# The opportunity of AI in public administration in Italy

Generative AI has the potential to enhance the efficiency, quality, and citizen experience of public services. To harness its benefits, Italy needs to prioritise the development of AI-driven public administration solutions that improve workflows and services.

## Generative AI could enhance the value added in public administration by...

**EUR 11 billion**

This potential value stems from two primary sources:

**Increased service quality and speed**

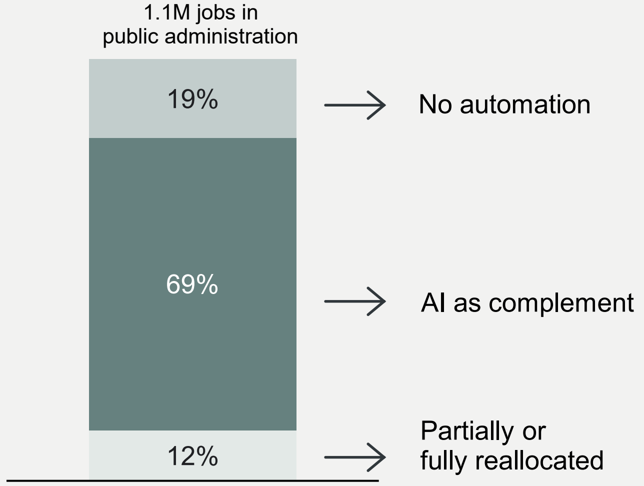
AI enhances public service delivery, making processes faster and more accurate.

**More available time and resources**

Freed-up time from automation allows employees to focus on high-value tasks.

## 69% of jobs in public administration could work *together with* AI

**Potential for using generative AI in public administration in Italy**
% of jobs in public administration




**AI will mostly complement the work of public administration employees** – enhancing productivity and freeing up time to focus on more complex and value-creating tasks

An Implement Consulting Group study commissioned by Google.

# Capturing the benefits

## Public administration employees have tried generative AI...

**71%**

of public administration workers in Italy use AI tools.

**25%**

of public administration workers in Italy say their institutions have invested in AI solutions.

## Investments in AI are motivated by…

- **Saving costs**
- **Improving productivity**
- **Improving employee well-being**
- **Improving quality**

## Unlocking the benefits of AI in public administration requires Italy to…

**Develop AI skills among civil servants**

Equip civil servants with AI skills to drive secure adoption.

**Ensure access to scalable AI infrastructure**

Culturally fit language models and scalable computing are essential.

**Tailor AI applications to public sector needs**

AI must support workflows based on integration of expert human knowledge and guidelines.

**Establish guidelines for responsible use**

Align regulations to foster innovation while ensuring public trust and data security.

**Scan to view full report**

An Implement Consulting Group study commissioned by Google.