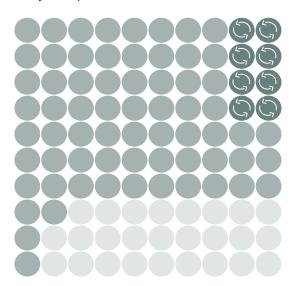
AI can supercharge Portugal's eGovernment ambitions



Most jobs in the Portuguese public administration have the potential to be complemented by generative AI, unlocking EUR 1.2 billion of gross value added with the same resources.

Potential for using generative AI in public administration in Portugal % of jobs in public administration



8%

of public administration jobs have high potential for generative Al use.

66%

of public administration jobs have medium potential for generative AI use.



26%

of public administration jobs have low potential for generative AI use.

In Portugal, cross-cutting tasks form the foundation of most public administration jobs, with the top five tasks accounting for 70% of the potential.





manager

Individual case handling



Budget administrator

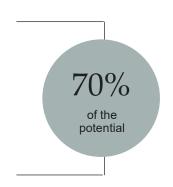
Legal clerk

Cross-
cutting
tasks

General governance and regulation Finance and budgeting

Law and legislation

Inspection and control

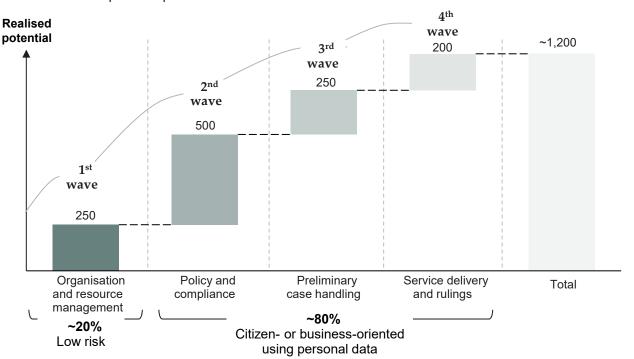


Low-risk, internal AI applications are estimated to constitute 20% of the total potential



Potential value creation from generative AI in public administration in Portugal

EUR million at widespread adoption



To realise the AI potential, the Portuguese government should...

Think 'task-based'

Prioritise cross-cutting tasks to achieve economies of scale while addressing local needs.

Think 'risk-conscious'

Begin with low-risk and internally-facing Al solutions.

Think 'impact-oriented'

Concentrate on Al applications that reduce the time and hassle of citizens and businesses.

Create cloud clarity

Harmonise department policies and mitigate risks through government-wide risk assessments.

Make smart procurement choices

Optimise AI and cloud procurement by ensuring flexibility, scalability, and alignment with open standards to avoid vendor lock-in.

