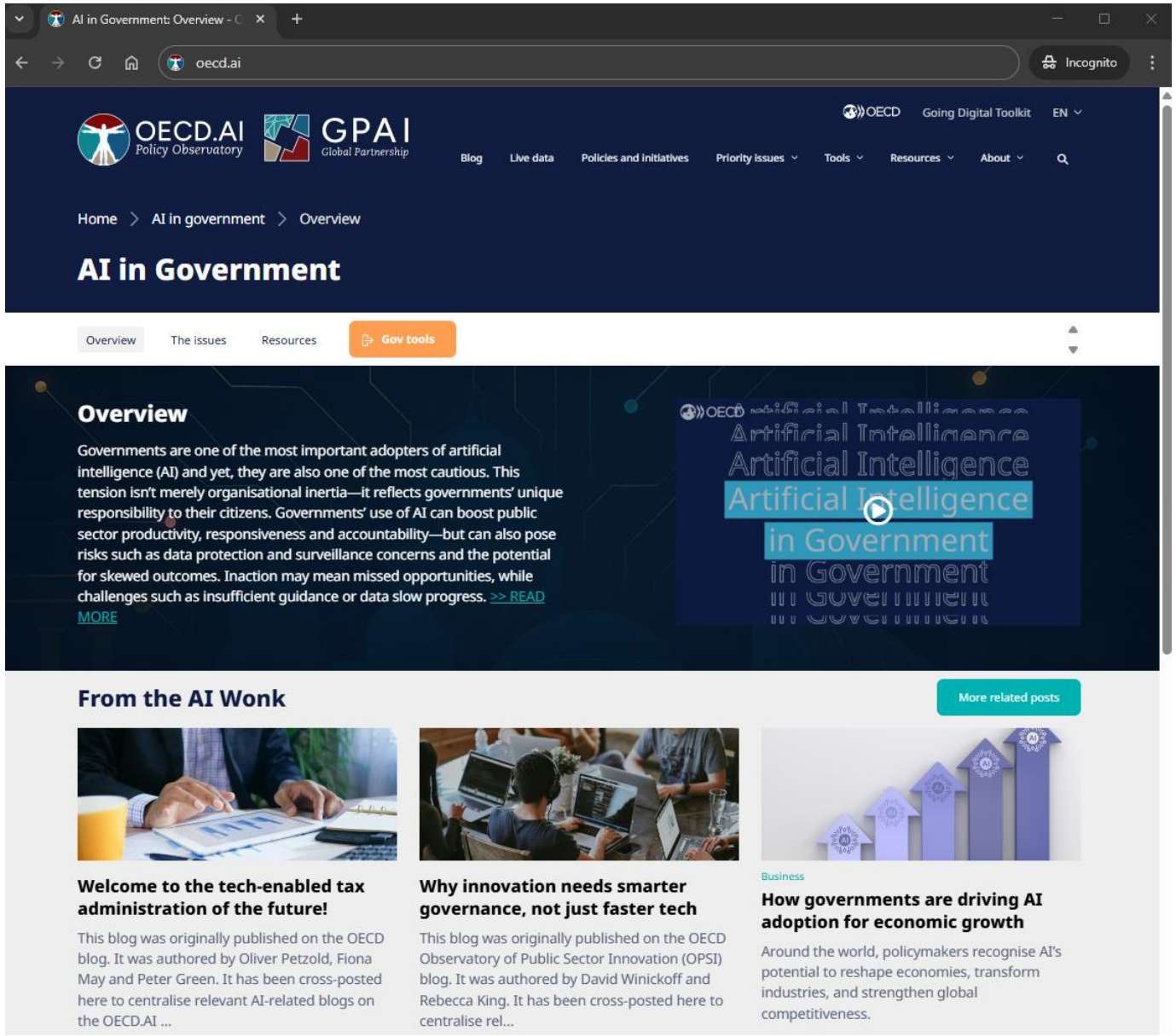
Guardrails: Options for policy levers governments can consider to secure a trustworthy and responsible use

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.



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Thank you!