

PAC Workshop

AI for Public Affairs: Strategies for
Monitoring and Engagement

FiscalNote

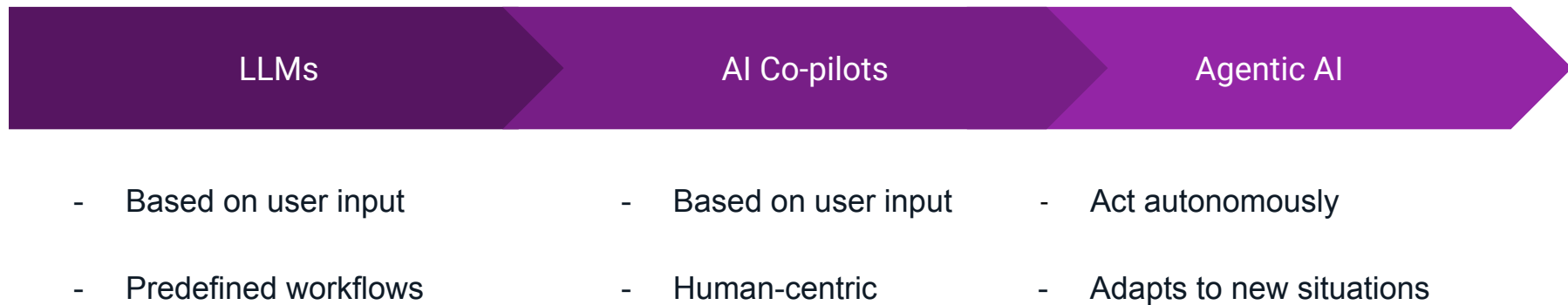




Agenda

- Current Trends in AI
- Challenges
- Adoption Strategy
- Case Study

The Evolution of AI



Integrating any technology into any system changes that system. This alters behaviour and expectations around technology. AI should not be viewed as isolated quick fix but holistically.

Current Limitations

- “Garbage in, Garbage Out” (GIGO) still applies. Any AI tool is only as good as its data
- LLMs are largely "black box"... it arrives at an answer **without visibility as to how it arrived at the answer.**
- The more obscure the topic, the less likely an LLM will be to factually answer.
- LLMs by default are **completion** models. **Hallucinations** are a problem.
- Skill is required to control and ensure quality of outputs plus external checks currently. This requires training and time investment.

Emerging Use Cases of AI in EU Public Affairs

Monitoring	Production	Advisory	Advocacy
Search	Writing	Analysis	Communication
<ul style="list-style-type: none">- Discovery/Research- Transcription	<ul style="list-style-type: none">- Translation- Summarisation	<ul style="list-style-type: none">- Text comparison- Predictive analytics	<ul style="list-style-type: none">- Workflow- Visualisations
LLMs, most EU intelligence platforms	LLMs, CoPilots, Digital PAs	Analytical platforms	Stakeholder Mapping Tools, Dashboards

Key Challenges

01	Strategy	• Keeping pace with change
02	Governance	• Building Trust
03	Investment	• Integrating solution(s)
04	Training	• Upskilling teams
05	Assessment	• Measuring success

Adopting AI



AI adoption

A practical guide to adopting AI



- Map the workflow process
- Identify key challenges (RCA)
- Assess potential for AI/automation (CBA)



- Document everything!
- Set up continuous learning programme
- Build towards an iterative process



- Monitor usage and design ROI metrics
- Solicit regular feedback
- Internalise best practice



Case Study

FiscalNote's AI Governance Strategy

FiscalNote

Organization
FiscalNote

Industry
Public Affairs

Number of staff
500+

Challenge

Ensuring alignment across the company on the use of AI applications, providing a clear vision on using AI, establishing a governance framework and ethical principles to be followed across the organisation.

Promoting continuous learning

Company-wide workshops led by in-house subject matter experts set out the current state of technology. Corporate AI Policy set out use cases, restrictions and clear rules on usage complemented by our Ethics Guidelines. Legal, R&D and DevOps department aligned to ensure all policies and practices were reviewed and up-to-date.

Challenge

Recognition that not all staff have knowledge or skills to leverage emerging applications such as LLMs. Ensure that all staff have access to AI applications, are able to use new AI applications responsibly, and are able to experiment with them in compliance with AI policy and ethical guidelines.

Addressing the skills gap

Usage of AI required passing an internal assessment on AI systems and an internal assessment on the ethical principles underpinning its use and mainstreamed into compliance policies. FiscalNote partnered early with general AI providers. FiscalNote also developed a knowledge hub and promoted knowledge sharing across the company.

“

Having access to LLMs and being encouraged to test them in allayed a lot of concerns and overcame initial resistance to change.

”

“

Regular structured training helped sustain focus and build confidence in using AI applications.

”

Challenge # 3

Promoting a continuous learning environment was crucial to ensuring AI adoption and fostering a culture of innovation. Hackathons and other hands-on experimentation was encouraged. FiscalNote also provides access to online courses and other programmes.

Success Story

Within the space of 6 months FiscalNote had laid strong foundations for company-wide adoption of AI applications. Clear guardrails for compliant and ethical use promoted trust across teams previously reticent to use AI applications.



Questions?