

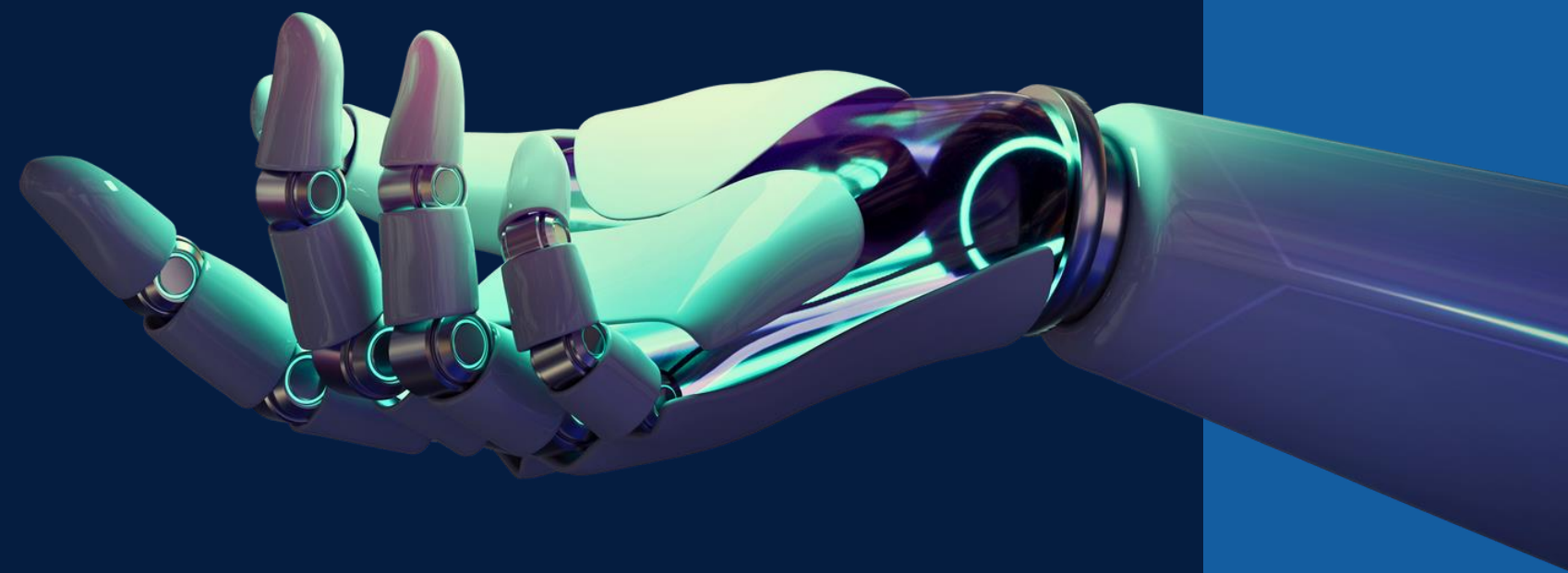


**CLAD**

CENTRO LATINOAMERICANO  
DE ADMINISTRACIÓN  
PARA EL DESARROLLO

# IBERO AMERICAN CHARTER ON ARTIFICIAL INTELLIGENCE IN CIVIL SERVICE

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# AI AND GOVERNMENT

The most profound transformation in the world of information since the invention of the printing press.

AI is not a specific technology, but comprises a set of processes based on machine learning.



It aims to develop robust predictions to make existing processes more efficient.



AI can help the government move from low-value tasks to high-value tasks, by eliminating repetitive tasks.



AI can help improve governance, but it can never be a substitute for Good Governance.

# HOW DOES PUBLIC POLICY RELATE TO ARTIFICIAL INTELLIGENCE?

ARTIFICIAL INTELLIGENCE AS  
AN INPUT FOR PUBLIC  
POLICY.

PUBLIC POLICY AS AN  
REGULATOR OF ARTIFICIAL  
INTELLIGENCE.

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# OBJECTIVES OF THE CHARTER

I

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Define conceptual basics, applicable in a flexible manner ahead of potential changes in the future, to comprehend the extent of AI, improve governance and foster good government in the Ibero American sphere.

II

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Establish a set of principles as common guidance on AI for civil service in the Ibero American community.

III

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Support civil servants with knowledge and exchange of information for the easier implementation of AI in both the workplace and all the activities intended to improve civil service.

IV

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Identify a set of key dimensions and guidelines for the adoption and use of AI in all national government agencies, from a comprehensive and systemic perspective.

V

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Offer recommendations and guidance on the development of AI from public authorities, in line with the rest of the Ibero American Charters previously approved, for the purpose of smart governance.



# AI BENEFITS IN CIVIL SERVICE

Streamline administrative processes and public utilities based on AI, focusing on individual needs and resulting in better flexibility, effectiveness and fairness.

Broaden participation based on ethical algorithms for rather inclusive public policies by involving more individuals and social groups in public affairs.

Upgrade decision-making relying on data and evidence, for increasing accuracy, speed, volume, variety and public value.

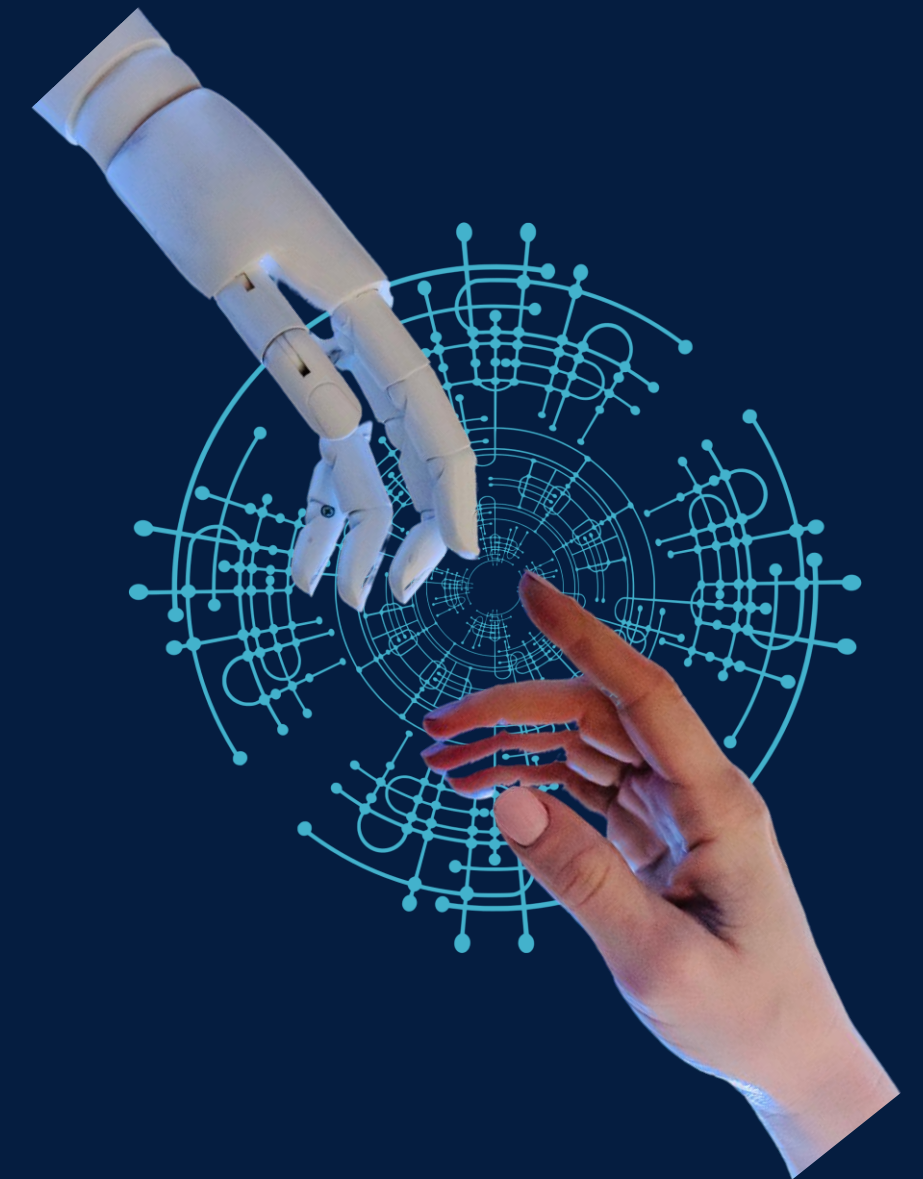
Move ahead with citizen cooperation in solving challenging public matters, by converging institutional, collective and artificial intelligences.

Patronize inter-administrative and inter-government cooperation in order to expand the cross serviceability of data and information, and for a rather comprehensive vision of civil service.

Achieve the highest level of citizen trust in increasingly legitimate government agencies through the joint action on the largest possible number of improvement areas.

Work on transparency and strenuous efforts against corruption, with the help of AI systems, to improve accountability in the public and private sectors and in citizens in general, and for a better government.

Strengthen democratic systems through the sensible use of algorithms and AI systems for the common well-being.





# CHALLENGES OF AI IN CIVIL SERVICE

Remove the biases of gender, ethnics, religion and any other human feature that may be mirrored in data that feed AI systems.

Straighten the invasive control in the workplace over civil servants by the proper regulation of algorithms in every aspect of the work relationship.

Prevent algorithm opacity in automated public services and decisions through the monitoring and audit of algorithms in every moment of their life cycle, from design to assessment, to avoid black box effects and contain any restrictions on explainability and accountability.

Preclude the violation of fundamental rights resulting from algorithm-based decisions by means of accountability in all and any processes and actions taken for their operation.

Lessen the impact of the transition of features and tasks to robots and drones, by developing labour skills fit for persons, for the harmonious coexistence of persons and machines.

Narrow the digital gap and reduce the risks of social and economic side-lining resulting from the widespread use of emerging technologies, prioritizing persons and education at all age levels.



# GENERAL PRINCIPLES OF AI IN CIVIL SERVICE

Human autonomy.

Transparency, traceability and explainability.

Accountability, liability and auditability.

Security and technical robustness.

Reliability, accuracy and reproducibility.

Confidence, proportionality and prevention of damage.

Privacy or protection of personal data.

Data quality and safety.

Fairness, inclusiveness and non-discrimination.

Human-centring, public value and social responsibility.

Sustainability and environmental protection.





# AI DEVELOPMENT STAGES

Country strategies for AI in civil service must target at the promotion of multiple key elements with a country vision. General guidelines must be set on the economic, social, political, cultural, administrative and otherwise extent of AI, including, at least, the following:

- The **democratic values** at stake as a result from the sweeping use of algorithm systems and their effects on democratic institutions in the future.
- The **ethical options and data governance model** sought with this strategy.
- The **expected impact of governance**, measured by algorithms in multiple social areas, the country natural ecosystem or human rights.
- The **economic sectors** expected to be invigorated through AI rollout.
- How the **country academia** and scientists can catalyse new research and innovation on specific key issues related to AI and future development.
- The identification of **new skills and knowledge** in professional fields of expertise and educational centres for the availability of capable labour force.
- The **identification of the most affected targets in society** to fill gaps and overcome inequalities, by cashing in on the deployment of these technologies.





# FINAL RECOMMENDATIONS FOR THE ENFORCEMENT OF THIS CHARTER

- AI data management
- Enabling technology and cybersecurity infrastructures
- Algorithm risk allocation
- Public records, audit and algorithm assessment
- Algorithm testing, trials and sandboxes
- Interoperability and algorithm systems in the public sector
- Public organizational structures for AI
- Senior staff and managerial skills for AI
- 4.0 civil servants in the new algorithmic environment
- Cross-cutting skills
- Political will and change management towards AI from and in civil service



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