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C(2024) 380 final

## **COMMUNICATION TO THE COMMISSION**

### **Artificial Intelligence in the European Commission (AI@EC)**

**A strategic vision to foster the development and use of lawful, safe and trustworthy  
Artificial Intelligence systems in the European Commission**

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For the purposes of this Communication, the definition of artificial intelligence (AI) system in the Artificial Intelligence Act<sup>1</sup> applies. All related definitions found in the Artificial Intelligence Act also apply. All references will be updated as necessary following adoption of the Act.

## 1. INTRODUCTION

AI technologies are already having a significant impact on all of us, as individuals and for organisations, including the Commission. The advent of generative AI marks a transformative shift: unprecedented possibilities for supporting our staff, reducing administrative burden, and enhancing quality and impact of the Commission's work, but also a clear need to increase our understanding of AI and the ability to identify and address risks, to ensure AI use is safe, transparent, trustworthy and human-centred. The Commission is committed to supporting, accelerating and promoting the development and deployment of trustworthy AI within the Commission and, where possible, with public and private sector partners including notably startups and innovators.

In alignment with the Artificial Intelligence Act, the term AI system is used in this communication for *machine-based systems designed to operate with varying levels of autonomy and that may exhibit adaptiveness after deployment and that, for explicit or implicit objectives, infers, from the input it received, how to generate output such as content, predictions, recommendations, or decisions, that can influence physical or virtual environments*<sup>2</sup>.

With this perspective, AI is a welcome opportunity for the Commission and its staff to become more effective and efficient in daily work processes and services, including new services that would not have been possible up to now. These new services could include support in analysis, drafting, policy preparation, and decision-making, or new forms of interaction with the public. In encouraging the use of AI, the Commission remains uncompromising in its focus on the person. AI must be an instrument of support for staff and for human-centric policy making, in line with EU law and fundamental rights<sup>3</sup>. Commission staff will be given the guidance and training they need to become skilled users of AI tools.

The aim is to identify areas of AI use with the biggest positive impact on staff's daily work experience, such as reducing burden from repetitive and time-consuming tasks or equipping colleagues with tools to improve policy design and to facilitate policy implementation. The aim is also to prioritise investments for tools that can be reused or applied across various policy areas and use cases, such as analysing large and varied data sources, summarisation and pattern identification, or support to multilingual interaction with the public.

Since 2018, the Commission has been actively engaged in: (i) developing AI-related policies<sup>4</sup> and internal systems, and (ii) providing funding to support the development and uptake of

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<sup>1</sup> Until the adoption and entry into force of the AI Act, references in this document should be read as references to the Commission's proposal (COM(2021) 206 final, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A52021PC0206>). Once the AI Act is adopted, those references should be read as references to that act.

<https://www.europarl.europa.eu/legislative-train/theme-a-europe-fit-for-the-digital-age/file-regulation-on-artificial-intelligence>

<https://digital-strategy.ec.europa.eu/en/library/proposal-regulation-laying-down-harmonised-rules-artificial-intelligence>

[https://commission.europa.eu/business-economy-euro/doing-business-eu/contract-rules/digital-contracts/liability-rules-artificial-intelligence\\_en](https://commission.europa.eu/business-economy-euro/doing-business-eu/contract-rules/digital-contracts/liability-rules-artificial-intelligence_en)

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52020DC0065>

<sup>2</sup> To be adapted as necessary after adoption of the AI Act.

<sup>3</sup> <https://digital-strategy.ec.europa.eu/en/library/european-declaration-digital-rights-and-principles>

<sup>4</sup> European Commission, Artificial Intelligence for Europe, COM(2018) 327 final, 2018. European Commission, Coordinated Plan on Artificial Intelligence, 2018. European Commission, Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the

trustworthy AI technologies in the EU. AI is a key element of the strategy of making Europe fit for the digital age<sup>5</sup> and turning the next 10 years into the EU's Digital Decade<sup>6</sup>, as set out in the Commission's 'Digital Compass' Communication<sup>7</sup>.

The public sector can and should play a key role in this digital AI transformation<sup>8</sup>. The Commission has explicitly called for the accelerated uptake of trustworthy AI technologies in the public sector. And the 2021 coordinated plan on AI, agreed between the Commission and the Member States<sup>9</sup>, specifically outlines the benefits and actions that can facilitate the uptake of AI in the public sector. In that respect, the Commission aims to modernise its systems and lead by example in deploying and using trustworthy AI technologies in the public sector.

However, AI technologies also come with risks and limitations. These technologies could potentially: (i) harm public and private interests, (ii) violate data privacy, information security and intellectual property protected by Union law, and (iii) introduce bias into information and work processes. Safely deploying AI and harvesting the benefits while avoiding the risks, pose a significant challenge.

To address this challenge, the European Union's legislator is currently finalising a Regulation of the Parliament and Council on harmonised rules for Artificial Intelligence (the 'AI Act'). The AI Act follows a risk-based approach, setting requirements for AI systems that pose high risks to safety and fundamental rights and prohibiting certain practices that contravene EU values. It will complement the EU acquis on product safety to ensure that AI systems placed on the market in the EU are trustworthy. Nevertheless, it will take some time before this legislation becomes fully applicable. To bridge the period until entry into application of the AI Act, the Commission has announced an AI Pact, inviting AI developers to prepare and anticipate the requirements of the AI Act. Fully embracing the benefits and opportunities of AI technologies, the Commission itself will already now, set a positive example and subject itself to the envisaged rules.

The Commission welcomes the agreement by G7 leaders<sup>10</sup> on the International Guiding Principles on Artificial Intelligence and a voluntary Code of Conduct for AI developers under the Hiroshima process<sup>11</sup>. These principles and the voluntary Code of Conduct will complement, at international level, the legally binding rules of the AI Act. This Communication outlines a vision and introduces concrete actions for how **the Commission will build institutional and operational capacity to ensure the development and use of trustworthy AI technologies**. It builds on the internal experience with AI and the legal and policy framework put forward by the Commission, and it identifies important areas where AI can be the most beneficial to the Commission and its staff.

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Committee of the Regions, Building Trust in Human Centric Artificial Intelligence, COM(2019) 168 final, 2019. European Commission, White Paper on Artificial Intelligence - A European approach to excellence and trust, COM(2020) 65 final, 2020; European Commission, Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions, Fostering a European approach to Artificial Intelligence, COM(2021) 205 final.

<sup>5</sup> [https://commission.europa.eu/strategy-and-policy/priorities-2019-2024\\_en](https://commission.europa.eu/strategy-and-policy/priorities-2019-2024_en)

<sup>6</sup> [https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/europe-fit-digital-age/europes-digital-decade-digital-targets-2030\\_en](https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/europe-fit-digital-age/europes-digital-decade-digital-targets-2030_en)

<sup>7</sup> <https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX%3A52021DC0118>

<sup>8</sup> [https://ai-watch.ec.europa.eu/publications/ai-watch-european-landscape-use-artificial-intelligence-public-sector\\_en](https://ai-watch.ec.europa.eu/publications/ai-watch-european-landscape-use-artificial-intelligence-public-sector_en)

<https://publications.jrc.ec.europa.eu/repository/handle/JRC129100>

[https://joint-research-centre.ec.europa.eu/jrc-science-and-knowledge-activities/trustworthy-artificial-intelligence-ai\\_en](https://joint-research-centre.ec.europa.eu/jrc-science-and-knowledge-activities/trustworthy-artificial-intelligence-ai_en)

<sup>9</sup> <https://digital-strategy.ec.europa.eu/en/library/coordinated-plan-artificial-intelligence-2021-review>

<sup>10</sup> [https://ec.europa.eu/commission/presscorner/detail/en/ip\\_23\\_5379](https://ec.europa.eu/commission/presscorner/detail/en/ip_23_5379)

<sup>11</sup> <https://digital-strategy.ec.europa.eu/en/library/hiroshima-process-international-guiding-principles-advanced-ai-system>

The profound change in our ways of working that AI will bring, reinforces the commitment to fully digitalise the Commission, which is a key part of the mission of the Commissioner for Budget and Administration. Digital skills are essential for all staff, at all levels of the organisation and of all ages. They are the foundation of the way we work, and AI skills will be a core part of this transformation. We all need to embrace new technology. This transition needs to be done in an inclusive way, taking into account current differences at staff level in terms of digital literacy and abilities. Staff will be supported through targeted training and guidance, including through reskilling and upskilling opportunities.

The Commission will also set up operational guidelines on the development and use of **lawful, safe, and trustworthy** AI systems, building on the AI Act, existing relevant legislation, Commission policy and provisions, the *Ethics guidelines for trustworthy AI*<sup>12</sup> developed by the High-Level Expert Group on AI, and best practice from other sources, to achieve the objectives and actions proposed in this Communication.

This vision and these operational solutions must be of a living nature, they will be reviewed and updated regularly to reflect: (i) the dynamic nature of AI technologies; (ii) lessons learned; and (iii) the changes in applicable regulatory and policy framework.

## **2. COMMISSION ACTIONS TO ENSURE LAWFUL, SAFE AND TRUSTWORTHY AI**

### **2.1. The Commission as an early adopter of the AI Act's risk-based approach**

With the adoption of this Communication the Commission starts preparing itself for the forthcoming rules and put in place the first actions for the operationalisation of the AI Act once it is adopted and enters into force. This entails the following actions:

- Develop internal operational guidelines that give staff – users, developers or procurers of AI systems – clear and pragmatic guidance how to put such systems in operation.
- Classify and assess AI systems in use – or planned to be used by the Commission – based on a risk-based approach and using the Commission's operational guidelines.
- Refrain from using any AI systems that are considered incompatible with European values or that represent a threat to the security, safety, health, and fundamental rights of people.
- Put in place organisational structures (a governance) to fulfil the obligations of the Commission in relation to AI.

In doing so, the Commission will consider: (i) planned EU political and legislative initiatives; (ii) all applicable existing legislation including on non-discrimination, accessibility, information security, and data protection; and (iii) best practices and examples from industry, and at both the national and international levels.

### **2.2. Operational and organisational actions to ensure the adoption of trustworthy AI in the Commission**

To facilitate the development and adoption of trustworthy AI in the Commission, the Commission will implement the following organisational and operational actions.

#### *2.2.1. Organisational actions*

The Commission establishes a dedicated internal AI governance that is tasked to:

- Assess AI aspects in new IT investments (via the established corporate IT governance).
- Support and monitor compliance with the Commission's operational guidelines.
- Support a broad 'bottom up' network of interested colleagues, in continuation of the existing AI@EC network.

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<sup>12</sup> <https://digital-strategy.ec.europa.eu/en/library/ethics-guidelines-trustworthy-ai>

This governance builds on the following new and existing bodies:

- **The existing corporate AI@EC Network:** a Commission-wide community bringing together users, interested staff and technical experts with the main goal of sharing information, raising awareness, and identifying opportunities for joint activities and explorations in AI. To promote the practical implementation of AI across the Commission, the AI@EC Network will organise activities along three main strands: (i) identify AI opportunities and use cases alongside with the potential risks; (ii) facilitate the exploration of new AI projects and services; and (iii) build and share knowledge in the AI area. It will also liaise with other AI communities and initiatives, and digital innovation actions. The AI@EC Network is led by DGT in cooperation with representatives from relevant DGs under the authority of the newly created Interservice Steering Group on AI. The Network will suggest any projects and investments to the Interservice Steering Group on AI for assessment and decision via the existing corporate IT governance.
- **The Interservice Steering Group on AI (ISG-AI)** – foundation as a new subgroup of the Information Management Steering Board. The Steering Group is in charge of coordinating and implementing the AI@EC initiative and overseeing the activities of the AI@EC Network. The ISG-AI will set policies, create frameworks, identify synergies, and draft operational guidelines for the use of AI in the Commission. It will: (i) drive and monitor the corporate implementation of AI, (ii) support the Information Technology and Cybersecurity Board in assessing new AI initiatives, and (iii) support ethical, legal, and regulatory compliance. The ISG-AI will be led by DIGIT in cooperation with a director-level core group consisting of DG DGT, OP, DG HR, DG CNECT, the SG and the JRC, and is open to representatives from interested DGs, in particular those with established or planned AI initiatives<sup>13</sup>. The ISG-AI reports to the ITCB and the IMSB on a regular basis and channels any projects and investments to the corporate IT governance.
- **The Information Management Steering Board (IMSB)** – this existing board ensures that AI-related initiatives are aligned with the Commission’s information and data policies.
- **The Information Technology and Cybersecurity Board (ITCB)** – this existing board oversees investments in AI information technology ensuring alignment with the Commission’s digital strategy and business needs. The board also assesses whether compliance with ethical, legal, and regulatory requirements at the initiation stage of the project is taken into account. The ITCB will regularly report major AI projects to the Corporate Management Board (CMB).

**The Commission tasks** the ISG-AI, the AI@EC Network and existing services such as the Cloud Centre of Excellence, the Commission’s Central Intellectual Property Service, the Centre for Organisational Transformation and the Data Protection Officer, to support staff and services by **providing access to AI relevant information, advice and help**. This should happen in close liaison with the future AI Office in the European Commission, which will play a key role in the implementation and enforcement of the AI Act.

#### 2.2.2. *Operational actions*

- **Establish and maintain an up-to-date register of AI systems** in use at the Commission, assessed against corporate guidelines and legal requirements. Responsible: ISG-AI and corporate governance boards. Timeline: Q2/2024, then continuous.
- **Establish and maintain a list of existing AI initiatives** and propose their **prioritisation** in view of the creation of corporate AI services. Responsible: AI@EC Network, ISG-AI, corporate governance boards. Timeline: Q2/2024, then quarterly.
- **Develop concrete operational guidelines:** thematic guidelines for staff, to be applied for the selection, acquisition, development, testing and deployment of AI solutions (at

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<sup>13</sup> The following DGs make part of the initial composition of the ISG-AI: COMP, CNECT, DGT, DIGIT, GROW, HOME, HR, JRC, OP, PMO, REGIO, RTD, SANTE, SCIC, SG and TAXUD.

corporate and policy level), taking a risk-based approach, including general and specific AI cybersecurity related topics. Responsible: ISG-AI and corporate governance boards. Timeline: Q2/2024, then updates as appropriate.

- **Draw up guidelines on the use of specific AI systems:** rules for the use of specific tools, such as the internal guidelines already been drawn up for the use of third-party online generative Artificial Intelligence tools. Responsible: ISG-AI and corporate governance boards. Timeline: existing, review by Q2/2024, then update as appropriate.
- **Develop a policy to build and maintain an AI-skilled workforce:** making effective use of AI in the Commission depends on staff being ready to embrace the technology and use it effectively. Staff will be helped to know how to prompt AI systems to get the most useful results and how to critically assess outputs. They will be trained to understand and use AI systems effectively. The Commission will identify the AI skills needed now and for the future and develop a dedicated learning offer, with practical, easy-to-use advice for staff at all levels. These AI skills will be reflected in future recruitment of all staff. In addition, the Commission will define and recruit the specialist profiles needed to develop AI tools inside the administration. Responsible: AI@EC Network, ISG-AI and HR. Timeline: Q3/2024
- **Map the possible upskilling/reskilling needs of different job groups:** DG HR, in cooperation with local HR Correspondents, will engage with staff in different job groups to identify current and future needs in terms of skills linked to the performance of specific tasks (e.g. document drafting, formatting and editing; multilingual language assistance such as spell check, transcripts and translation; diary management and automation of related recurring activities, etc.) Responsible: ISG-AI and HR. Timeline: Q3/2024.
- **Develop a change management and communication framework to accompany staff:** the introduction of AI systems is bringing about a profound change in the working methods and culture of public service. Dedicated co-creation and communication and engagement with staff will be planned and implemented to support this transition in a smooth, motivating, and effective way. This includes raising awareness amongst staff about AI and its potential impacts; sharing testimonies from the first teams to adopt AI; using ‘champions’ to share the benefits and the good practices to use AI effectively and responsibly. Responsible: Centre for Organisational Transformation, DIGIT, AI@EC Network, and ISG-AI. Timeline: Q2/2024.
- **Build on and further strengthen actions supporting the data maturity** of the Commission, as it provides the foundation for accurate and effective AI. Developing a frictionless internal data ecosystem (under the DataStrategy@EC initiative – interlinking the Commission’s data assets and supporting the Commission processes) will be instrumental in helping to introduce AI systems more quickly and more easily. Responsible: DIGIT and corporate governance boards, in consultation with ISG-AI. Timeline: Q2/2024.
- **Build an agile and flexible approach to the development and use of AI** systems by: (i) using specific infrastructure and platforms according to the dual-pillar approach set in the Digital Strategy<sup>14</sup>, (ii) making the most of the existing expertise and other special resources such as supercomputers in the European High Performance Computing (EuroHPC) network<sup>15</sup> and data from the new European data spaces, in particular the European Language Data Space<sup>16</sup>; (iii) paying attention to commitments on the carbon and energy footprint and

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<sup>14</sup> [https://commission.europa.eu/publications/european-commission-digital-strategy\\_en](https://commission.europa.eu/publications/european-commission-digital-strategy_en)

<sup>15</sup> The EuroHPC Joint Undertaking (<https://eurohpc-ju.europa.eu/>) is a joint initiative between the EU, European countries and private partners to develop a world class supercomputing ecosystem in Europe. In the first half of 2023, the eTranslation and AI language services team at DGT had a supercomputing project through EuroHPC on the MeluXina supercomputer in Luxembourg, that was a first for an in-house project at the Commission.

<sup>16</sup> European Language Data Space: Data for everyone – Share. Connect. Benefit ([https://language-data-space.ec.europa.eu/index\\_en](https://language-data-space.ec.europa.eu/index_en))



(iv) the security of the data. Responsible: ISG-AI, DIGIT and corporate governance boards. Timeline: Q2/2024.

- **Develop a framework to reuse** (and contribute to) open-source AI, also in line with the Commission's strategy on open-source software<sup>17,18</sup>. Responsible: ISG-AI, DIGIT and corporate governance boards. Timeline: Q3/2024.
- **Foster knowledge sharing and seek cooperation opportunities with EU institutions, bodies and agencies and with Member States.** This should use established inter-institutional channels and build on existing Member State cooperation fora such as the Network of Member State Chief Information Officers, the Interoperability Expert Group and the GovTech and experimentation cooperation proposed under the Interoperable Europe Act<sup>19</sup>. Responsible: AI@EC Network, ISG-AI and DIGIT. Timeline: Q3/2024.

### 3. STATE OF PLAY: EXISTING AND FORTHCOMING AI USE CASES IN THE COMMISSION

The Commission views AI as a transformational force that will reshape the way we work. The potential to automate repetitive time-consuming tasks, coupled with large-scale document analysis and skill augmentation, will allow staff to gain efficiency and enable them to concentrate on more strategic, creative, and value-added assignments that require critical thinking, problem solving and relationship building.

Exploration and development of AI use cases has so far been 'opportunistic' or needs driven, such as the highly successful eTranslation tool already in full operation. Building on this precious experience, the Commission will now ensure a clear prioritisation of AI projects and related investments.

The focus will (continue to) be on areas with most positive impact on staff and outcomes, such as reducing workload from repetitive but time-consuming tasks or supporting analysis, compilation and drafting. The focus will also be on developing process and IT capacities that can be reused across various sectors and areas of application, such as secure generative AI tools for integrated internal data sources.

The Commission has identified a set of priority areas where implementing AI will bring the highest benefit, namely (i) enhancing document summarization capabilities, (ii) streamlining the preparation of briefings and responses to questions, (iii) introducing a conversational platform that supports non-classified human-like dialogues, and (iv) providing generative AI services to leverage the vast data, information and knowledge base that the administration has across various business areas.

The adoption of AI, achieved through the identification of use cases, as well as the development and deployment of AI systems, is crucial for realizing the AI corporate vision. Prioritizing and establishing a roadmap for AI will serve as essential steps in facilitating the shift that the Commission envisions in the coming years.

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<sup>17</sup> [https://commission.europa.eu/about-european-commission/departments-and-executive-agencies/informatics/open-source-software-strategy\\_en](https://commission.europa.eu/about-european-commission/departments-and-executive-agencies/informatics/open-source-software-strategy_en)

<sup>18</sup> [https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32021D1209\(01\)](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32021D1209(01))

<sup>19</sup> The Commission proposal for a Regulation of the European Parliament and of the Council laying down measures for a high level of public sector interoperability across the Union (Interoperable Europe Act) (COM(2022) 720 final, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52022PC0720>) is currently under ordinary legislative procedure, with the provisional agreement resulting from interinstitutional negotiations reached in November 2023. See also the accompanying Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions on a strengthened public sector interoperability policy linking public services, supporting public policies and delivering public benefits towards an 'Interoperable Europe' (COM(2022) 710 final, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=COM%3A2022%3A710%3AFIN>).



### 3.1. Examples of AI systems in service in the Commission

The Commission has already started to deploy AI in its DGs, and several additional projects are also being developed in a variety of areas<sup>20</sup>.

#### 3.1.1. AI systems already in service

- **eTranslation** and **eSummary**<sup>21</sup>: AI-powered language services that provide automated translation and summaries, both to the EU institutions, bodies, and agencies and to other users in the EU<sup>22</sup>, in the 24 official languages of the Union and other geopolitically or socio-economically relevant languages.
- **Publio**<sup>23</sup>: AI-powered service for supporting users in their discovery of EU law and EU publications, thus also contributing to greater accessibility.
- **Doris (Data Oriented Services) drive-in**: provides sentiment analysis, keyword extraction, summarisation, and named-entity recognition to semi-automatically analysis in any type and document. There is also specific dashboard for public consultations answers (Doris public consultation dashboard).
- **SeTA (Semantic Text Analyser)**: applications built on SeTA are successfully in use for metadata creation, document classification and discovery. SeTA is being tested for other use cases.

#### 3.1.2. AI systems in development and testing

- **eBriefing**<sup>24</sup>: AI-powered language service that produces topic-based overviews or briefings from a given set of relevant input documents.
- **EC Conference – speech-to-text**: speech-to-text technologies enable multilingual captioning of speakers and the subtitling of live web streaming or audio-visual material to improve access to content for people with disabilities<sup>25</sup>. Transcriptions can be further processed to create minutes (automatic summarisation) or to extract useful information (data analysis).
- **Analysis of feedback from the public**: the Commission systematically consults the public on new legislative proposals (public consultation via the ‘Have Your Say’ portal<sup>26</sup>). The feedback provided by the public is analysed by the Commission to help develop the legislative proposals.
- **Competition case management**: competition investigations rely heavily on the analysis of vast volumes of documents and other data, to extract valuable insights and gather evidence. AI facilitates their efficient search and analysis, enhancing the investigative process. Additionally, it is particularly important for ex officio investigations and soon for the enforcing the Digital Markets Act (DMA).
- **Fraud detection/cybersecurity/disinformation**: the Commission is working to exploit the potential of AI in its processes to better assess risks and target controls, including those at the border. Fraud detection and activities related to the safety of products, services (especially those sold online) and tax compliance, require the collection, handling, and evaluation of large amounts of information. For example, the eSurveillance project uses AI to monitor dangerous products online.

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<sup>20</sup> <https://europea.eu.sharepoint.com/sites/KNB-AIEC/SitePages/AI-examples-in-the-EC.aspx>

<sup>21</sup> <https://language-tools.ec.europa.eu/> eTranslation was the first Commission service to use the new type of AI model architecture introduced in 2017 (the transformer model).

<sup>22</sup> National public administrations of the Member States, SMEs, NGOs, academia.

<sup>23</sup> <https://op.europa.eu/en/home>

<sup>24</sup> <https://language-tools.ec.europa.eu/> Briefing will be the first Commission service to use a large language model for generative AI. Like eTranslation, eBriefing will be within the perimeter of the Commission, handling information up to sensitive non-classified.

<sup>25</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32016L2102>

<sup>26</sup> [https://ec.europa.eu/info/law/better-regulation/have-your-say\\_en](https://ec.europa.eu/info/law/better-regulation/have-your-say_en)

- **Science for policy:** the Commission uses AI to search for and make available scientific evidence for EU policy making. This work not only addresses digital policies but covers most policy areas, including agriculture, crisis management, security, transport, health, and consumer protection.
- **Fostering internal digital transformation:** new prototypes based on generative AI that enable staff to explore the leading generative AI models in a safe environment. These prototypes are intended for exploring and testing ways to harness the power of such models for various specific use cases, to build new applications and services<sup>27</sup>.
- **Improving the user experience on the Funding and Tenders Portal<sup>28</sup>:** new AI-powered tools are being developed on the Funding and Tenders Portal – the most visited landing page on europa.eu. These will work by firstly deploying an advanced search engine based on natural language processing, enabling users to find new funding opportunities by using concepts rather than matching keywords. There will also be a recommendation system aimed at providing users with notifications in their area of expertise (e.g. news, events, and partners) in a proactive and engaging manner.
- **Complaints Handling with AI (CHAI):** the Commission is exploring generative AI and Large Language Models (LLM) technologies to help case handlers dealing with complaints in shorter timespans by providing ‘smart search’ semantic search capabilities and ‘smart drafting’ allowing for re-use of past replies from similar complaints capabilities.
- **Specialised IT systems** as the ATHINA IT system to support the cycle of organised and systematic collection, analysis, and interpretation of information/data from all sources using AI tools to detect, verify and investigate potential cross-border health risks/emergencies and to rapidly respond by ensuring the development, manufacturing, procurement, and equitable distribution of key medical countermeasures.

### 3.2. Potential new use cases for AI systems at the Commission

Initial investments in AI technologies will focus on areas: (i) where the Commission can reduce the workload involving repetitive and manual tasks; (ii) where AI technologies can support discovery and decision-making (misclassification; fraud detection; needle-in-a-haystack problems), or (iii) where AI technologies can provide better or new services for the public. For example: **AI-driven automation/rationalisation/simplification** of standard and repetitive processes to optimise productivity and free up staff to work on higher value activities by applying AI solutions. This includes initiatives to:

- **Support the legislative process, policy monitoring and responses to parliamentary questions** by using ‘text mining’ or other relevant methods to: (i) carry out impact assessments of major legal proposals (ii) search and analyse legislation (iii) assess the impact of new legislation on existing European and national legislation; (iv) compare the new legislation with other legislative frameworks; (v) monitor national implementation and (vi) support legislative (thematic) negotiations.
- **Support the drafting of non-sensitive content for briefings, reports, and other documents** by providing early versions of documents or images that could be later reviewed, corrected, and supplemented by specialised staff of the Commission. In addition, **support the simplification of texts** to produce ‘easy to read’ texts with lower reading ages, at speed and at scale that support inclusion, particularly of those with cognitive impairment, reading disabilities, and non-native speakers.
- **Boost more people-focused HR services:** automate repetitive tasks to free up HR professionals for more direct contact with staff and developing HR policies; provide staff with tools that give instant and reliable information; experiment with AI enhancements to

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<sup>27</sup> Examples of environments for exploring and testing generative AI include the GPT Lab at DGT, and GPT@JRC and AI Sandbox at the JRC.

<sup>28</sup> <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/home>

the learning and development offer, to customise courses to individual needs; use AI to propose career opportunities to staff (such as identifying suitable vacancies) and update their CVs; support DGs in finding talent and develop job descriptions; and deliver enhanced dashboards and reporting for managers.

- **Financial processes; project-proposal assessment; detection of risk, fraud, and unethical situations** to support the detection of anomalies, intelligent search, anomaly screening, review triggering, the verification of documents and the verification of information.
- **Threat intelligence:** cyber surveillance; analysing and monitoring security information, detection of anomalous behaviours, detection of cyber-attack patterns; incident response; identifying malicious campaigns in public consultations and disinformation in mainstream and social media.
- **Support speech-to-text conversion** for Commission meetings and events for transcription and subtitling to ensure accessibility and inclusivity for all audiences. Use text-to-speech technologies to create voice over content.
- **Support engagement with the public** and stakeholders via the use of: (i) chatbots; (ii), virtual assistants; (iii) advanced analytics applied to feedback from the public; and (iv) new services for the public.
- **Contribute to a greener Commission** in combination with internet of things – for example, smart buildings, smart power, or smart lighting.
- **European statistics:** AI systems and machine learning approaches have great potential to be used in: (i) **producing and disseminating of European statistics** by extracting information from both structured and unstructured data; (ii) assisting labour-intensive data processing and data validation; and (iii) improving users' experience with statistics and data.
- **Explore opportunities to improve other search functionalities within the Commission** on the basis of the experience gained from the advanced search engine in the Funding and Tenders Portal.

### 3.3. Horizontal corporate AI enablers

The latest evolution in AI technologies – generative AI based on large language models – fundamentally changes the way AI can be implemented to support business processes.

In order to stimulate the current initiatives and explore other potential use cases, the Commission will put a particular focus on investigating whether generic enabling AI services at corporate level could be developed as the backbone of policy-area specific AI-applications. This specifically includes:

- Introducing multi-purpose conversational platforms for human-like dialogues, using generative AI within the perimeter of the Commission, capable of supporting up to sensitive non-classified information.
- Providing an array of generic generative AI services to allow the exploitation of the knowledge bases of the Commission in various policy areas and other domains.

## 4. NEXT STEPS

Implementation of this AI initiative and early adoption of the principles of the AI Act start without delay.

The Member(s) in charge of digital transformation, human resources and administration will oversee the implementation and report to the College about the progress of the AI@EC initiative and of the major projects, on the basis of preparatory work by the ITCB and the CMB.