



AI FOR GOVERNMENT

Harnessing the power of artificial intelligence for the public good



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IN BRIEF

Artificial Intelligence (AI) is rapidly reshaping economies, institutions, and the way services are designed and delivered. Although it is currently driven by significant private sector investments, governments are not (and should not be) passive observers of this technological shift.



THE CHALLENGE

Artificial Intelligence is transforming economies and organizations across the globe, and reshaping the manner in which products and services are developed and delivered. For governments, this technological shift creates new opportunities to improve public services, while exposing gaps in institutional capacity, skills, and policy readiness.

Currently, AI initiatives in the public sector are often fragmented—driven by isolated pilots, ad hoc trainings, or technology-led experimentation—without sufficient alignment with policy priorities, regulatory frameworks, or institutional readiness. Without a more coherent and systemic approach, AI risks remaining underutilized, poorly governed, or misaligned with broader policy objectives.

This **AI for Government** solution supports public institutions to adopt AI in a **strategic, responsible, and fit-for-purpose manner**. Moving beyond stand-alone tools or one-off trainings, the approach focuses on strengthening **institutional capabilities, governance frameworks, and enabling ecosystems**—so that AI adoption contributes to durable improvements in public administration performance, accountability, and trust.



GP GS

Governance for Public
Goods and Services

THE SOLUTION

The AI for Government solution supports public administrations through a three-pronged, whole-of-government framework, structured around key functional roles of the government:

▶ GOVERNMENT AS A USER

AI for Government seeks to strengthen the ability of public servants to apply AI tools responsibly in their functions and in their day-to-day operations—including both "back-end" processes as well as front-end ("last mile" and end-user-facing) services . This includes hands-on, learning-by-doing capacity development that focuses on improving internal processes, service delivery value chains, and organizational efficiency, supported by technical accompaniment and iterative learning.

▶ GOVERNMENT AS A REGULATOR

Policymakers and regulators also need to be well-equipped to navigate the normative, ethical, and regulatory dimensions of AI. This component draws on international frameworks and comparative regulatory experiences, while enabling context-specific reflections on risk appetite, institutional capacity, and alignment with national digital strategies and other policy objectives.

▶ GOVERNMENT AS AN ENABLER

AI for Government also seeks to strengthen the broader ecosystem required for sustainable AI adoption. This includes policy options related to skills development and AI literacy, innovation, private sector investments, and public-private collaboration—helping governments shape enabling environments that support wider, and responsible AI uptake at scale.

WHAT GPGS OFFERS

Under this solution, UNDP's Governance for Public Goods & Services (GPGS) team provides:

- ▶ Facilitation and co-creation of fit-for-purpose AI solutions, alongside local and national AI champions.
- ▶ Capacity development and hands-on training for civil servants and policymakers.
- ▶ Advisory services on AI governance, ethics, and regulation.
- ▶ Technical accompaniment for AI-enabled processes and workflow re-engineering.



KEY PARTNERS

AI for Government is implemented in partnership with UNDP's Digitalization, AI and Innovation (DAI) Hub. In addition, partnerships with the OECD and Apolitical are also being explored to capitalize on synergies between UNDP's 'AI for Government' approach and other institutional transformation agendas.

AI FOR GOVERNMENT IN PRACTICE

IN ETHIOPIA

Under the FutureSmart flagship initiative, **Ethiopia's** Federal Civil Service Commission (FCSC) is partnering with UNDP to strengthen civil service capacities in AI, including generative AI. The programme is designed to move beyond isolated technical solutions or siloed trainings, with the explicit objective of transforming ways of working across the civil service, in line with Ethiopia's Digitalization Strategy and the Public Service and Administrative Reform Roadmap.

Working jointly with UNDP Country Office in Ethiopia, UNDP's Digitalization, AI and Innovation (DAI) Hub, and the Global GPGS Team, a bespoke AI capacity-building programme has been co-created to reflect Ethiopia's institutional context and reform priorities. The initiative combines hands-on AI bootcamps, post-training technical accompaniment, and Digital Innovation Sprints to translate learning into practical applications—such as piloting AI use in core HR processes.

In parallel, policy-focused modules support reflection on AI regulation and enabling environments, ensuring that Ethiopia's AI journey is anchored in public value, institutional readiness, and long-term policy objectives.





Learn more at

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undp.org/digital-innovation

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