

KRATT  
Artificial Intelligence  
Programme of #eEstonia

# #KrattAI: roadmap for 2020

Read more: <https://www.kratid.ee>

# What is #KrattAI?

#KrattAI is the vision of how digital public services should work in the age of artificial intelligence (AI)

#KrattAI will be an interoperable network of AI applications, which enable citizens to use public services with virtual assistants through voice-based interaction

# What problem is #KrattAI solving?

**Problem:** people don't know which public agency to contact, they don't have an overview of their obligations and opportunities offered by government, communication is time-consuming for both the people and the government

**Opportunity:** Improvements in AI and especially virtual assistants (e.g. in mobile devices) enable to solve this problem significantly better than before

**Background:** Mobile devices are used by 98% and Internet by 90% of Estonian households. The use of mobile devices and Internet continues to increase amongst the public.

**Aim:** To make digital public services radically easier to use and more accessible to people through voice-based virtual assistants, thereby providing the best user experience for digital government

#KrattAI roadmap for 2020:	Mar '20	Jun '20	Sep '20	Dec '20	Mar '21	Jun '21
Chatbot and messaging room PoC	Active	Active	Active	Active		
Analysis and PoC on the use of alternative channels		Active	Active	Active		
Classification of citizen messages analysis and PoC		Active	Active	Active		
Analysis and PoC of eesti.ee national mobile application		Active	Active	Active	Active	
Information extraction	Active	Active	Active	Active		
Speech synthesis	Active	Active	Active			
Consent management platform	Active	Active	Active	Active	Active	Active
Roadmap with companies	Active	Active	Active	Active		
Roadmap with Finland	Active	Active	Active	Active		

\*PoC = Proof of Concept

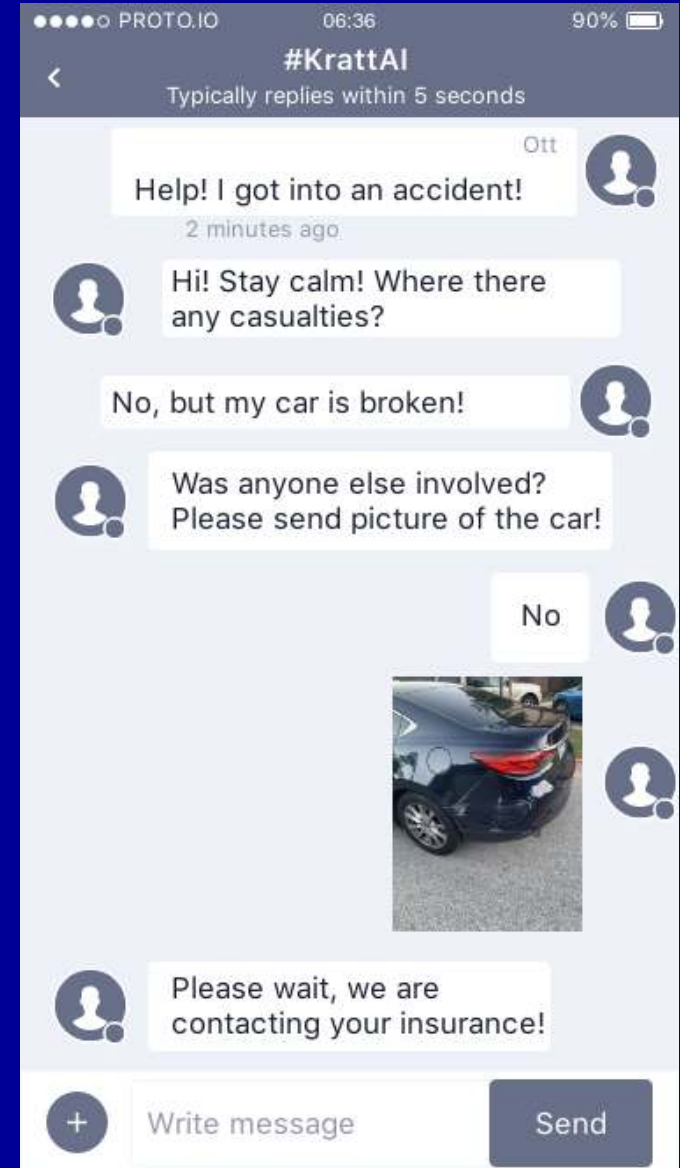
# Chatbot and messaging room PoC

Project goal: Develop an open-source chatbot and test the interoperability of bots, using message rooms

Future benefits: People can communicate with the government 24/7 and thanks to the interoperability of bots, it is possible to direct contacts efficiently between different government agencies

Duration: July – December 2020

Involved agencies: State Information System Authority (RIA), Policy and Border Guard Board, IT Centre for Ministry of Interior, Government CIO Office



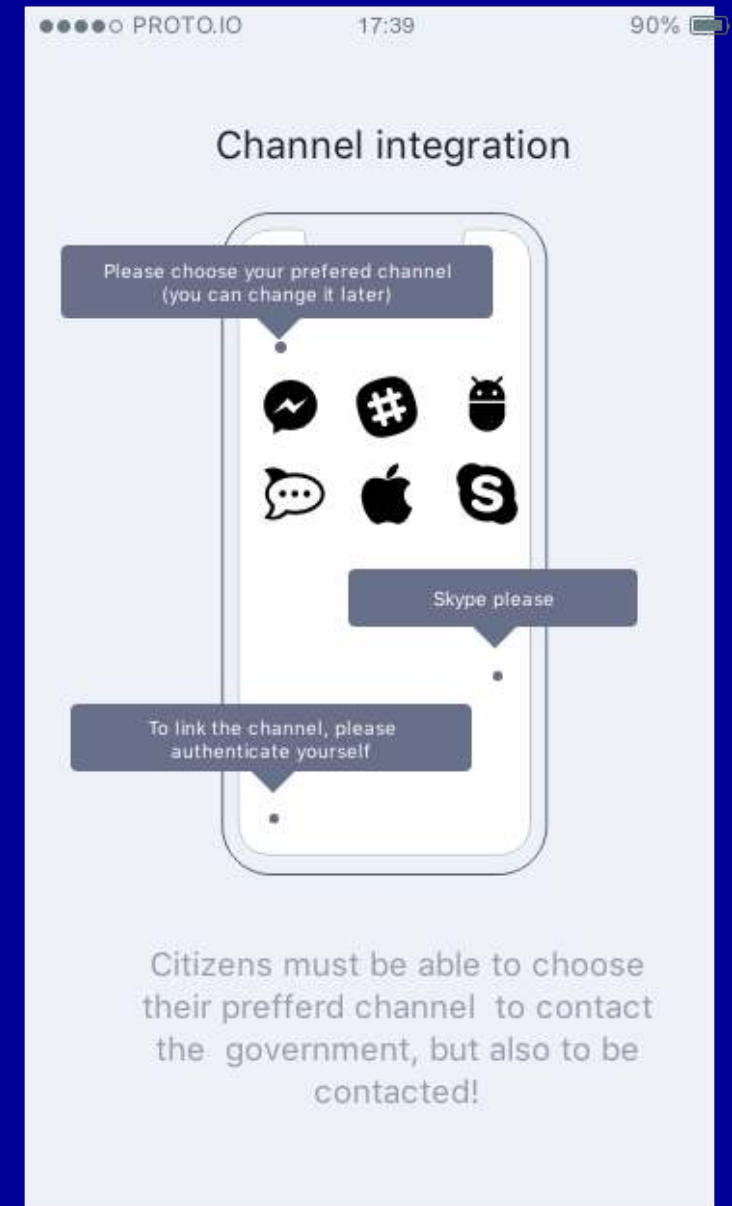
# Analysis and PoC on the use of alternative channels

Project goal: Today it is not possible to have personalised communication between government agency and citizens through private-sector digital channels (e.g. Skype, Whatsapp, Facebook). We will attempt to integrate multiple digital channels and create a means for citizens to authenticate themselves with national ID in private sector channels.

Future benefits: alternative channels can be used to communicate with the government and inform citizens, by using AI applications

Duration: August – December 2020

Involved agencies: State Information System Authority (RIA), Agricultural Registries and Information Board, Government CIO Office



# Classification of citizen messages: analysis and PoC

Project goal: To complete analysis and create a PoC on how to classify citizen messages at domain/sectoral level

Future benefits: classification of citizen messages enables to automatically classify messages and forward them to the responsible AI bot or agency. Therefore, the citizen does not need to know which agency to contact

Duration: August – December 2020

Involved agencies: Government CIO Office, State Information System Authority (RIA), Statistical Office, Policy and Border Guard Board, etc.

# Analysis and PoC of eesti.ee national mobile app

Project goal: Based on the analysis and PoC, decide whether there is a need for separate eesti.ee national mobile application as a channel/interface for #KrattAI

Future benefits: The administrative burden of the citizen is reduced by combining and improving accessibility of services and through creating the possibility for voice-based communication

Duration: August 2020 – January 2021

Involved agencies: State Information System Authority (RIA), Government CIO Office




# Speech synthesis

Project goal: To make speech synthesis quality more similar to human voice

Future benefits: Enable use of public services through voice-based interaction with AI-based assistants

Duration: Until September 2020

Involved agencies: Ministry of Education and Science, Institute of the Estonian Language, Tartu University



#KrattAI, when does my driving licence expire?

# Information extraction

Project goal: Extract important information from citizen messages such as location data, names, e-mails etc.

Future benefits: Enable better and more citizen-centric public services by understanding faster the intent of the messages – to make AI bots work more effectively and efficiently in response

Duration: Until December 2020

Involved agencies: Ministry of Education and Research, Tartu University, Government CIO Office

Hi! I would like to travel from Tallinn  
(location) to Tartu (location)  
tomorrow (time)!

# Consent management platform

Project goal: Enable citizens to give third parties (e.g. private companies and AI bots) access to their personal data

Future benefits: A person has the opportunity to share their personal data in order to receive personalised services, e.g. using private sector AI solutions through #KrattAI

Duration: Until May 2021

Involved agencies: State Information System Authority (RIA), Government CIO Office, Ministry of Social Affairs, etc

# Cooperation with companies

Google, Apple, Samsung, Microsoft etc.

Project goal: Launch cooperation and agree on action plan to integrate #KrattAI with at least one global company developing virtual assistants

Future benefits: Citizen can access public services and contact government through existing, widely used, virtual assistants

Duration: Until December 2020

Involved agencies: Government CIO Office

# Cooperation with Finland

#KrattAI + #AuroraAI

Project goal: Launch cooperation with the Finnish government and agree on an action plan to test and develop cross-border AI services' interoperability

Future benefits: Citizens can be offered cross-border public services through #KrattAI

Duration: Until December 2020

Involved agencies: Government CIO Office

A further roadmap (2021+) will be prepared  
by January 2021,  
based on the results of initial roadmap

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