

URBAN INTELLIGENCE: CURRENT STATE – WORKSTREAM 2 EXPLORATION, PRIORITISATION & ROADMAP (1/2)

THE SCALE OF THE WORK CARRIED OUT WITH THE ORGANISATIONAL UNITS OF
THE MUNICIPALITY OF BOLOGNA AND THE METROPOLITAN CITY OF BOLOGNA



1#

CONSOLIDATED REPORT

Final consolidated report systematizing the work carried out based on the interviews and discussions with the organizational units



URBAN INTELLIGENCE: CURRENT STATE – WORKSTREAM 2

EXPLORATION, PRIORITISATION & ROADMAP (2/2)

1# CONSOLIDATED REPORT

SELECTION CRITERIA

✓ FTE AS A PROXY FOR ORGANISATIONAL IMPAC

We identify the processes that currently “consume” the most staff time. If AI speeds them up, we free up valuable hours for higher-value activities.

✓ SCALABILITY BY CLUSTER

We do not build isolated prototypes. We develop a solution that, with minor adjustments, can be rolled out across 10 different office

✓ STARTING WITH LOW-RISK USE CASES

In an initial phase, an AI system that routes certified emails (low risk) is preferable to one that assesses eligibility for social benefits (high ethical risk), even with the same FTE impact.

✓ IMPACT ON CITIZENS

Here AI is not only meant to create efficiency, but also to improve the PA-citizen relationship.

USE CASE TITLE	AGID CATEGORY	FTE USE CASE	TOTAL FTE (AGID CATEGORY)	% FTE (USE CASE / CATEGORY TOTAL)	OTHER USE CASES IN THE SAME AGID CATEGORY*
AUTOMATED CHECK OF COMPLETENESS FOR COUNCIL RESOLUTIONS AND DETERMINATIONS	CS.7 - Document generation	105	113	93%	- Drafting administrative acts and formal communications - Reporting and training consuntive reports - Drafting technical notes and accompanying texts - Publishing alerts on social media and institutional websites - Drafting repetitive ordinances
SUPPORT FOR THE ACCESSIBILITY OF CITIZEN SERVICES	CS.8 - Virtual assistant	84	88	95%	Introducing help/support systems within applications
CERTIFIED EMAIL (PEC) AND PROTOCOL MANAGEMENT	CS.1 - Automatic classification of communications and document	82	162	51%	- Integrated management of ordinances and road-use permits/concessions - Email management and archiving - Automatic registration (“protocol”) and verification of PEC attachments - Initial review of travel supporting documents
DRAFTING ACTS AND PAYMENT DETERMINATIONS; CHECKING DETERMINATIONS BY ACT TYPE	CS.11 - Virtual expert. Support for managing administrative procedures	58	59	98%	Procedure for “questions of topical interest”
TAX DISPUTE MANAGEMENT	CS.14 - Virtual expert. Document management	27	32	84%	- Comparing external documents to identify differences - Analysis and monitoring of museum collections (cataloguing) - Intelligent ecosystem of statistical data - Dataset research for new indicators
AUTOMATED RESPONSES TO REPORTS AND LIMITED TRAFFIC ZONE (ZTL) AUTHORISATIONS	CS.5 - Generating answers to frequently asked questions	26	26	100%	
AI ADVICE ON ACCESSIBILITY OBLIGATIONS	CS.9 - Virtual expert. Support for administrative requests	15	15	100%	
PROCESS FOR MANAGING COMMISSION SESSIONS	CS.6 - Document summarisation	14	18	77%	Drafting meeting minutes
ASSESSMENT AND ANALYSIS OF CCTV IMAGES	CS.4 - Infrastructure monitoring	5	5	100%	
PRODUCING AND VERIFYING DOCUMENTATION AND FAQs FOR INTERNAL/EXTERNAL PLATFORMS	CS.13 - Virtual expert. Knowledge management	3	6	50%	- Procedure for handling requests for fact-finding hearings managed by the secretariats of groups and committees - Three-year workforce needs plan

*Priority use cases identified by collecting preferences from the 15 working groups (maximum 3 per group).