

Harnessing the potential of Artificial Intelligence to create Public Value in the Caribbean

Presenter:

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UNITED NATIONS ECONOMIC COMMISSION FOR LATIN AMERICA AND THE CARIBBEAN, SUBREGIONAL HEADQUARTERS FOR THE CARIBBEAN

Artificial Intelligence in the Public Sector



Artificial Intelligence (AI) is not an end in itself

AI in the public sector

- Improve the quality of services
- Foster trust
- Increase efficiency and service delivery outcomes

Governments must ensure that AI is adopted effectively for the **public good**

Public Value Creation



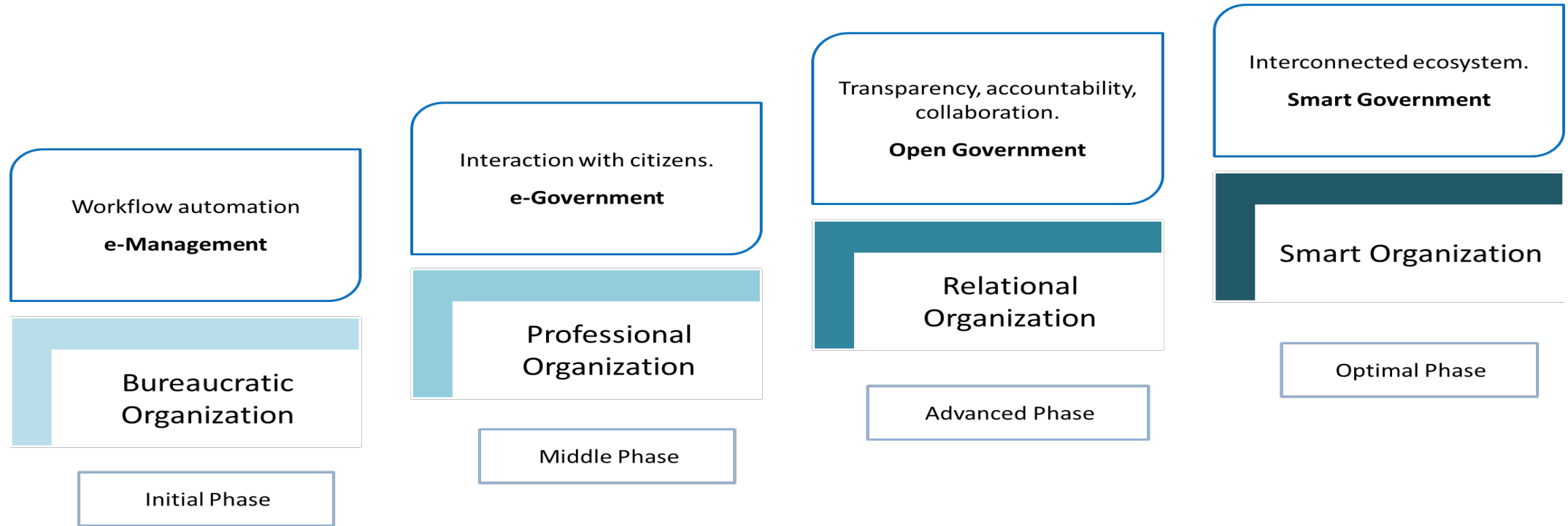
Public value is defined by the citizens who consume the products and services, rather than the producers

Public organizations' primary focus should be on what is valued by the public

Public Value Management highlights longer-term outcomes of the public sphere

Shifting focus from outputs to
outcomes

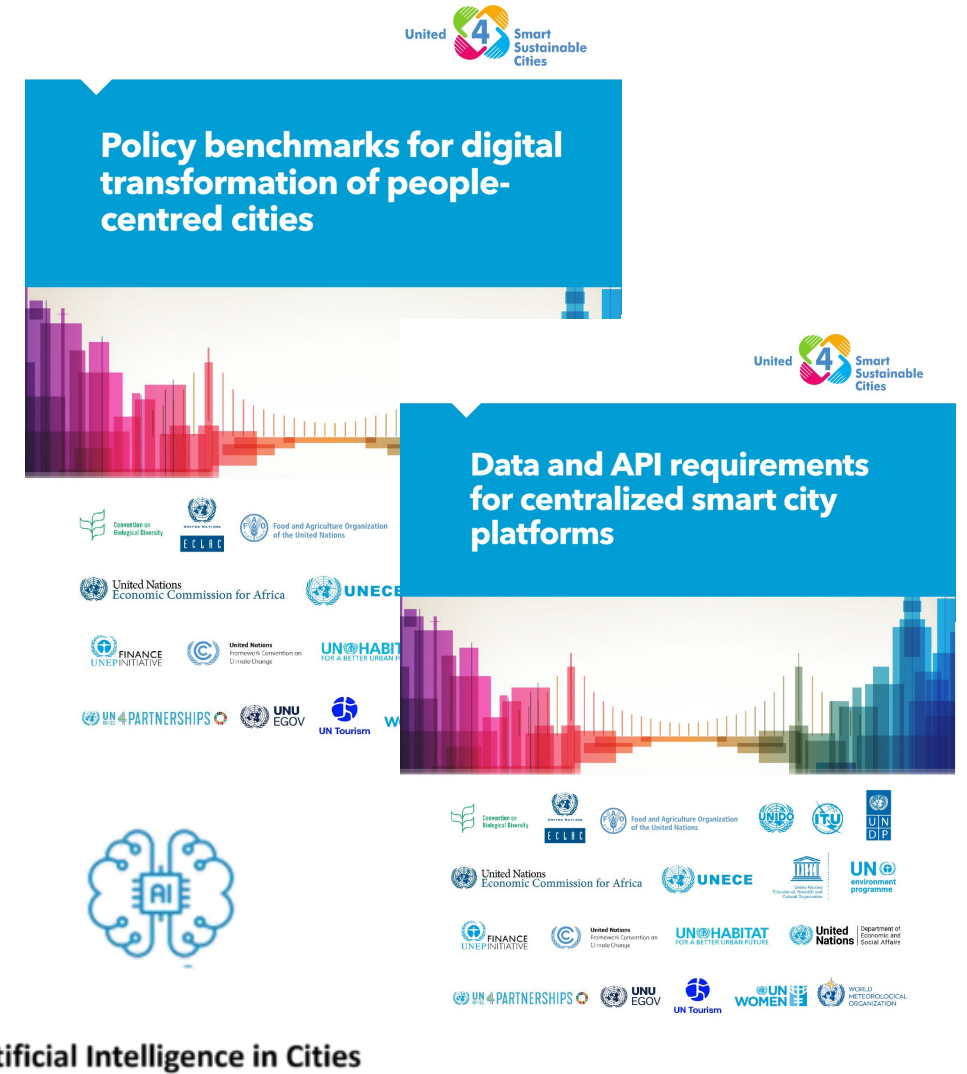
Transition towards Smart Government



Source: UN ECLAC

United for Smart Sustainable Cities (U4SSC)

- U4SSC initiative is a global UN collaboration, coordinated by ITU, UNEP and UNECE, and includes 9 Thematic Groups.
- **Thematic Group on AI in Cities:** develop frameworks to harness AI in conjunction with other frontier technologies to efficiently and effectively deliver urban services and operational processes.



Smart Cities in the Caribbean

The IDB Cities Lab identifies potential LAC cities and provides support for smart city development.

Montego Bay, Jamaica:

- Aiming to develop city's technology and infrastructure by 2030.

Nassau, Bahamas:

- Identified as a possible smart hub. Collaborating with ITU to incorporate technology into the provision of public services.

Arima, Trinidad and Tobago:

- Connected Arima project aims to enhance digital connectivity.



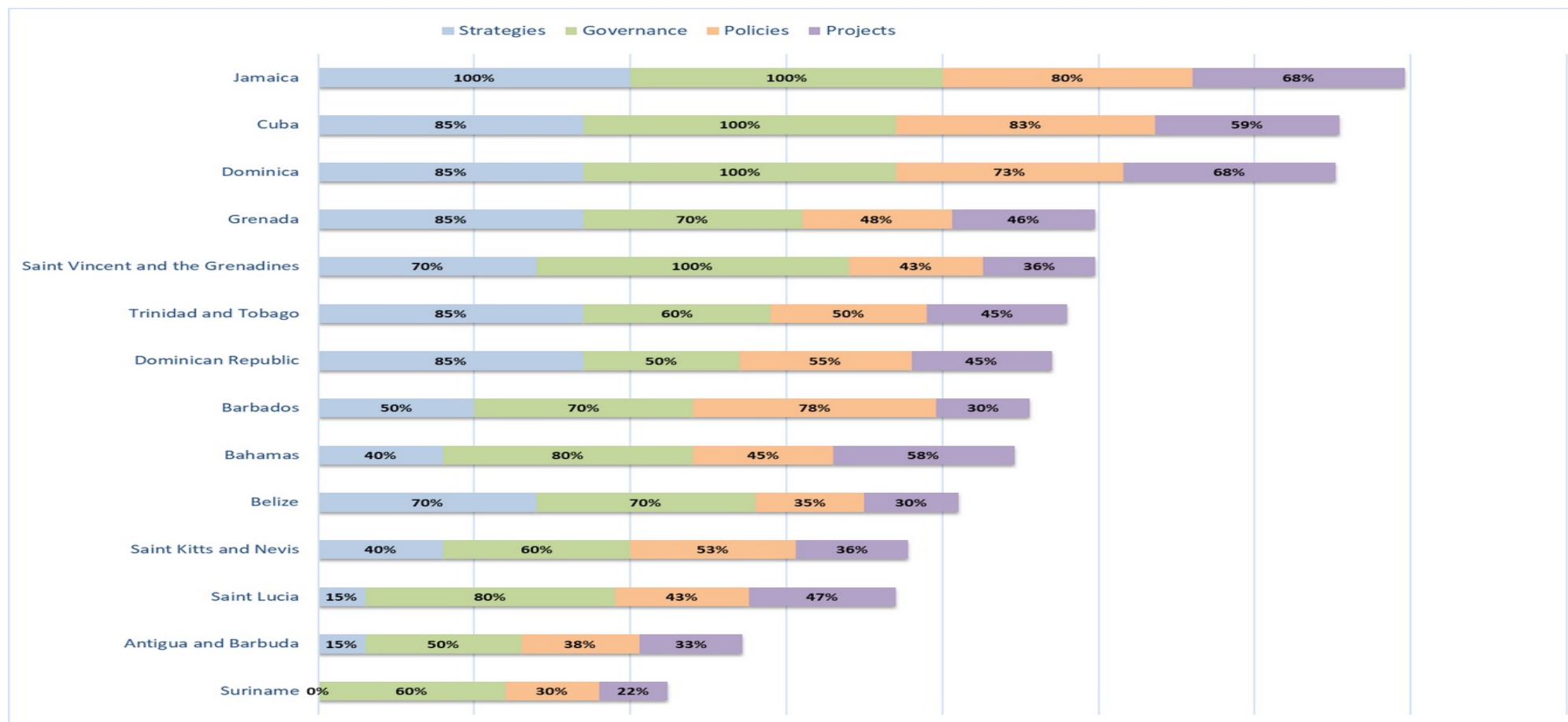
Key Challenges



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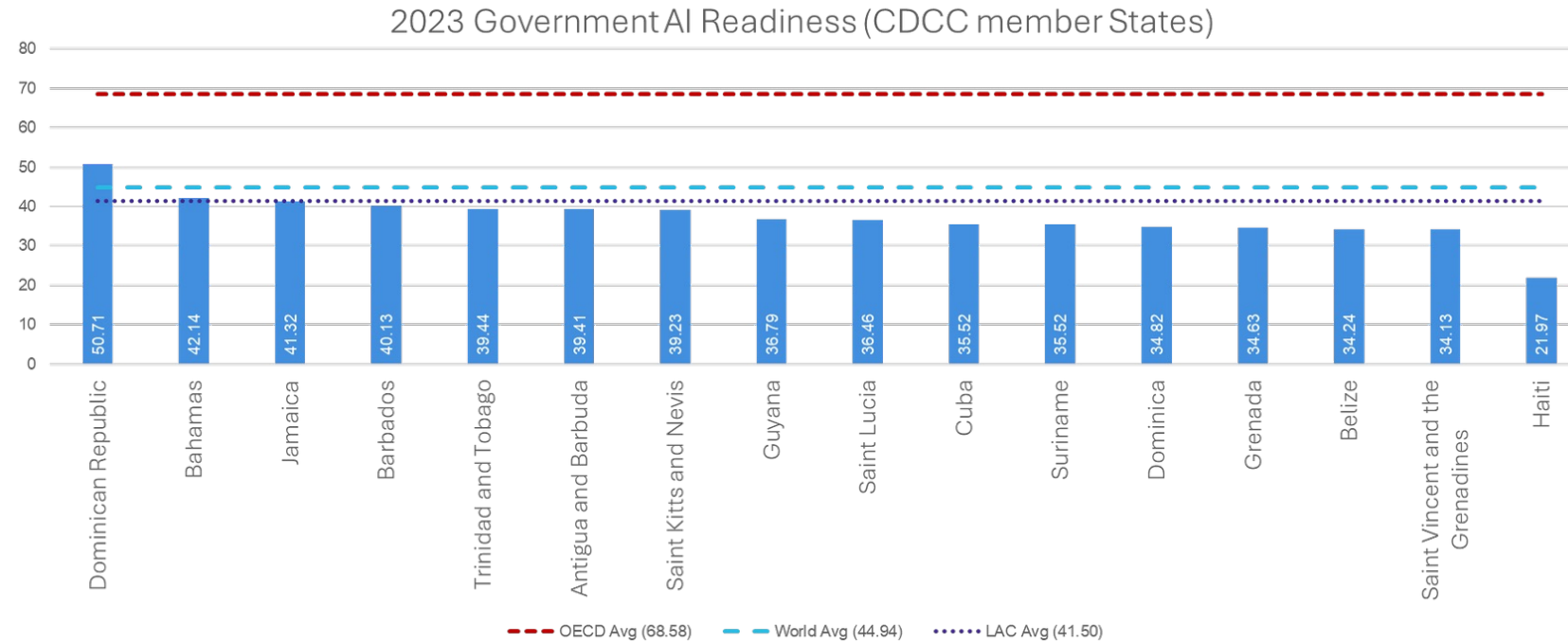
Level of Implementation of Digital Government in the Caribbean



Source: UN ECLAC



Government Readiness in the Caribbean



Source: Oxford Insights, 2023

Public Value through AI: Public Sector Skills Development

The mere existence of AI does not create public value and motivation alone is not enough to deploy AI effectively.

New skillsets are required to produce in-depth knowledge of the AI ecosystem.

Every public servant must have some form of AI-related competency, for example to:

- Develop or use AI systems
- Find new ways of working with AI
- Change traditional work procedures
- Imagine new solutions to old challenges



Empowering Digital Transformation Leaders

Internal Source of Transformation

- Public administration managers can serve as internal sources for digital transformation, advocating for and implementing digital tools and digital government transformation.
- Public managers play a leading role in implementation of different tools, technologies, and practices.

Culture of Innovation

- Supportive leadership is critical to establish a culture of innovation necessary for digital transformation and implementation of strategic plans.

Reluctancy to undertake long-run projects

- Strong tendency to pursue short-term projects in-line with political terms.

Recommendations

Strategic vision is a key element of Government readiness for AI in the public sector



Policy Recommendations



National Strategies

Develop **national AI strategies** that articulate the vision and policy framework



AI Capability

Develop **AI national capability** to ensure the required human resources



Integrate AI Systems

Integrate AI systems in the public sector with a **changing mindsets** approach

Changing Mindsets

Steps to changing mindsets:

STEP 1: Identify

STEP 2: Realize

STEP 3: Understand

STEP 4: Adopt strategies

STEP 5: Change beliefs

STEP 6: Transforming behaviors



Source: Cristina Rodriguez-Acosta, UN DESA, DPIDG, PMCDU

Thank you!

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