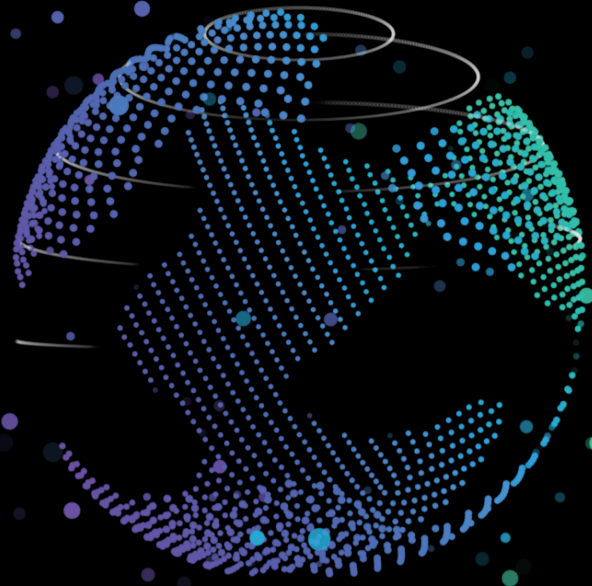# Using AI responsibly in government

AI technologies are reshaping the way governments large and small develop their regulatory frameworks and interact with their citizens. Successfully integrating AI into government agencies requires that elected leaders and civil servants practice big-picture thinking to consider not just what AI **can** do, but what it **should** do.

At Microsoft, we are collaborating with customers, partners, experts, and government leaders to create a collective approach to engaging with AI in a responsible way. As you navigate what this shift could mean for governments globally, we'd like to share key insights and perspectives that we've learned along the way.

## Opportunities

### Service Delivery

Seamlessly deliver personalized services where and when people need

Ease bureaucracy with online digital assistants

### Public Safety

Improve traffic flows and increase road safety

Enable more effective policing and securely support judicial systems

### Economic Growth

Invest in upskilling and reskilling

Stimulate cross-agency collaboration and innovation to support citizens

## Risks

**Understand biases**
Make sure your data is accurate and acknowledges inherent biases

**Provide transparency**
Understand how biometric data affects citizen privacy

**Increase trust**
Educate legislators, government officials, and public on how AI principles protect them

**Innovate through policy**
Create an environment that enables public and private organizations to safely and successfully leverage AI

## A responsible path forward
### How do you manage AI responsibly?

Follow established guiding principles to articulate your AI approach

Adopt practices and tools to apply throughout the development lifecycle

Determine a governance framework that builds trust and enables governments to lead by example

As we see every day, governmental decisions significantly impact people. For AI to play a role in improving society, it's essential that legislators and government officials understand and deploy the technology responsibly while planning for unintended consequences. AI can streamline burdensome processes, like reducing caseloads in courts. It can also foster inclusion within society, such as assisting with job training and alleviating income inequality.

## How can you start your own journey to develop responsible AI in government?

Visit Microsoft's page on Responsible AI to learn more about our approach.

Learn more about AI in government from industry experts at the Microsoft AI Business School.

Download The Future Computed: Artificial Intelligence and its role in society.

Learn about AI for Humanitarian Action.

Recommendations of the OECD Council on Artificial Intelligence containing the principles for responsible stewardship of trustworthy AI.

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