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# AI FOR GOVERNMENT

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Chief Scientist of the Republic of Cyprus

Chair of the National AI Taskforce





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# Disclaimer

The content is not intended to influence strategy, implementation nor reflects an approved strategic direction for national ai adoption. Best practices reflect lessons learned and explored from worlds most advanced nations who have implemented smart government initiatives and also EU success stories.

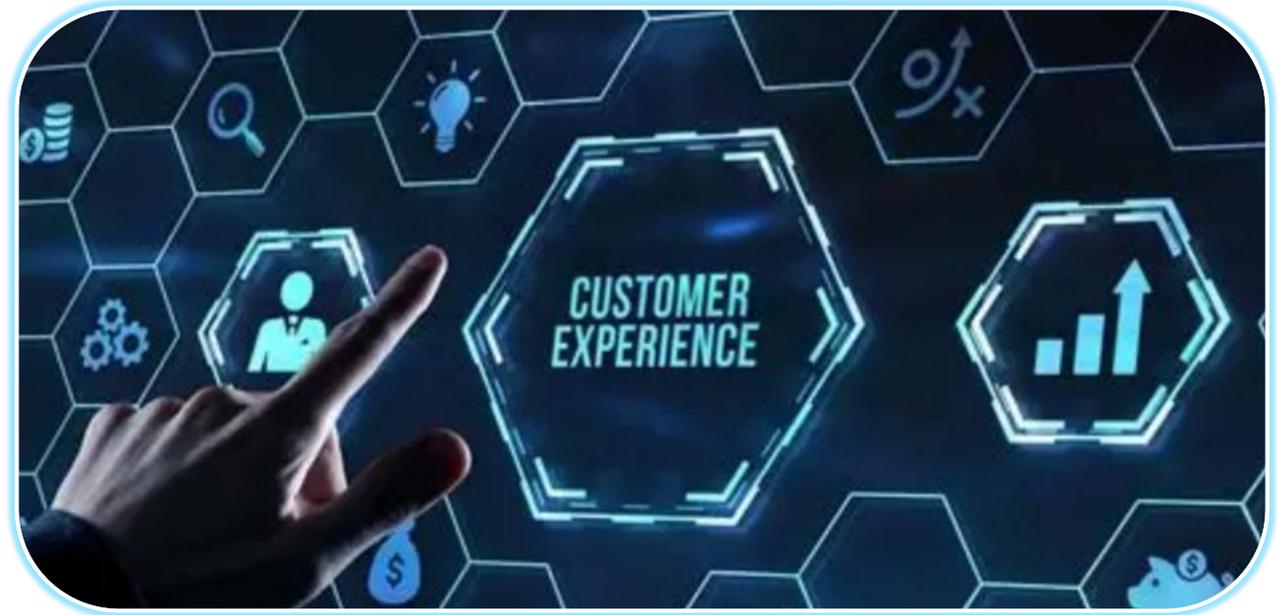


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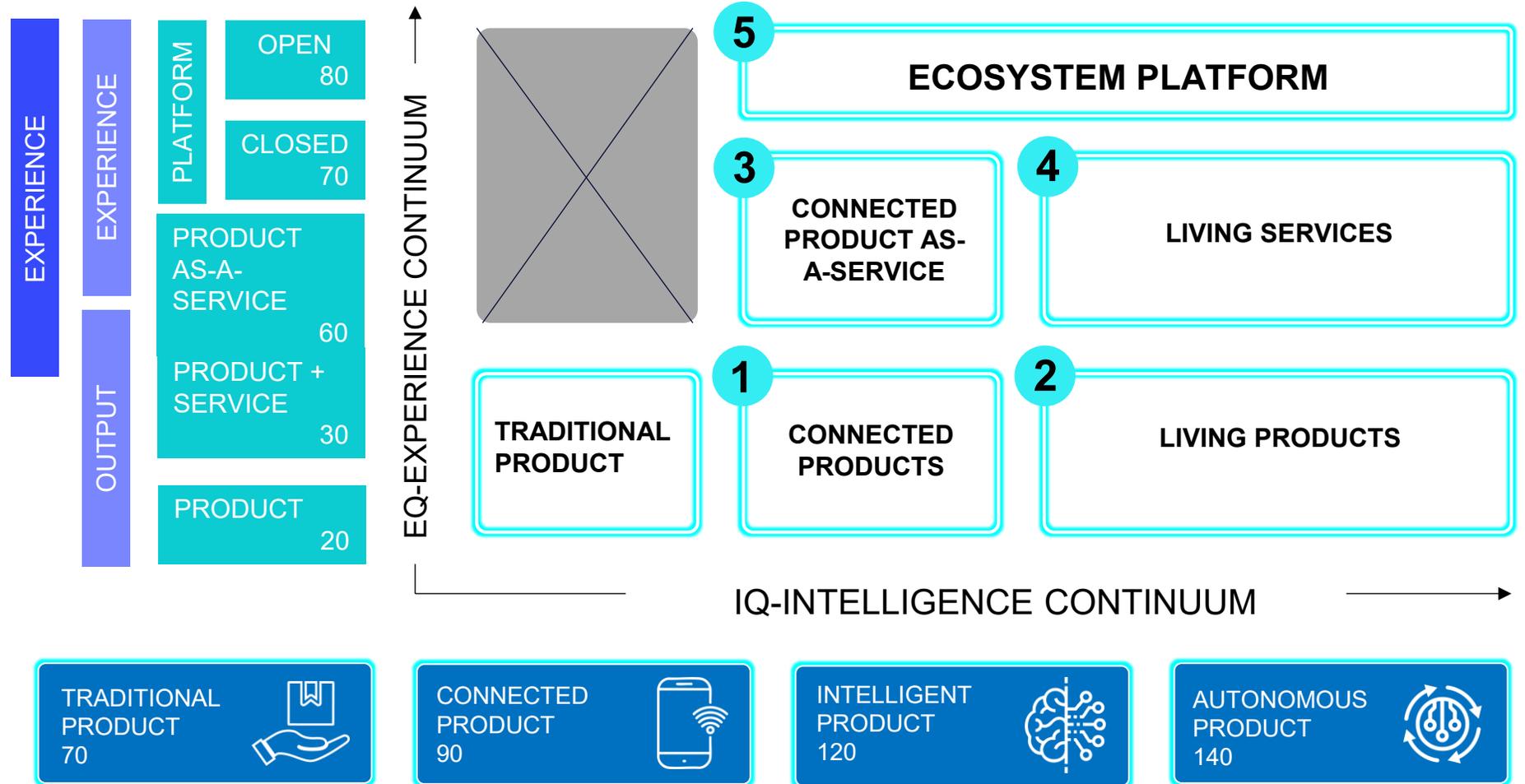
More Work!  
More Complexity!  
More Regulations!  
More Silos!  
More Data!  
Less Time!



## THE PRODUCT REINVENTION GRID

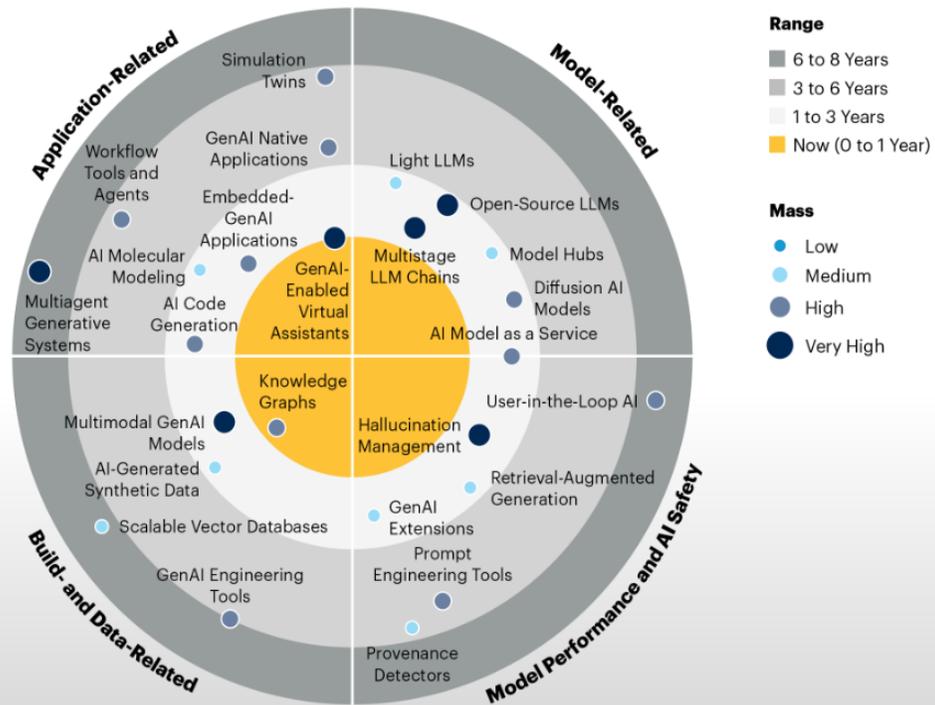
**Experience Quotient (EQ)**  
measures the degree of sophistication achieved in terms of services levels.

**Intelligence Quotient (IQ)**  
measures product's degree of technical sophistication



# WHAT'S HAPPENING

## Impact Radar for Generative AI

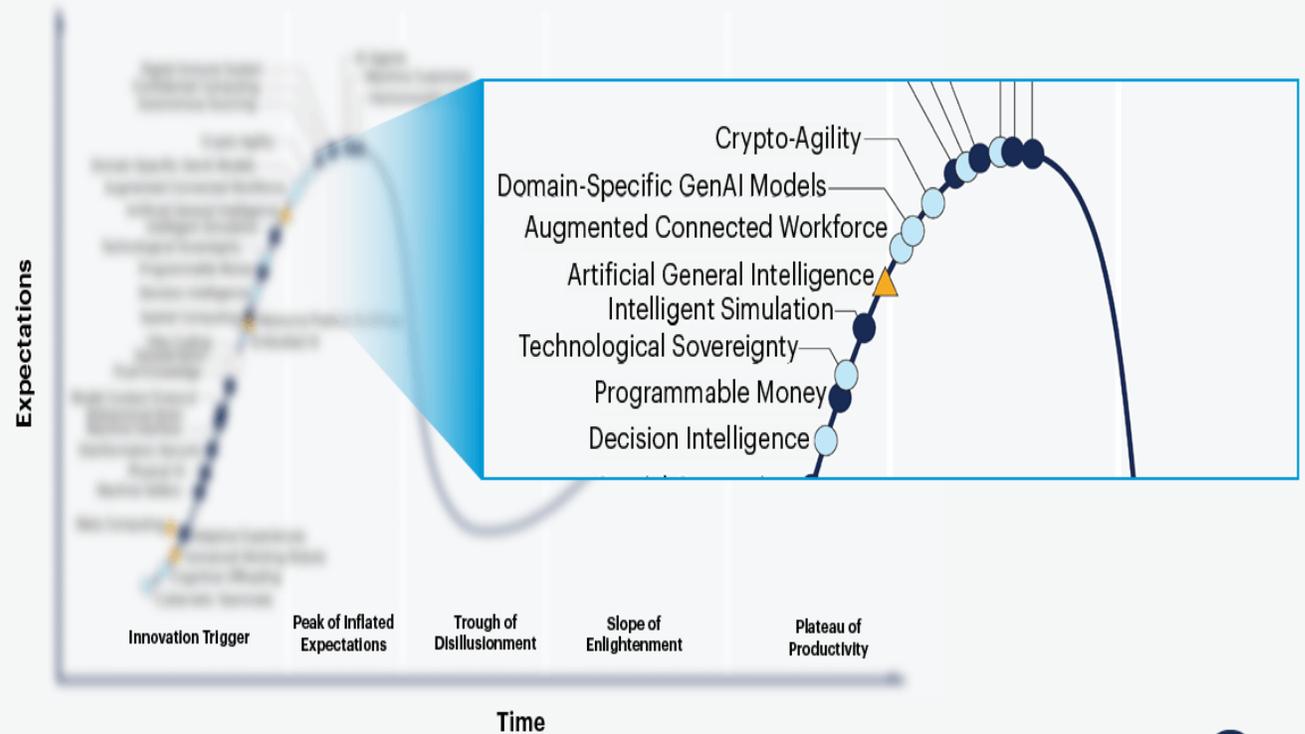


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Gartner

## Hype Cycle of Emerging Technologies, 2025

Plateau will be reached: ○ <2 years ○ 2–5 years ● 5–10 years ▲ >10 years ⊗ obsolete before plateau



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Gartner

# AI CHANGES EVERYTHING



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Source: Gartner

## Democratized Generative AI



### Users

Business users will have ubiquitous access to knowledge and technical skills that wasn't possible before, heralding a new wave of productivity.



### Technology

The confluence of cloud and open source will make generative AI more democratized in the future beyond the purview of large technology giants.



### Governance

This unfettered access to knowledge and skills must be underpinned by a strong focus on governance and responsible AI practices.

**New Regulations and Self-Governance**

**Workforce Productivity**

**Every Business Will Be an AI Business**



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# CYPRUS AI VISION 2030

## Strategic AI Hub

Transform Cyprus into a balanced AI hub within the EU, leveraging existing strengths while addressing infrastructure constraints

## Economic Impact

Create 5,000+ high-skilled AI positions, following successful models from Estonia, Singapore, and Malta

## Strategic Approach

Develop selective domestic AI capabilities where strategically essential, leverage existing computational assets, focus on high-value specialization, and maintain meaningful participation in AI value chains



# CURRENT ECONOMIC FOUNDATION



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**€32.5B**

GDP (2024)

With 3.4% real growth

**86.8%**

Services

€27.21B - Highest in EU

**11.4%**

ICT

€3.09B - 2nd in EU27, 347%  
growth (2015-2024)

Sector	GDP Contribution	Value
Financial Services	10.1%	€2.8B
Professional Services	7.3%	€2.02B
Maritime	~7%	€1.034B
Manufacturing	4-5.2%	€1.42B

**Employment:** 516,127 persons, 4.5% unemployment (15-year low)

**Digital Infrastructure:** 100% coverage, 77.1% fiber-to-home

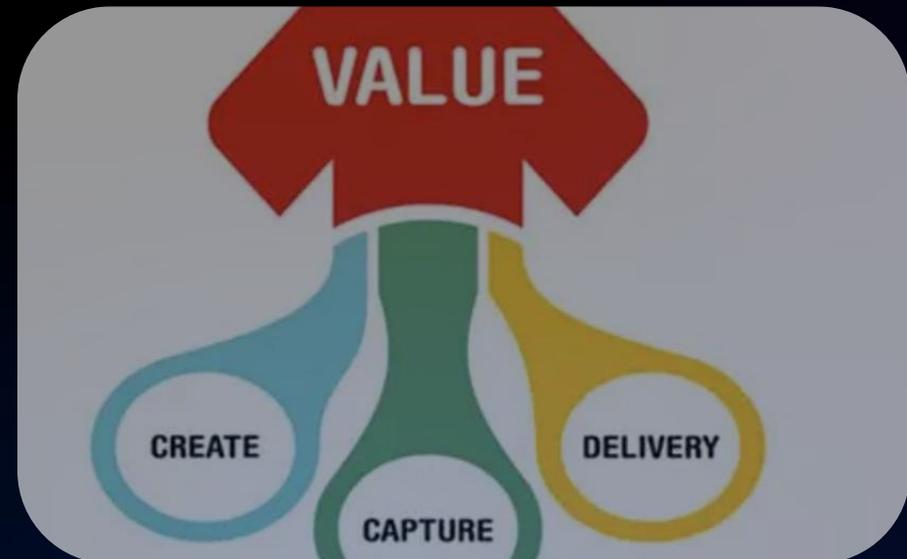
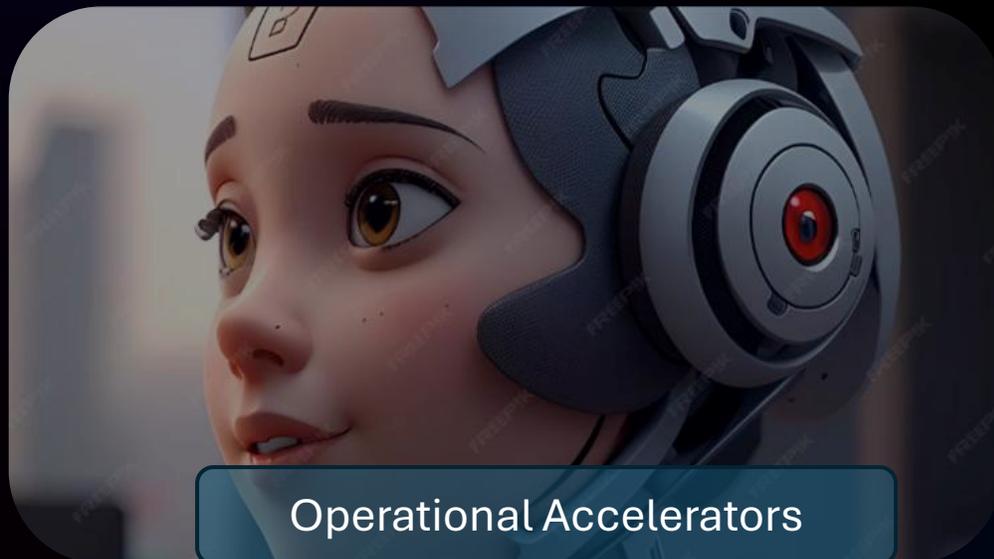
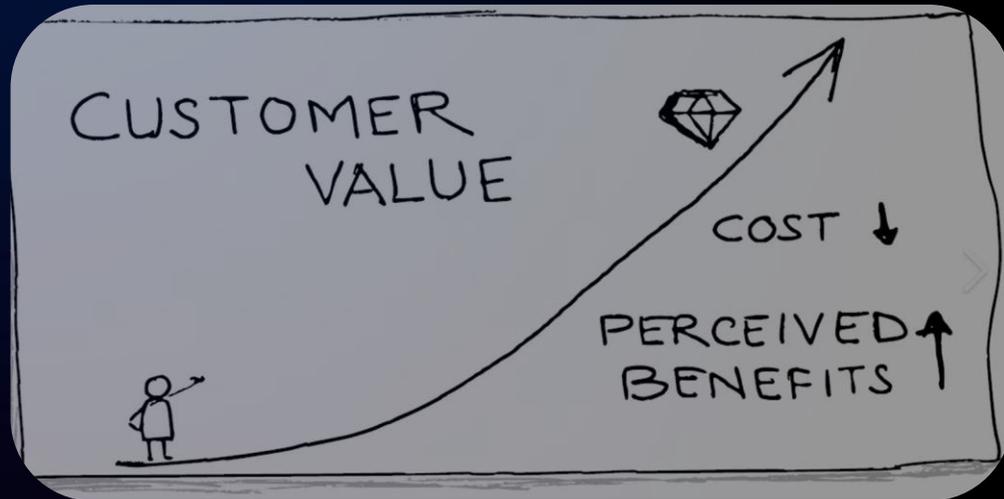
# CYPRUS 2030?



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# Intelligent Governments Are In-Demand

## From Automation to Augmentation



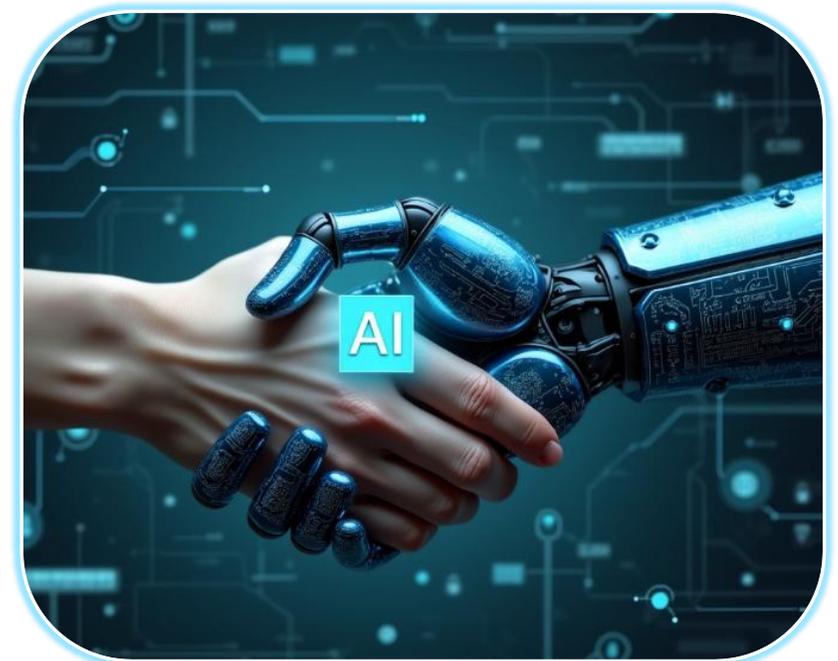


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“It is not about replacing humans but empowering them to govern better, faster, and more fairly.” TEYMOURIAN, Dr. AMIR. Intelligent Government



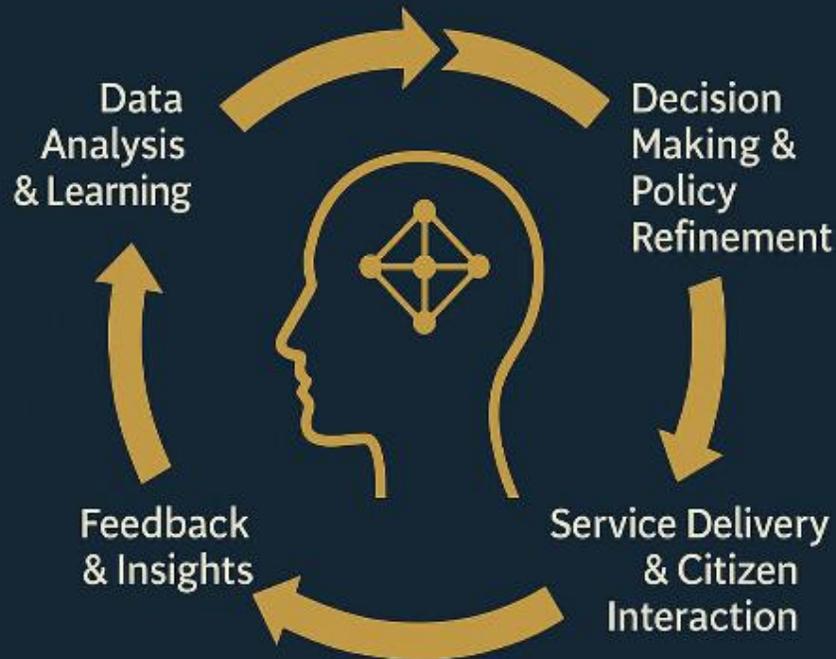


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# The AI-Driven Government Feedback Loop



## Foundations of Intelligent Governance

### Agile Bureaucracy

Adapting to  
flexible and  
responsive  
decision-making.

### Proactive Service Delivery

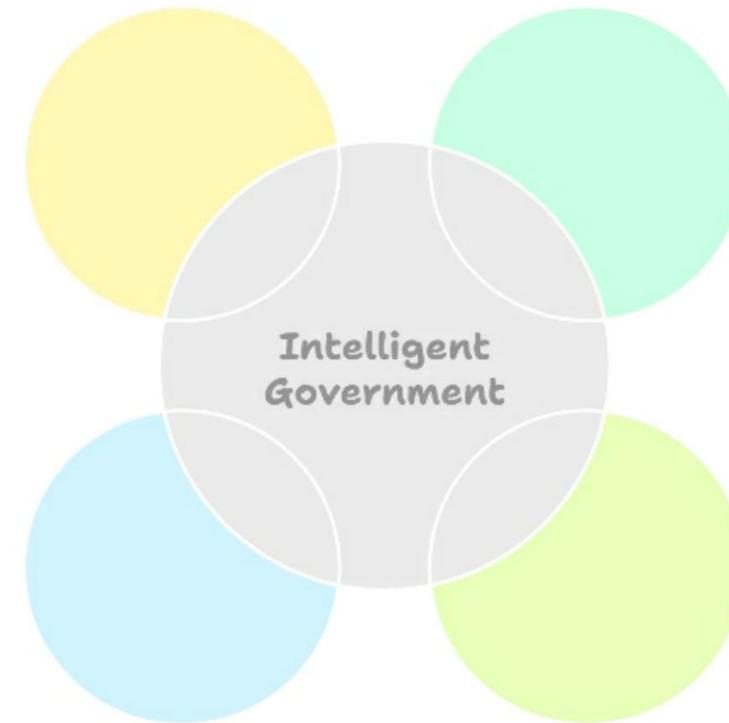
Anticipating  
citizen needs  
through data  
analysis.

### Integrated Digital Infrastructure

Ensuring seamless  
data and system  
interoperability.

### Evidence- Based Policymaking

Using analytics  
inform policy  
decisions.



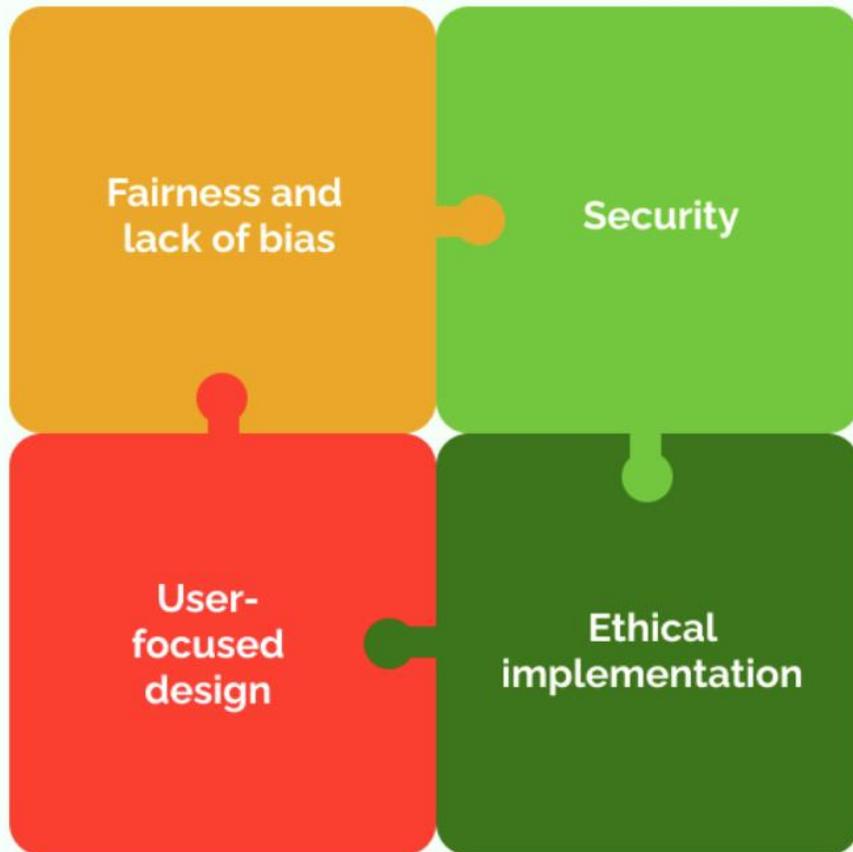


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## What are the human-centered AI values?



## Advantages of Human Centered AI



# CYPRUS NATIONAL AI TASKFORCE

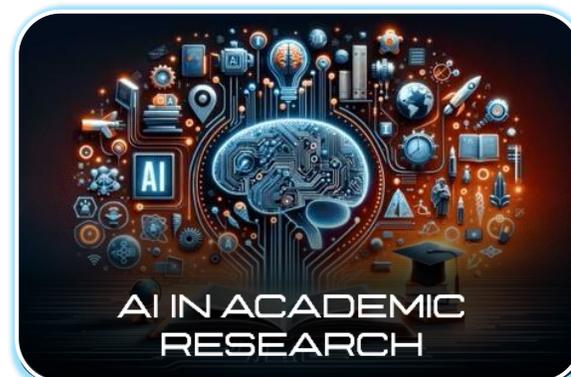


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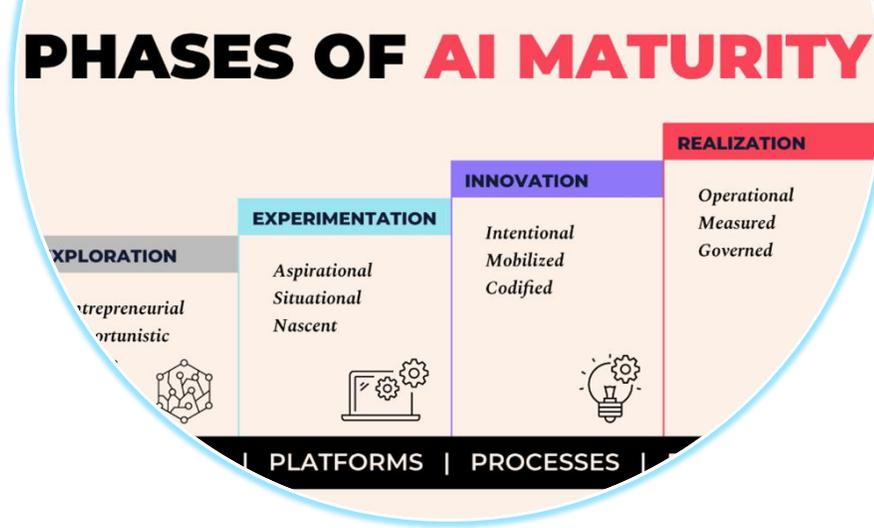


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## 5 Working Groups



AI Maturity



AI Ethics OECD



**Ensuring AI Strategic success  
for All**



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# AI IN RESEARCH 6+ Themes





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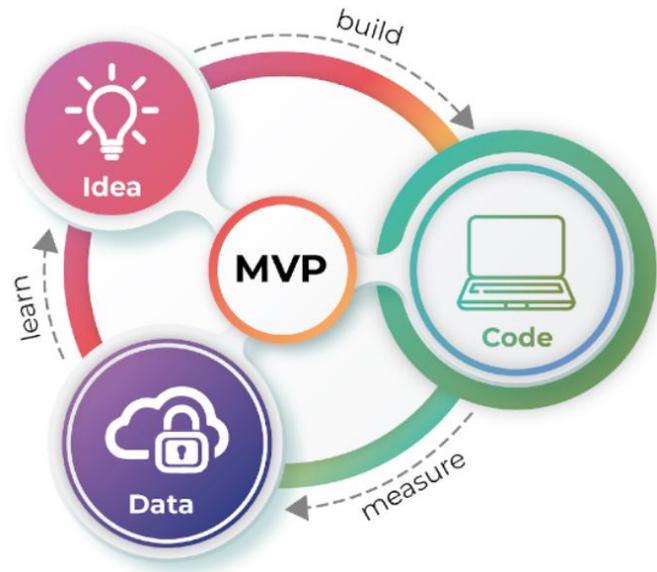
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# AI IN RESEARCH

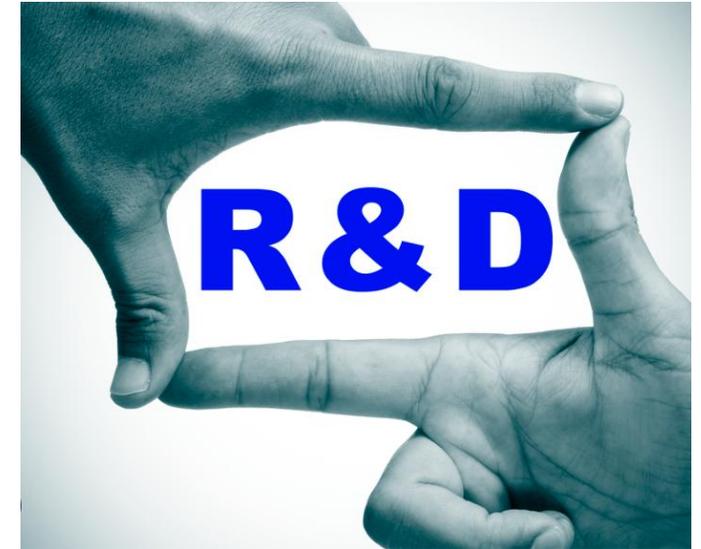
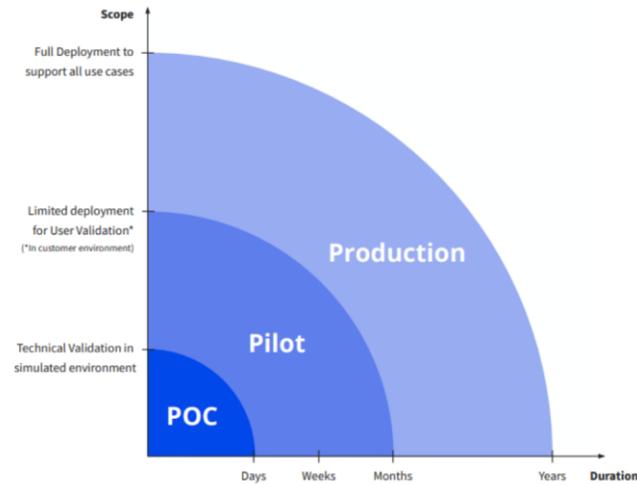
6+ Themes



# AI 4 GOVERNMENT CHALLENGE PROGRAMME - CYPRUS



Evaluating an Enterprise Software Platform



9 months

27 months

# AI 4 GOVERNMENT

## Government Challenges



Early Warning Meteorological  
Decision System



Student-Professional Skills  
analysis and policy system



Early Warning System for  
Disaster Management

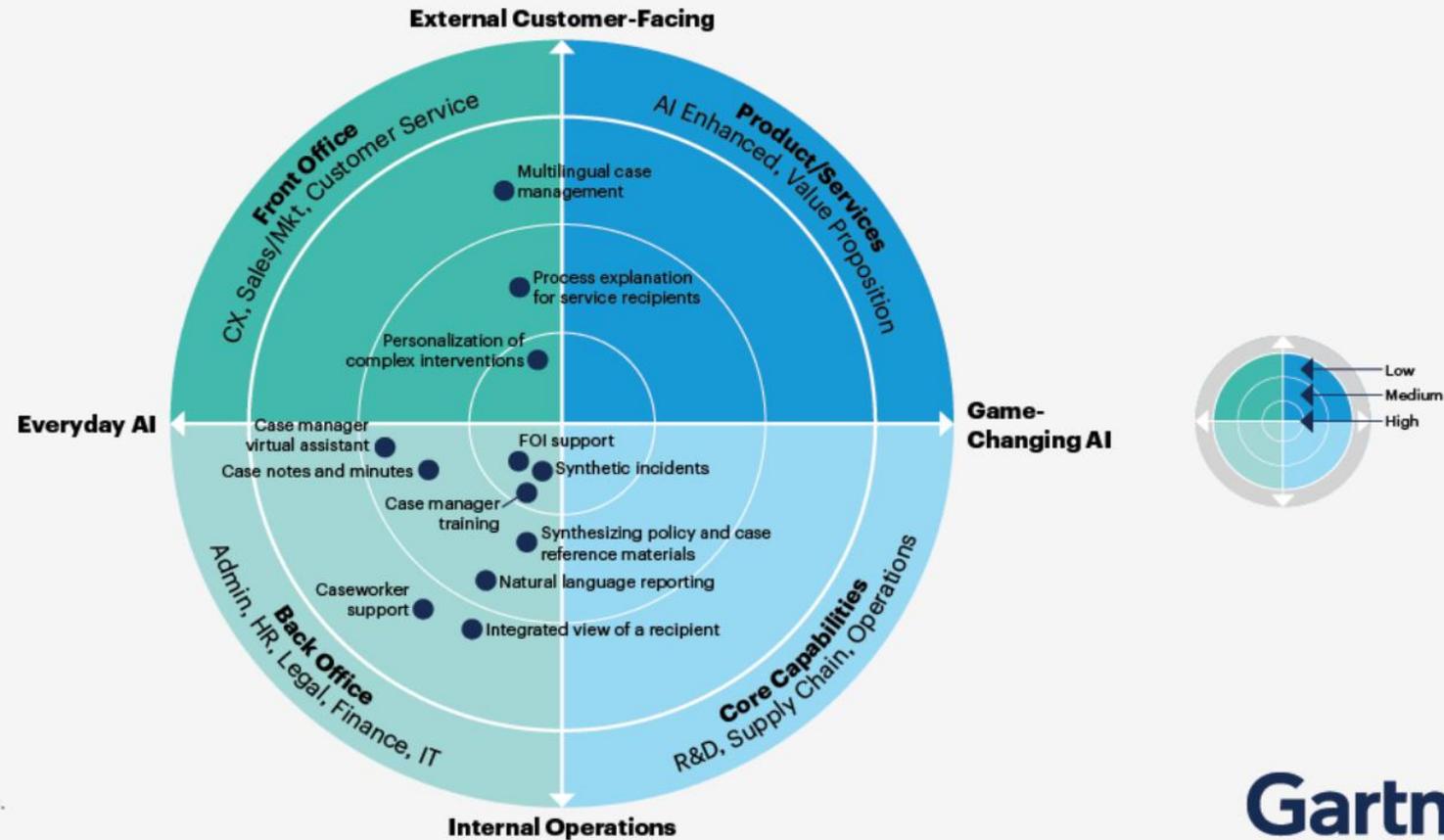
# The AI Opportunity Radar populated with human services industry use cases



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RETHINKING SMART GOVERNMENT SERVICES

# UNDERSTANDING AI USE-CASES



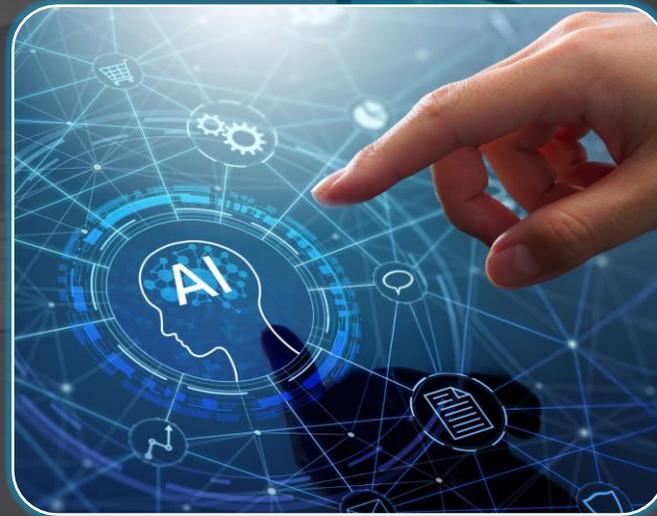
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Conversational AI  
Cognitive AI



Document  
Processing and  
Automation



Actionable Analytics  
Evidence based policy  
making

# AI DIGITAL TOOLBOX



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## Industry operational / experience accelerators

Operational & Productivity Accelerators (RPA/Agentic/MAS)

Cognitive AI & Customer Service

AI Driven Customer Engagement Platforms

## Intelligent backbone

Data platforms & AI

Intelligent Cybersecurity edge solutions

Secure Intelligent API & Integration Services

## AI Industry focus prioritized

Financial  
Services

Legal

Healthcare

Tourism

Maritime

## Cross ministerial services

X PS Use-case@1

X PS Use case@2

X PS Use-case@3

X PS Use case@4

Public Sector

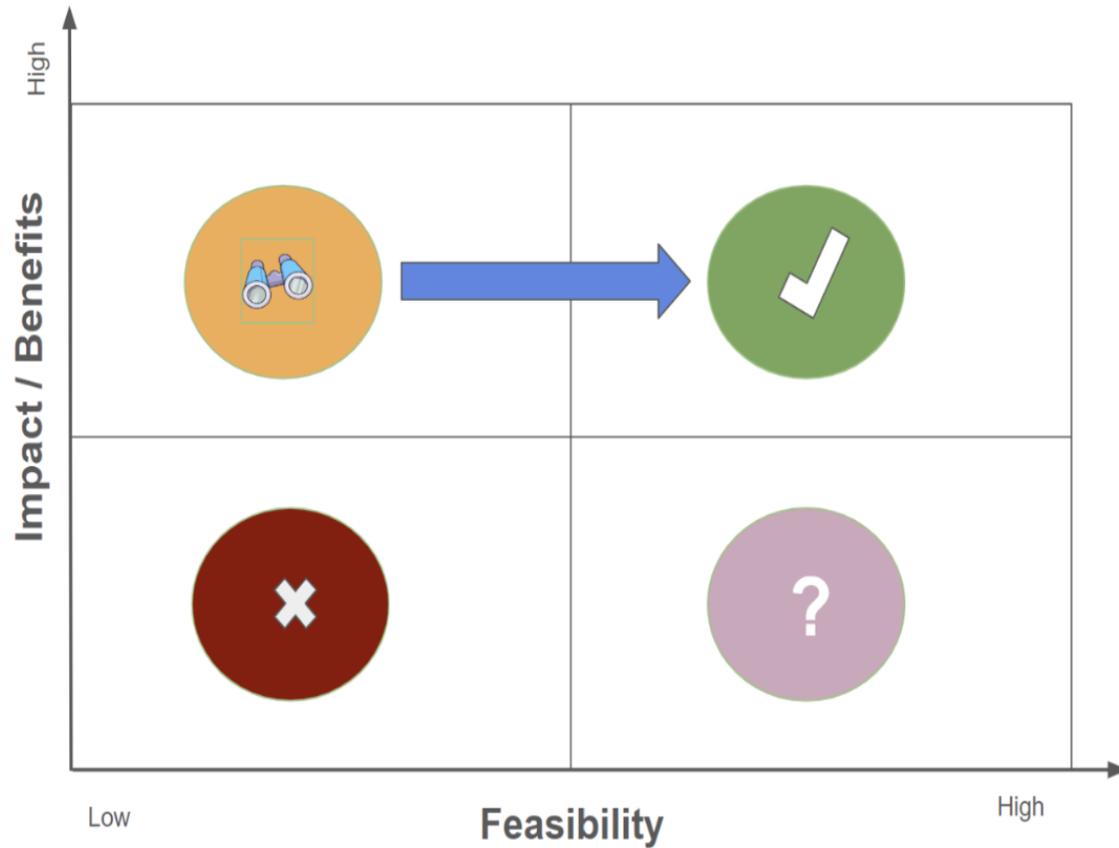
# AI USE-CASE PRIORITIZATION



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Objective	Use-case 1 (Score 1-5)
Alignment with business objectives	
Expected value	
Data availability	
Operationalization difficulty	
Risc and compliance	
Differentiation	
Stakeholder support	
Total	



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# AI IMPACT EVERYONE

Requires Change of Leadership, Organizational, Personal Mindset  
Re-skilling & Up skilling required





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# AI BEST PRACTICES IN GOVERNMENT GLOBAL BEST PRACTICES

## **Ethical Guidelines for AI**

Implementing clear ethical guidelines ensures transparency and fairness in how AI is used within government services.

## **Data Privacy and Security**

Protecting citizens' data is critical; robust security measures prevent misuse or breaches of sensitive information.

## **Staff Training and Innovation**

Continuous training helps public sector workers keep up with AI advancements and encourages responsible innovation and oversight.



# FUTURE CXO SUITE SUPPORTING CEO

Is the CXO team ready for  
The New Era?

Chief  
Technology  
Officer



Chief Compliance Officer



Chief AI Officer



Chief Data Officer

Chief  
Experience  
Officer



# INFRASTRUCTURE

SMART GOVERNMENT FUTUREPROOF PLATFORMS FOR SCALE



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# EVERYONE KNOWS HOW TO AI



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Questions to be answered?

1. Are we Building for Citizens, Stakeholders  
Of just consuming technology?
2. How do you Build AI Experiences that Scale?
3. Who is Accountable for AI Adoption?



# AI TEAM 4 SUCCESS



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CUSTOMER INTIMACY

Chief Experience Officer



**Data Scientist**  
also known as Data Managers, statisticians.



A data scientist will be able to take data science projects from end to end. They can help store large amounts of data, create predictive modelling processes and present the findings.

**Data Engineers**  
also known as database administrators and data architects.



They are versatile generalists who use computer science to help process large datasets. They typically focus on coding, cleaning up data sets, and implementing requests that come from data scientists.

**Data Analysts**  
also known as business Analysts.



They typically help people from across the company understand specific queries with charts.

AI Product Manager



 <b>AI/ML Engineer</b>	 <b>AI Ethics Specialist</b>	 <b>AI Research Scientist</b>	 <b>AI Solutions Architect</b>	 <b>NLP Engineer</b>
 <b>Big Data Engineer</b>	 <b>Robotics Engineer</b>	 <b>AI Data Analyst</b>	 <b>Data Scientist</b>	 <b>AI Product Manager</b>

OPERATIONAL EXCELLENCE