Course : Artificial Intelligence for Public Administration

Modernize customer interactions, automate processes, and ensure the secure use of AI

Practical course - 2d - 14h00 - Ref. IJP

Price : 1470 CHF E.T.

NEW

Artificial intelligence is gradually transforming the practices of government agencies, local governments, and public institutions by offering new opportunities to improve the services provided to users. This training course helps participants identify practical applications of generative AI and conversational assistants to increase efficiency, improve the quality of case files, and streamline interactions with citizens—all without requiring technical expertise. It also provides the essential guidelines for integrating these tools within a framework that complies with the GDPR, the AI Act, and the security, ethical, and data protection requirements specific to the public sector.

Teaching objectives

At the end of the training, the participant will be able to:

- Identify relevant use cases for artificial intelligence within one's business and administrative environment
- Use the leading generative AI tools to produce content and improve the quality of the user experience
- Design an AI assistant without coding to support a business process in your department
- Apply the key principles of the GDPR, the AI Act, and data protection rules when using AI
- Develop an action plan to responsibly implement an initial use of AI within your organization

Intended audience

Employees of the federal government, local governments, public institutions, social protection agencies, and public health institutions; department heads, project managers, digital transformation managers, quality managers, customer relations managers, support staff, and anyone who uses the artificial intelligence solutions provided by their administration or wishes to integrate AI into their professional practices.

PARTICIPANTS

Employees of the federal government, local governments, public institutions, social protection agencies, and public health institutions; department heads, project managers, digital transformation managers, quality managers, customer relations managers, support staff, and anyone who uses the artificial intelligence solutions provided by their administration or wishes to integrate AI into their professional practices.

PREREQUISITES

None

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

Prerequisites

None

Practical details

Training that alternates between methodological instruction, demonstrations, case studies, collaborative workshops, and professional role-playing exercises. Use of examples from the public sector, digital resources, analysis grids, prompt templates, and compliance checklists. The exercises can be completed both in person and remotely using collaborative spaces and screen sharing.

Course schedule

1 Understanding the Opportunities of AI in the Public Sector

- Understanding the principles behind generative artificial intelligence, large language models, and conversational agents
- Identify the main use cases in government agencies: drafting, summarizing, conducting research, assisting staff, preparing responses to users, and processing information
- Understanding the challenges of digital sovereignty, control over public data, and the selection of AI solutions in the context of French and European government agencies
- Assessing the benefits, limitations, and risks of AI tools: hallucinations, bias, privacy, data dependency, and the need for human validation
- Analyze the organizational impacts of AI on business lines, service quality, and changes in professional practices

Hands-on work

Interactive educational quiz on the capabilities and limitations of AI. Comparative demonstrations of several generative AI tools applied to public sector use cases. Comparison of international, French, and European solutions based on criteria such as confidentiality, data sovereignty, functionality, and suitability for government use. In small groups, analysis of real-world professional situations to identify tasks that can be assisted by AI, those requiring enhanced human oversight, and those that must remain the exclusive responsibility of a staff member.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

2 Producing high-quality content and improving the user experience through AI

- Write effective prompts to elicit reliable responses that are appropriate for the administrative context
- Develop customized instructions to ensure consistent results that meet the organization's requirements
- Generate letters, emails, memos, reports, responses to users, FAQs, and administrative documents with the help of AI
- Automatically adapt the language level, tone, and structure of responses to different audiences
- Identify a user interaction process that can be improved using artificial intelligence

Hands-on work

Individual exercises in designing and improving prompts based on real-world professional situations. In pairs, participants compared several different phrasings to assess their impact on the quality of the responses generated. Case study involving the improvement of a set of responses intended for users (letters, emails, responses to frequently asked questions). Collaborative workshop to map a business process within their department in order to identify steps that can be optimized by AI.

3 Automate workflows and build an AI assistant without coding

- Understanding the Principles of Semi-Automation and Automation of Document-Based Processes Using AI
- Identify the steps in a case processing procedure that can be automated: information gathering, summarization, verification, drafting, and preparation of responses
- Structuring a knowledge base to improve the responses generated by an AI assistant
- Set up a chatbot without coding based on an identified business need
- Define the limits of automation and the areas that require human validation

Hands-on work

Overarching Case Study: Each participant gradually designs an AI assistant dedicated to a specific task within their department (processing a case, assisting users, responding to recurring requests, preparing documents, or providing internal support). Working in groups, participants define the functional scope, guidelines, authorized documentation sources, response rules, and criteria for human validation. Cross-testing among participants is conducted to progressively improve the quality of the designed assistants.

4 Establishing guidelines for the use of AI within a legal, ethical, and responsible framework

- Identify the main obligations applicable to government agencies regarding the protection of personal data
- Applying the principles of the GDPR when using artificial intelligence tools: data minimization, purpose limitation, confidentiality, anonymization, and the handling of sensitive data
- Understanding the key principles of the AI Act and their implications for the use of AI in the public sector
- Identify risks related to privacy, bias, discrimination, transparency, and traceability in AI-assisted decision-making
- Define best practices for governance, human oversight, and ensuring secure usage within the organization

Hands-on work

Group analysis of several real-world cases from the public sector involving data protection, the use of sensitive information, algorithmic bias, and regulatory requirements. Working in small groups, participants developed a risk analysis framework applied to the AI assistant designed during the training. They also created an operational checklist to verify the compliance of generated content before its release.

5 Developing an Initial Action Plan to Integrate AI into Your Business

- Prioritize a use case that is relevant to the department's needs and expected benefits
- Identify the initial steps needed to ensure the safe and responsible use of AI
- Identify the stakeholders to involve, the necessary resources, and the regulatory and organizational considerations to keep in mind
- Define simple metrics for evaluating initial results
- Develop a realistic short-term action plan to test an initial use case in your professional environment

Hands-on work

Individual workshop to develop an initial action plan based on the process identified during the training. Each participant defines an objective, a priority use case, implementation steps, necessary resources, risks to anticipate, and success metrics. Working in pairs, participants review each other’s action plans to ensure their feasibility and compliance. A group debriefing provides an opportunity to share best practices and key success factors. Each participant leaves with an action plan that can be implemented immediately within their department.

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Dates and locations

REMOTE CLASS
2027 : 1 Apr., 8 July, 18 Oct., 29 Nov.