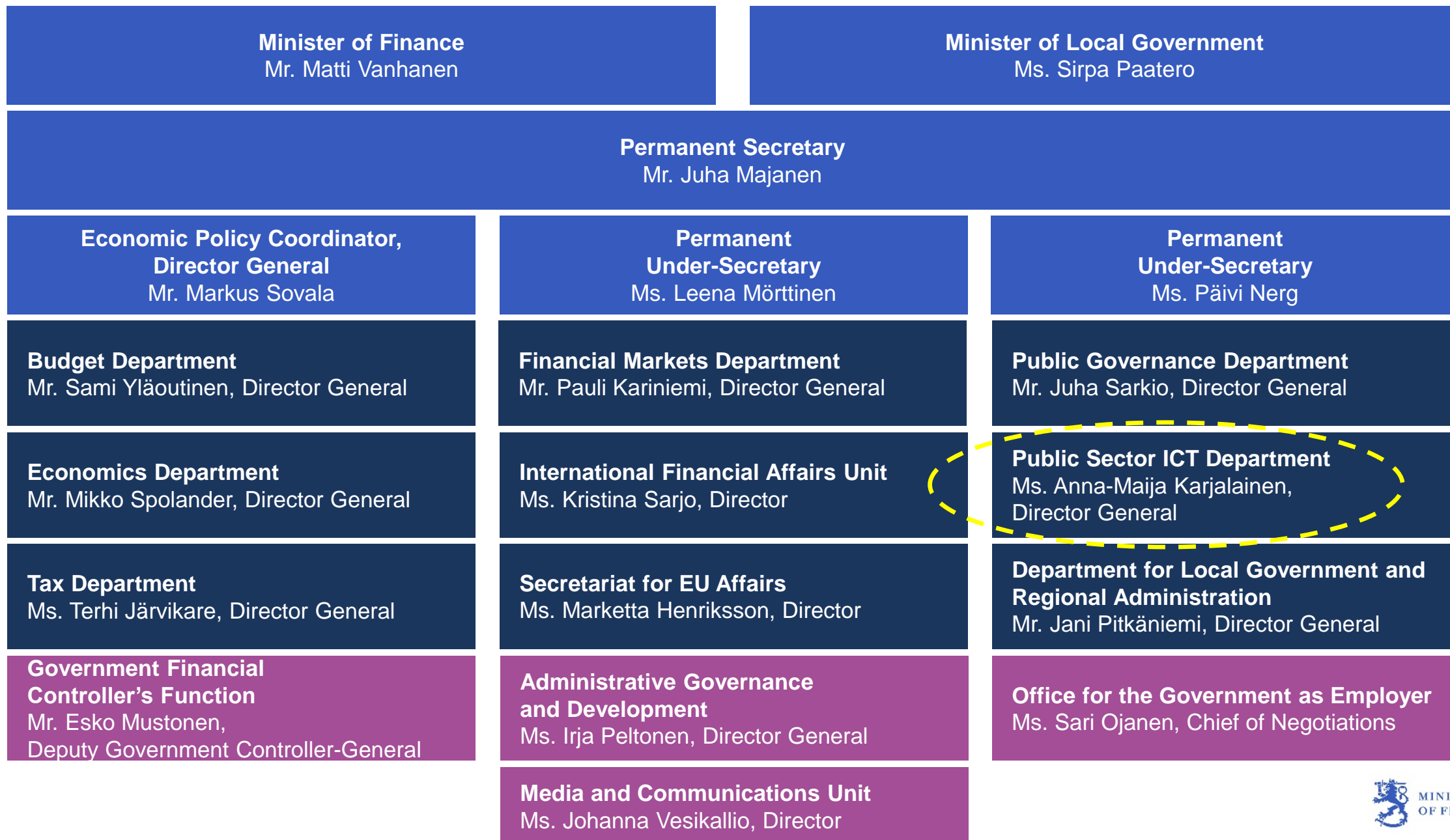


The AuroraAI Programme

Ira Alanko
Programme Manager
MoF, Finland

AURORA^{AI}

Ministry of Finance of Finland – organisation chart



Missions of the Public Sector ICT Department (in MoF)

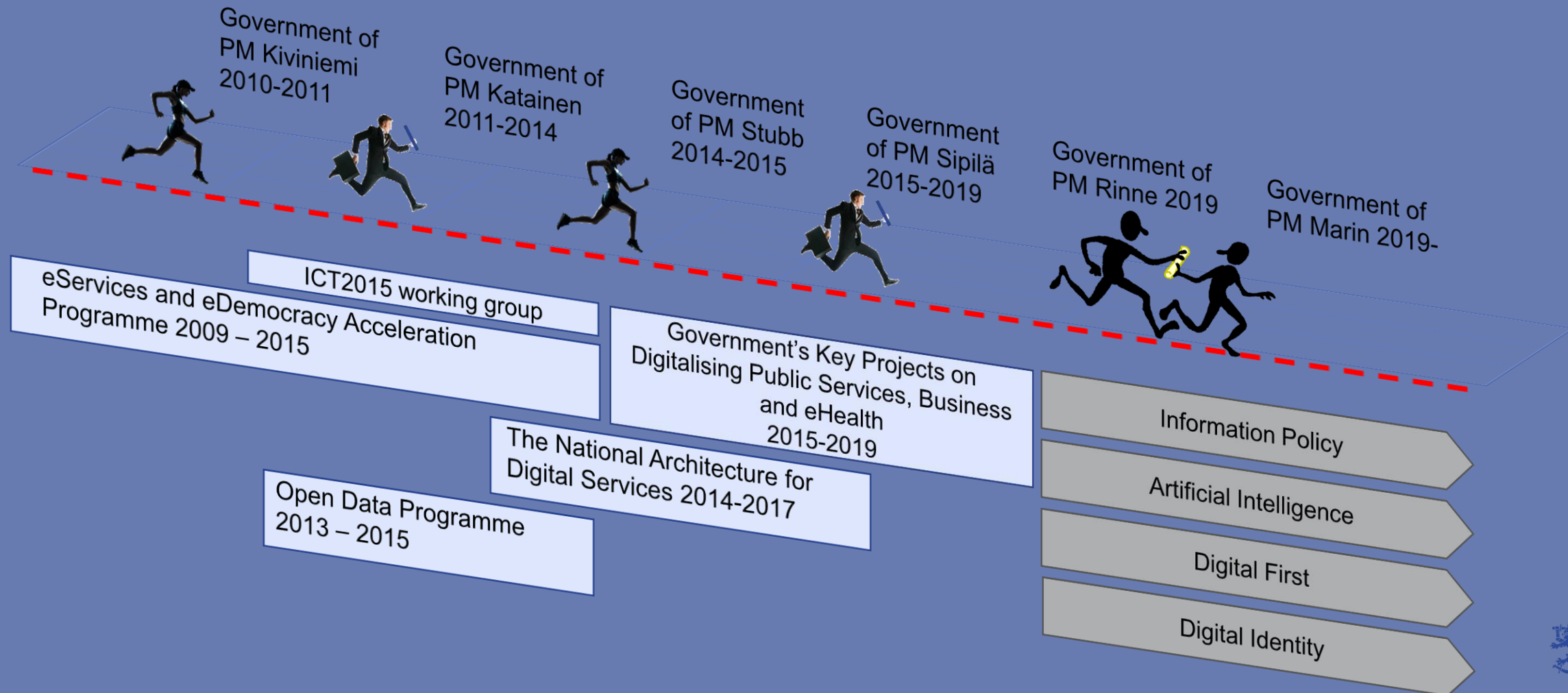
We provide **preconditions for digitalisation** and lead the way in digital transformation.

We provide guidance in making public administrative services **primarily into digital services**.

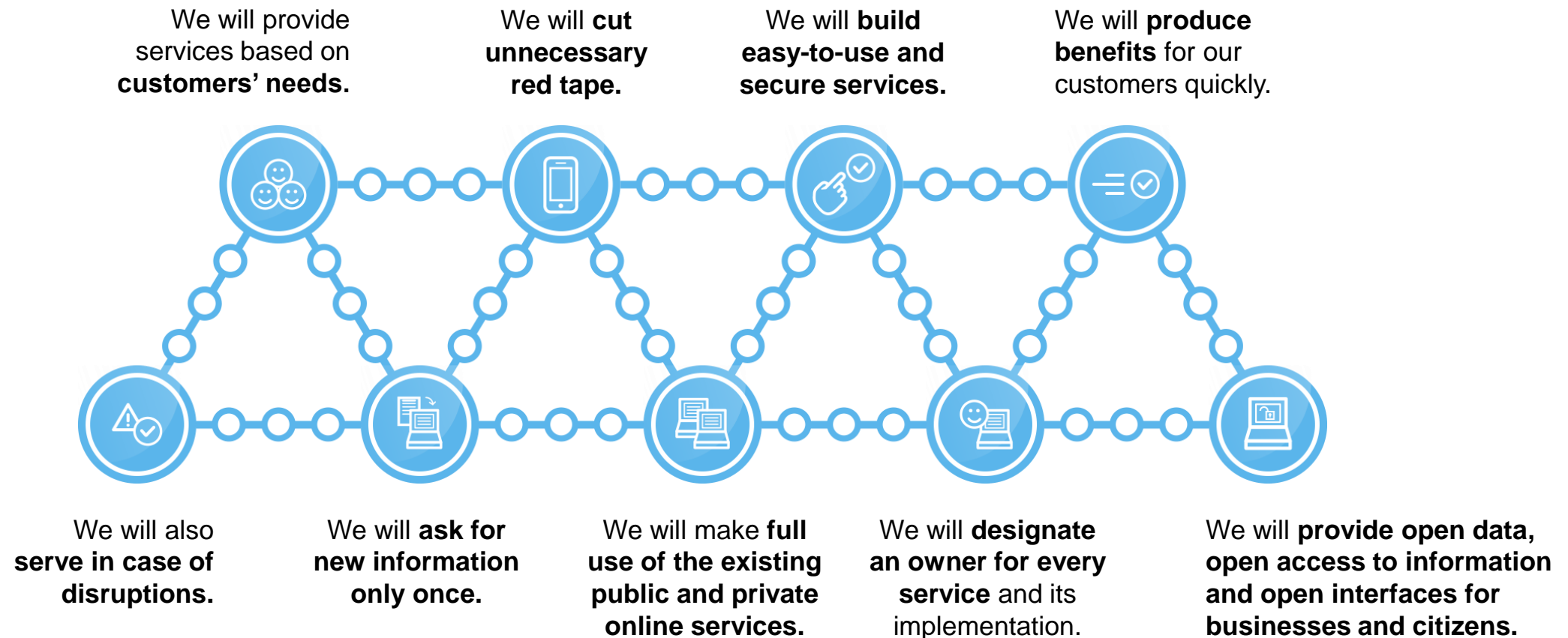
We promote **utilisation and interoperability of data**.

We make **digital operations possible**.

Digital transformation is a relay race



Nine principles for the digitalisation of all public services (issued Feb 2018)



Human-centric innovation and service design

Digital Identity

- ▶ Equal and easy access to services
- Management of data

Cross-sector and cross-border data and services

- ▶ Digital First

With a little help from AI

- ▶ AuroraAI: Service delivery focused by needs and life-events
- Information based planning

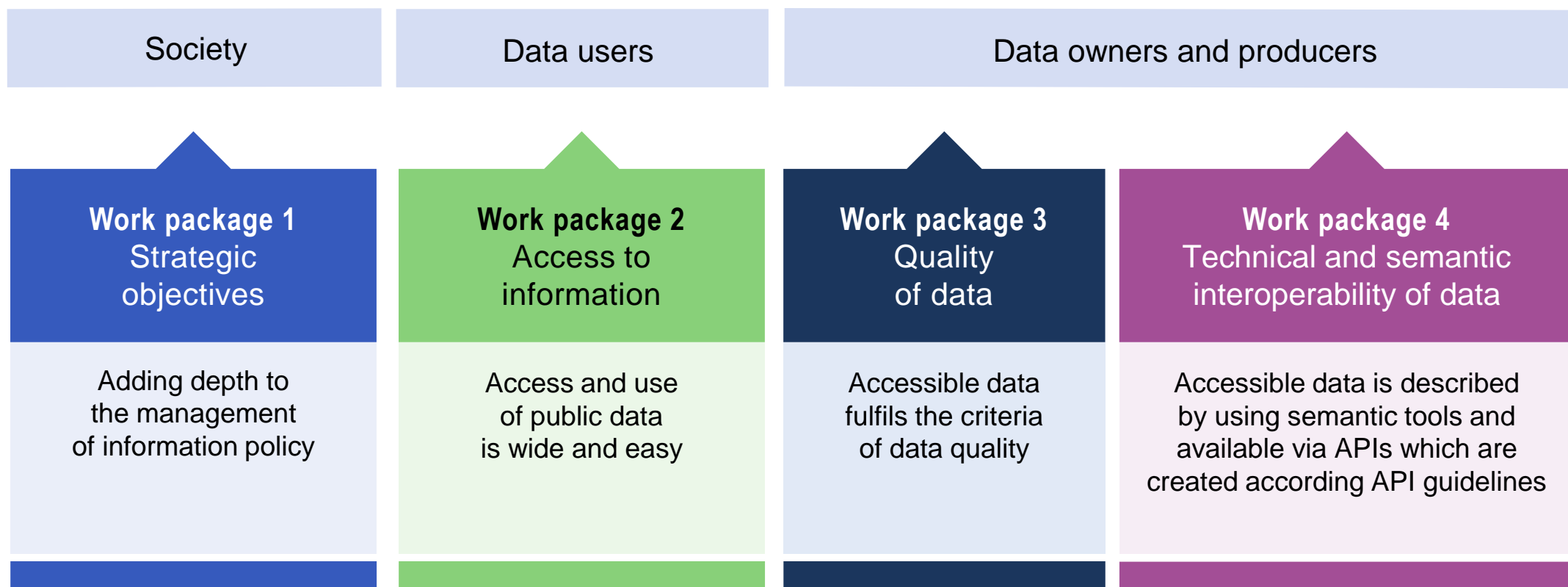


Use and sharing of data provides value for more inclusive, open and efficient services

Digital services into the most wanted and used service channel

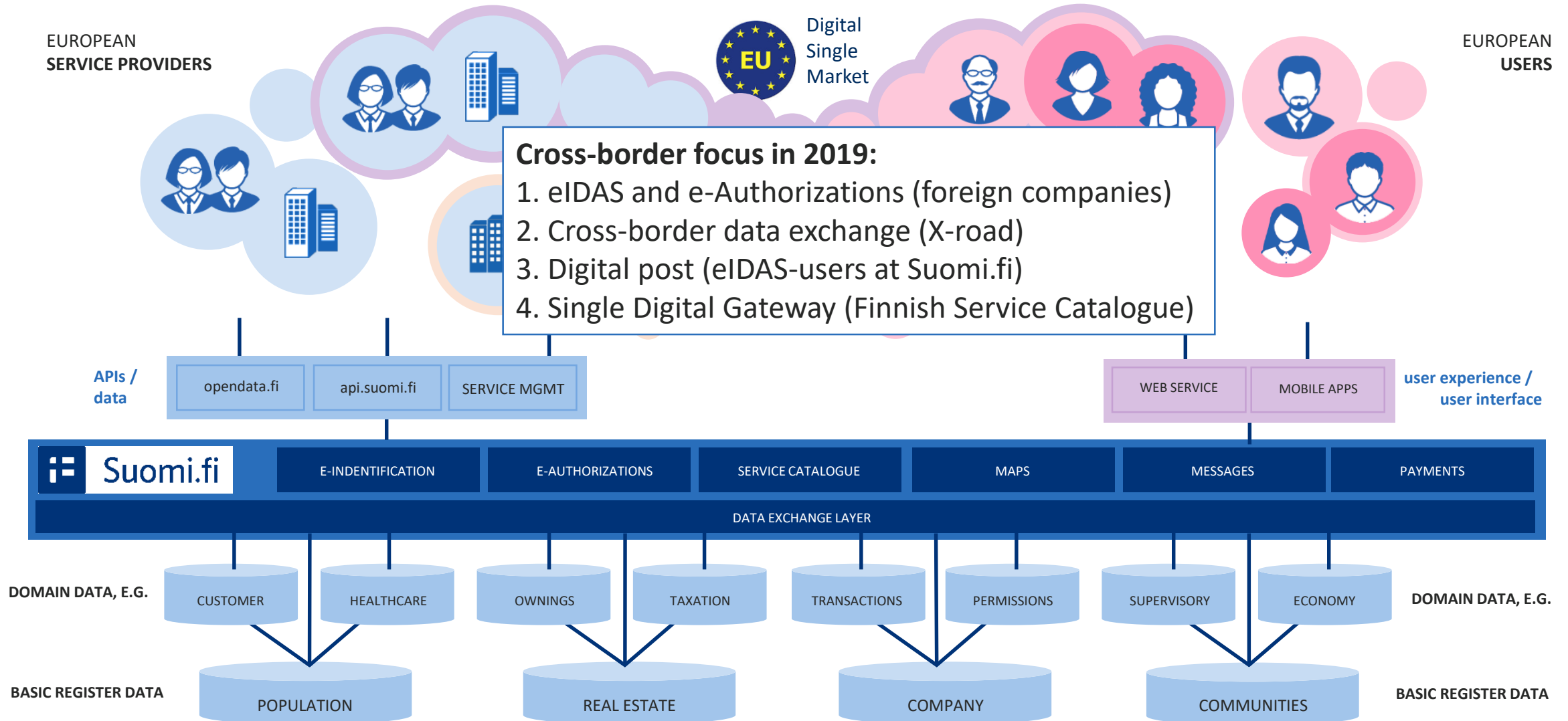


Opening and using public data 2020 - 2022





The Digital Service Platform makes it easier for service providers to meet user demands



The New Public Governance Strategy - published 1st Dec 2020

<https://publicgovernancestrategy.fi/>

THE PLEDGE

Public governance constructs sustainable everyday life for the future and a functioning and safe society for all circumstances.

The strategy sets a target for 2030: Public governance builds sustainable wellbeing in the midst of upheaval.

GOALS

What are the goals for public governance actions in 2030?

Acknowledging diversity strengthens equality

Intergenerational responsibility ensures nature's carrying capacity

Ability to imagine guides change

Action is based on evidence

Trust is built actively

Open government works together

POLICIES

What does the reformation of the public governance mean in the 2020s?

We will organise our services in a people centric and diverse way

We will expand opportunities to exert influence and encourage people to participate in policy preparation and decision making

We will bear responsibility for climate change mitigation and adaptation

We will cooperate willingly with the rest of society

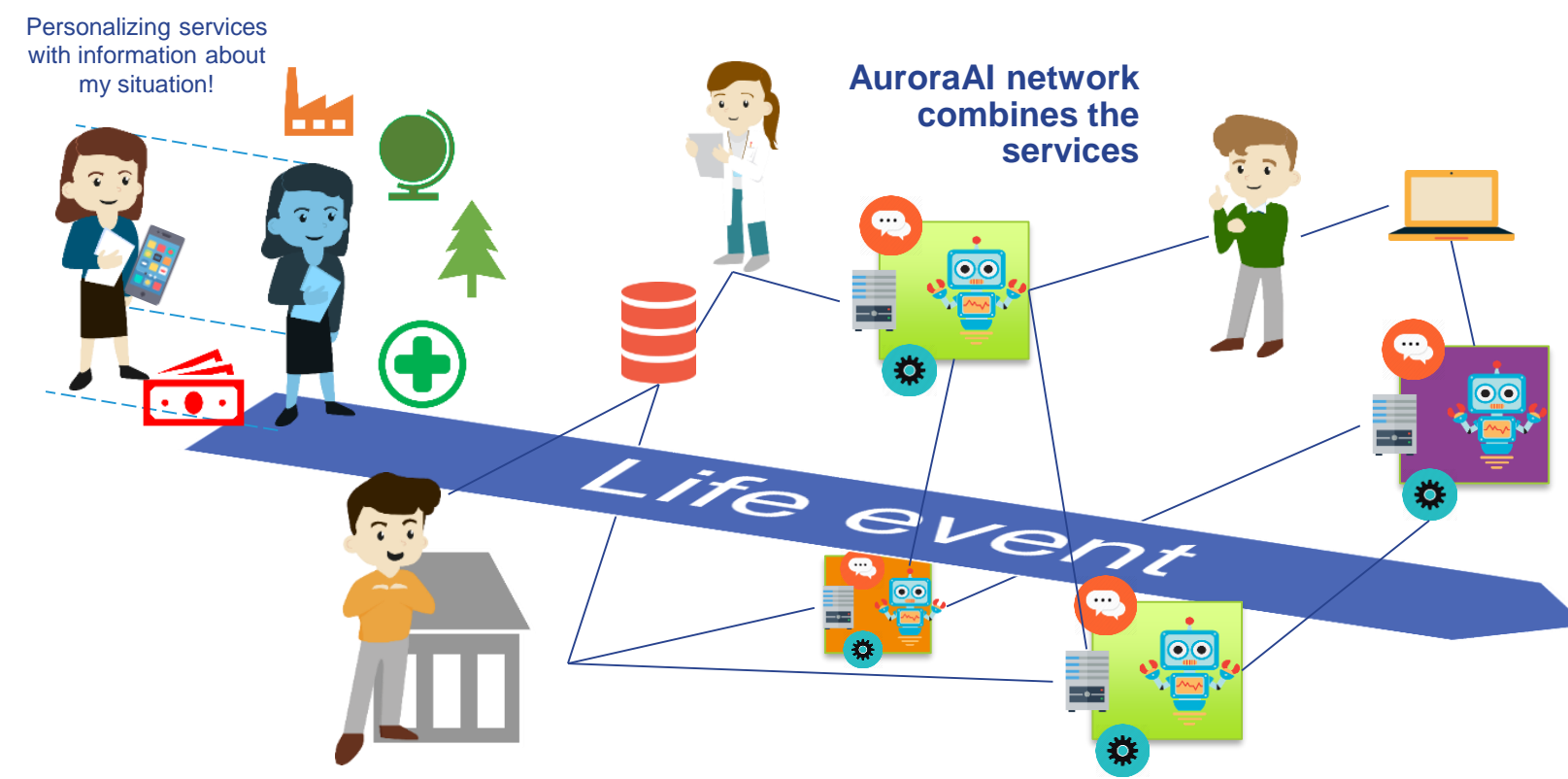
We will work consistently and together

We will utilise and provide information in a proactive and diverse manner

We will act agilely and challenge ourselves

AuroraAI Programme 2020-2022:

AI to facilitate the provision of services



In a human-centric society, services are organized around **people's life events** and **business events**.

The AuroraAI network **connects services and applications** together and offers a gateway for their seamless interaction to deliver support and services for citizens **when needed in different life events** by using machine learning solutions.

- The network will be available by the end of 2022.

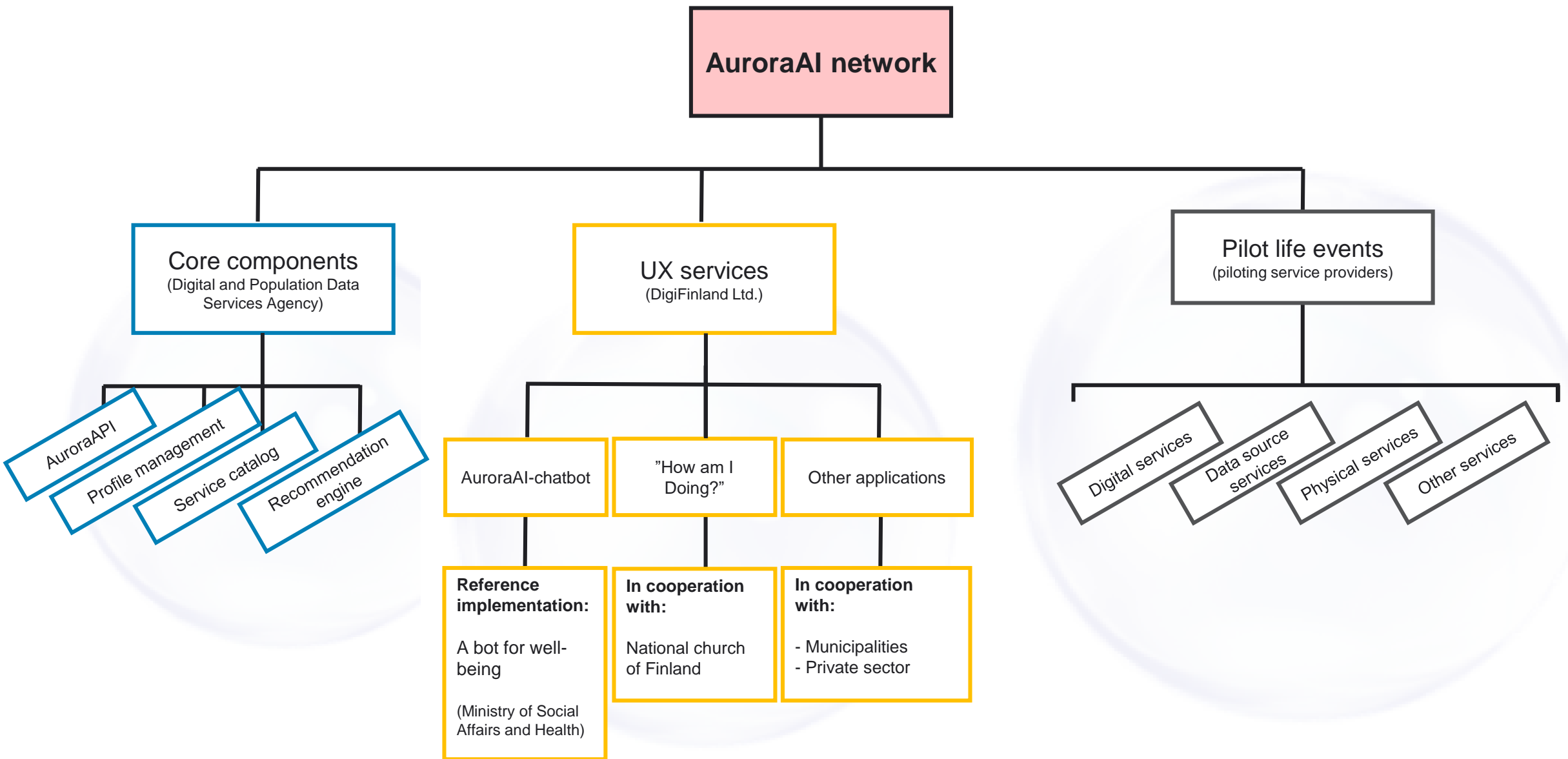


Prime Minister Sanna Marin's Government Programme (2019):

"Secure and ethically sustainable development of **the AuroraAI network** will be continued in order to make everyday life and business easier."

Why the AuroraAI network?

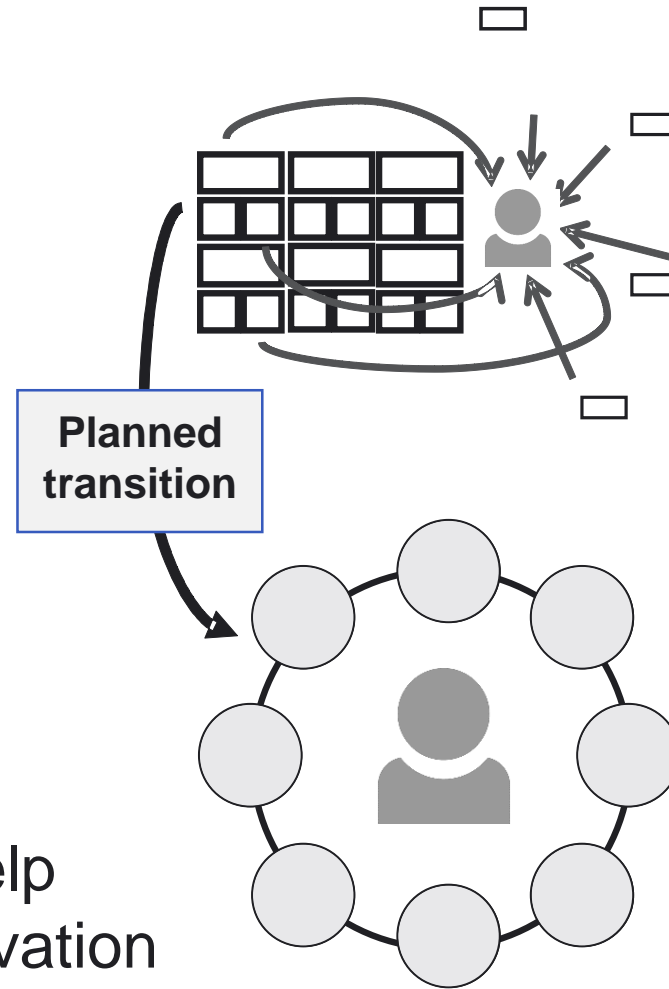
AuroraAI network **connects different services together** and enables **personalised and right service chains** to people and businesses at the right time in a proactive way. Services will be matched more efficiently that will deliver major savings for the whole public administration.



Towards Human-centricity

Current practice: **Efficient administration**, in which resources, power, and responsibility are distributed from an organisational perspective.

Vision: **Human-centric and proactive society**, in which organisation work together to help ensure peoples' ability and motivation to deal with life events easily.

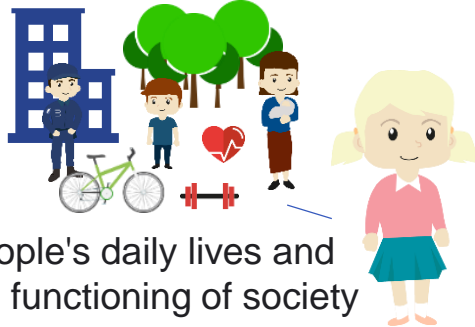


HOW?

- AuroraAI network
- Skills and capabilities development programme
- Tools and best practices in new operating model

Human-Centric AI-Transformation Landscape

Human-centric society

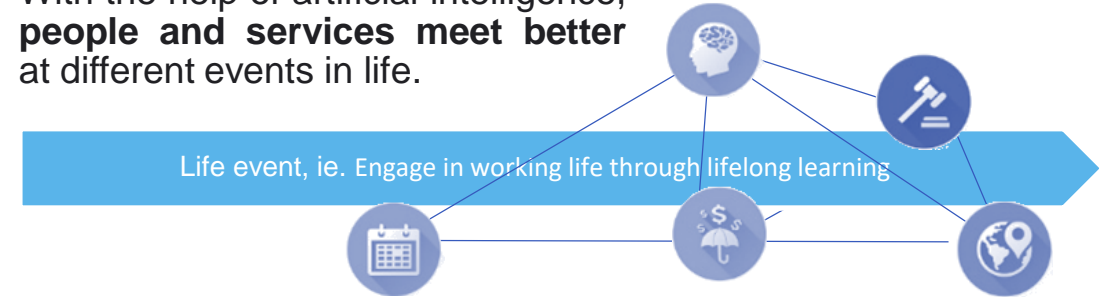


People's daily lives and the functioning of society become **smoother**



People's ability and desire to **take care of their own well-being** is improving.

With the help of artificial intelligence, **people and services meet better** at different events in life.



Enablers



Services



Information management



Know-how



Investments



Digital Trust



Ethics



Operating Models



Leadership



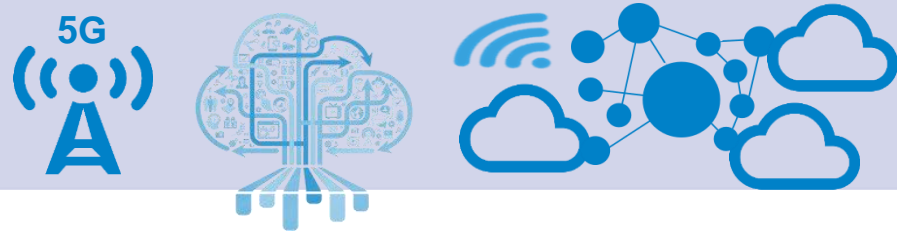
Legislation



Research

Prerequisites

Digital and physical infrastructure



Cross-sectoral data interoperability



Together, we can build something that can revolutionize how services are developed, provided and sought after. Together, we can strengthen the skills and capabilities with which change is possible.

30 minute information package [behind this link](#)

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Thank you for
your attention
and time!



AURORA^{AI}

Basic principles of the AuroraAI network

| | |
|---------------------------------------|---|
| Openness | Any organisation is can add their services to the AuroraAI network and benefit from the existing ones. Services can be both open or closed implementations, as long as those behave according to set of rules. |
| Interoperability | Organisations generally make their own interfaces (APIs) to digital services. AuroraAI strives to provide a single and unified interface for all Finnish digital services. |
| Combining services dynamically | AuroraAI brings a technical solution to cross-organisational cooperation, for truly holistic provision of services. Services will be automatically included to service combinations tailored to meet users' personal needs. |
| Technology agnostic | AuroraAI does not take a position on the implementation of services. |

Current challenges in the Finnish society

The customer journeys between different organizations are still **not seamless**.

People's well-being affected by siloed services.

Digitalisation and usage of AI continues to advance primarily from the needs of the government.

Data interoperability is hampered by legislation and conflicting interests of data providers.

This way

To a human-centric and proactive society



National Artificial Intelligence Programme AuroraAI

The customer journeys are guided by people's needs and are seamless.

People's well-being and empowerment are supported by smooth service chains.

Digitalisation and usage of AI advances by cross-sectoral collaboration on all levels.

Data interoperability is based on new incentive models of the data economy and people's ability to manage MyData.

