

AURORA^{AI}

Towards a Human-Centric and Proactive Society

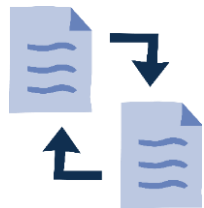
E-Government Conference "Human-Centric Digital Transformation of Public Sector"

New technologies and approaches for better services

1950 -

Digitization

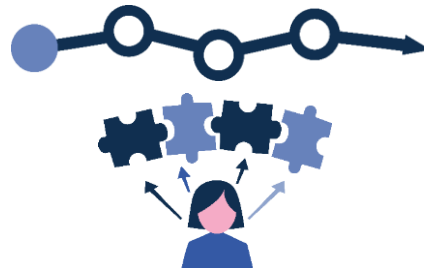
Bringing information into a digital format



1980 -

Digitalization

Redefining processes with the help of tech & data infrastructures



2010 -

Digital Transformation

Redefining (transforming) operations and value proposition through tech & data



AuroraAI Operating Model

We support the transformation of organizations and society towards activities that are more responsive to people's needs

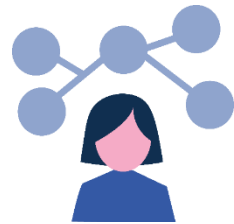


AuroraAI Network

We technically make it possible to connect the various services of society together

Mission: We create even better conditions for a smooth everyday life and for people to find the services they need.

Actions: Technical and operational conditions for the development of human-centric activities in public administration.



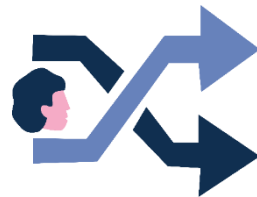
AuroraAI Network

We technically make it possible to connect the various services of society together

We bring digital and physical services together through an open interface

With artificial intelligence, we enable people to find the services they need

With technology, we enable the creation of individual service entities



AuroraAI Operating Model

We support the transformation of organizations and society towards activities that are more responsive to people's needs

We bring together lessons on how people's individual needs could be better addressed in action

We guide you to making lasting change with artificial intelligence and the web

We produce concrete tools and examples to support change in operations

Part of Strategy for Public Governance Renewal

Policy 1

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

People oriented and diverse services mean proactive, effective services that take into account the needs and circumstances of different people, businesses and organisations. We will develop services together with our clients by identifying different life courses, habits and circumstances as well as considering linguistic rights. We will secure people oriented and equal services in a diversifying society throughout Finland in an economically sustainable way by making extensive use of knowledge and digitalisation. We are responsible for ensuring that the various public services and benefits are easily accessible, understandable, interoperable, safe and reliable.

Implementing the change will require at least the following actions from government:

1. We will build services around life and business events in a proactive and evidence based manner. We will utilise high automation to reduce the need for transactions.
2. Through digital information, we will increase the ability of people and communities to control and influence their service paths.
3. We will strengthen the government's capability to identify and modify structures and processes that cause inequality. Among other things, we will develop the use of language and communication in public governance to make it easier to understand and better support equality.



Strategy for Public Governance Renewal

https://publicgovernancestrategy.fi/userassets/uploads/2020/11/Ministry_of_finance_Public_governance_strategy_202011.pdf

**WE HAVE A DREAM OF A HUMAN-CENTRIC AND PROACTIVE SOCIETY IN 2040.
WHAT WOULD IT SOUND IF...**



High school students in 2040

A human-centric and proactive society

In our vision, a human-centric society creates opportunities for holistic well-being for all, taking into account and valuing individual differences, in accordance with the goals of sustainable development. We have the prerequisites, ability and motivation to understand our own situation and take control of our own lives. Our loved ones are well, which is reflected in our well-being. In addition, the various actors in society and technology work together to train us and help take care of our well-being. When the situation demands it, they act on our behalf, taking care of our well-being. Otherwise, they allow us freedom by automating mandatory duties and tasks for us. In this way, we have the ability, support, and opportunity to actively shape our communities and our environment, near and far - as part of the communities in which our voices are heard and that change according to our needs.

Public organizations,
communities and companies
providing support and services



I find the services that
are typically suitable
for your situation and
assist you forward if
necessary.

A safe and supportive
environment is made possible
by close relatives and friends



I support in
making
choices.

Teaching, learning and
support that takes
individual characteristics
into account



I assist in
developing
competencies.

I help you
understand
your own well-
being.

Prerequisites,
capabilities and
motivation to understand
one's own situation and
strengths, and to lead
one's own life

Who am I?
Do I know
myself?

How am I? Am
I in control of
my life?

What should I
do next?



Shaping
community and
society near and far

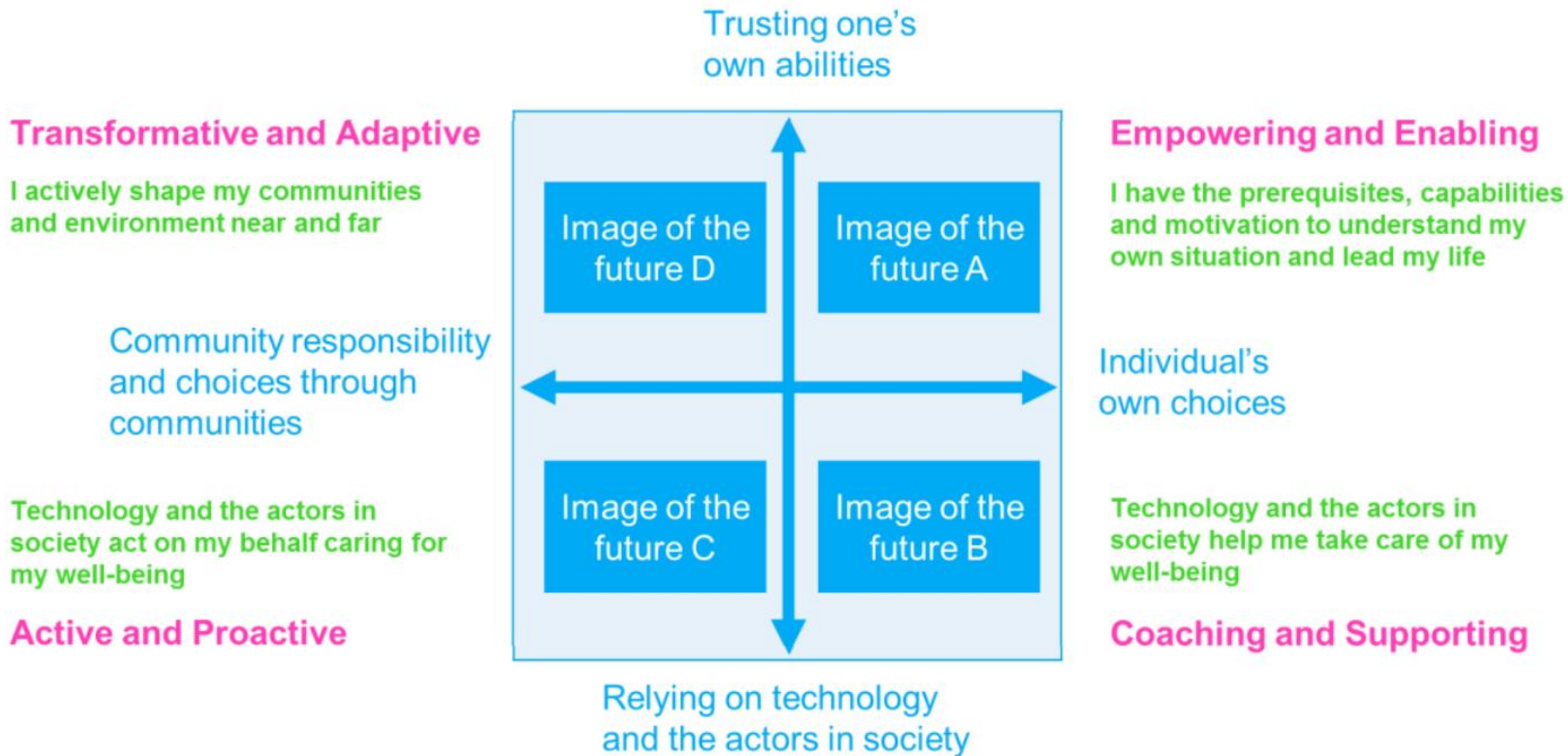
World,
climate,
nature

Facilities,
parks,
everyday
life

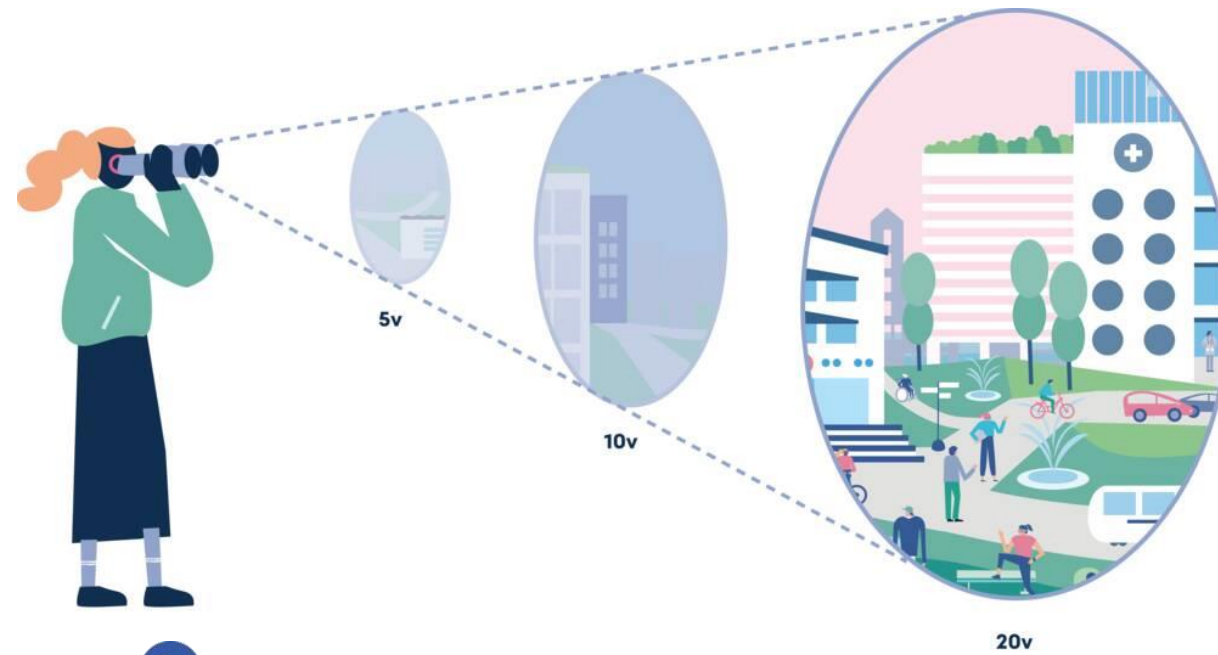


I help you make
your voice heard
in society.

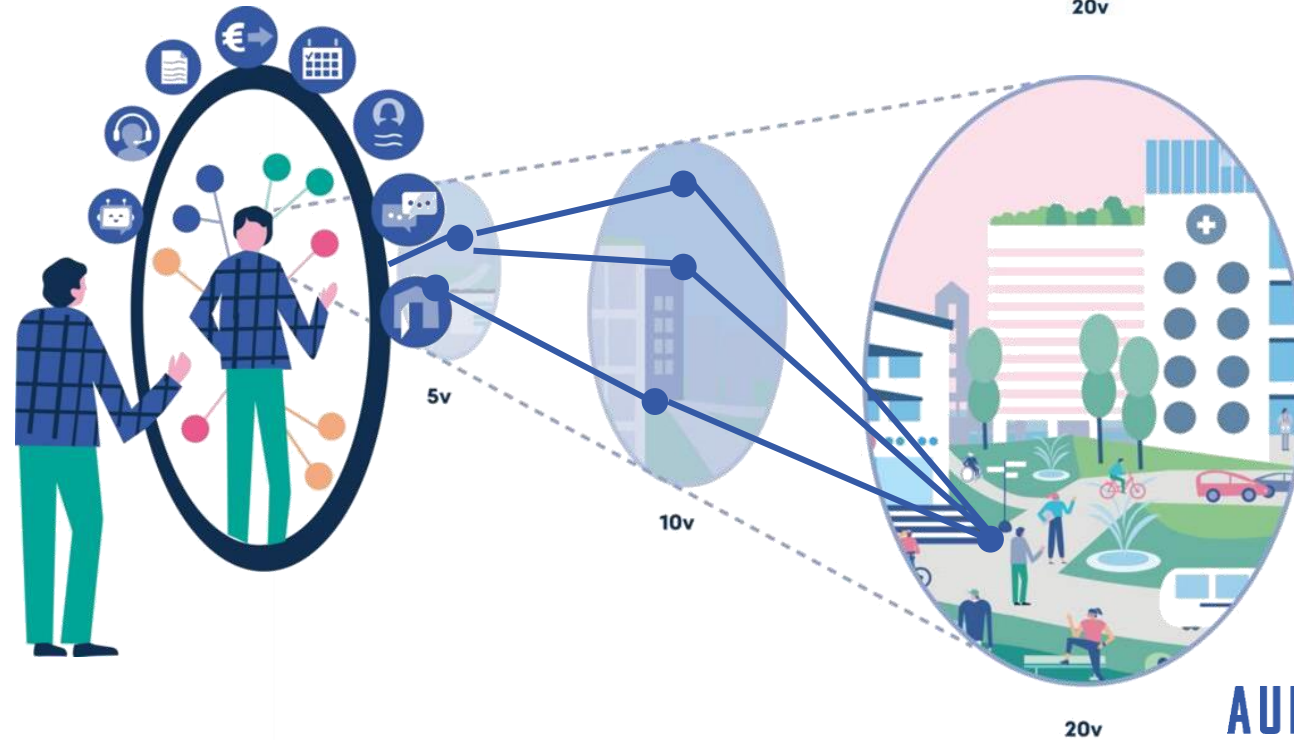
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Looking into preferred futures and...



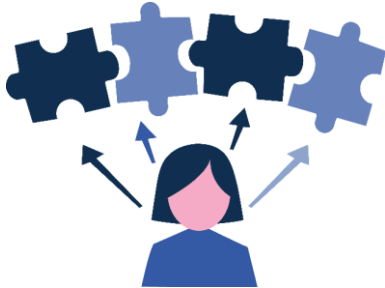
... taking concrete steps towards preferred futures



... A PERSON WOULD BE ENCOUNTERED AS A WHOLE IN DIFFERENT SITUATIONS AND EVENTS IN LIFE.



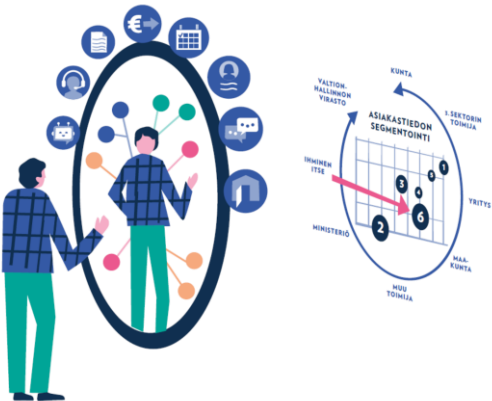
... SERVICES WOULD CREATE SEAMLESS SERVICE PATHS TO EVERYONE'S EVERYDAY LIFE.



... THE SERVICES WOULD CREATE APPROPRIATE ENTITIES DIRECTLY TO DIFFERENT SITUATIONS AND EVENTS IN LIFE.



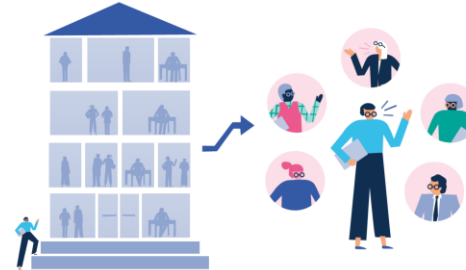
... THE CAPACITY OF PEOPLE TO CARE FOR THEIR OWN WELL-BEING WOULD IMPROVE AND THE CONDITIONS OF SERVICE PROVIDERS WILL MEET THE REAL NEEDS OF PEOPLE WITH THEIR SERVICES.

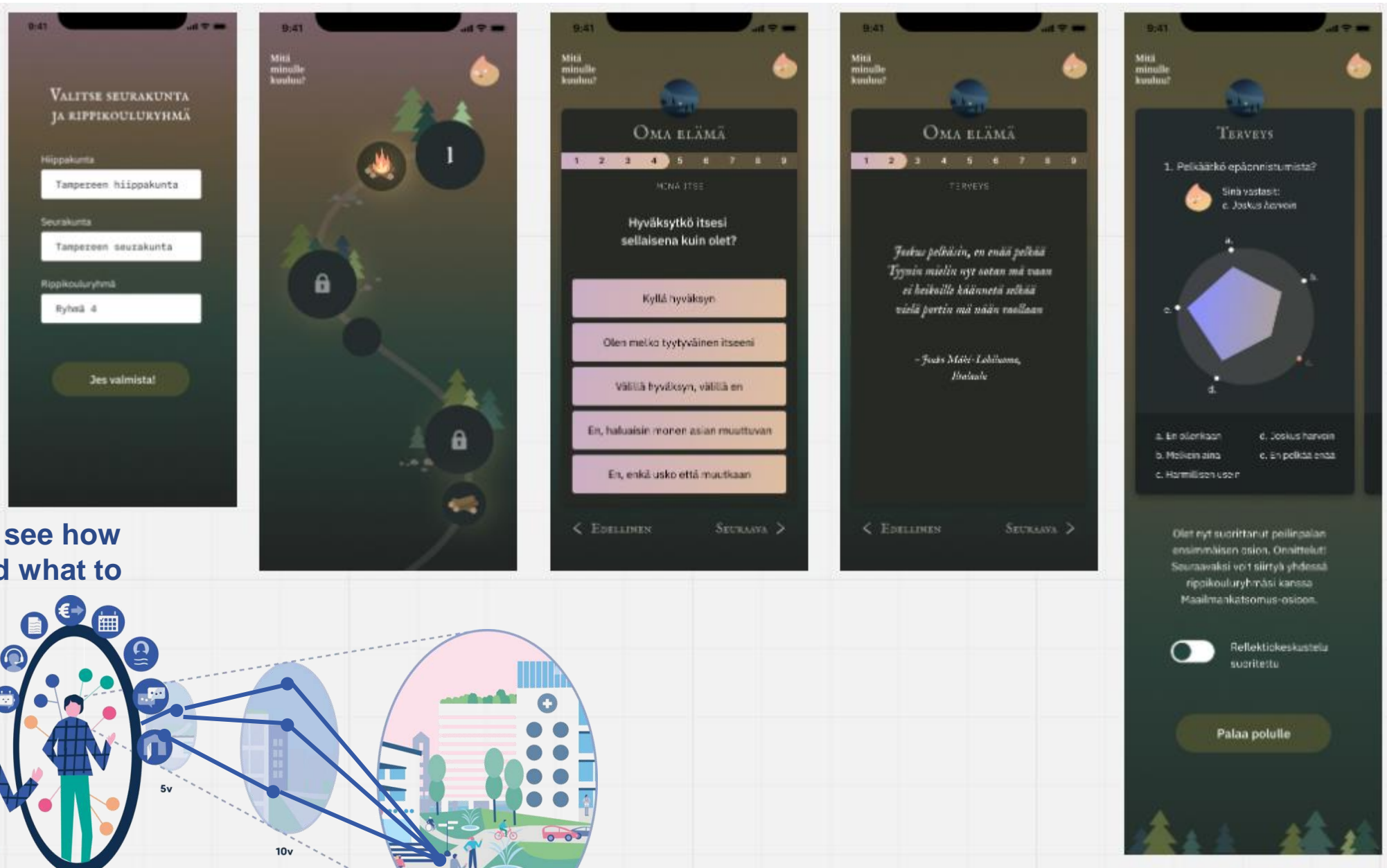


IN A HUMAN-CENTRIC AND PROACTIVE SOCIETY...

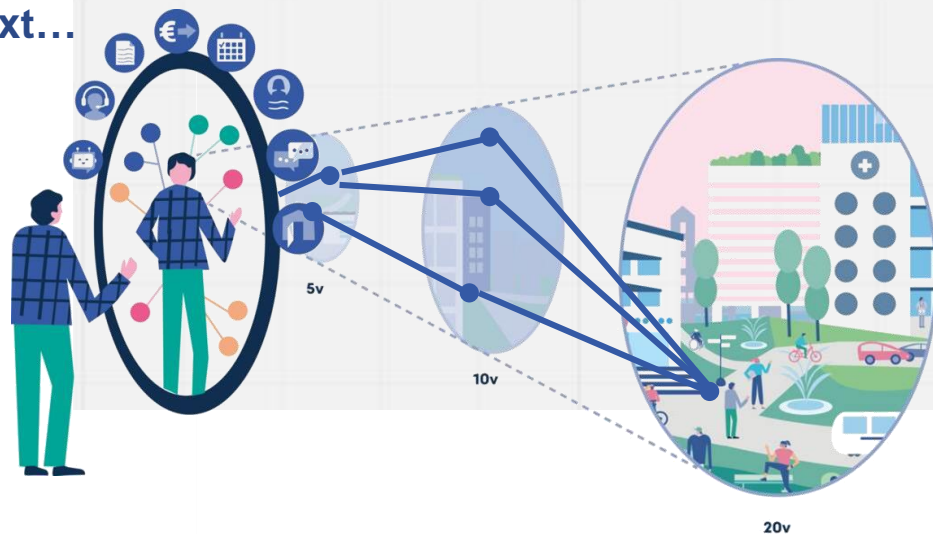


... THE RUNNING OF PEOPLE FROM ONE DOOR TO ANOTHER WOULD END."





Helping people to see how they are doing and what to do next...





...and based on REAL understanding, optimising service provision around peoples' real life events <3

Klusteripisteet

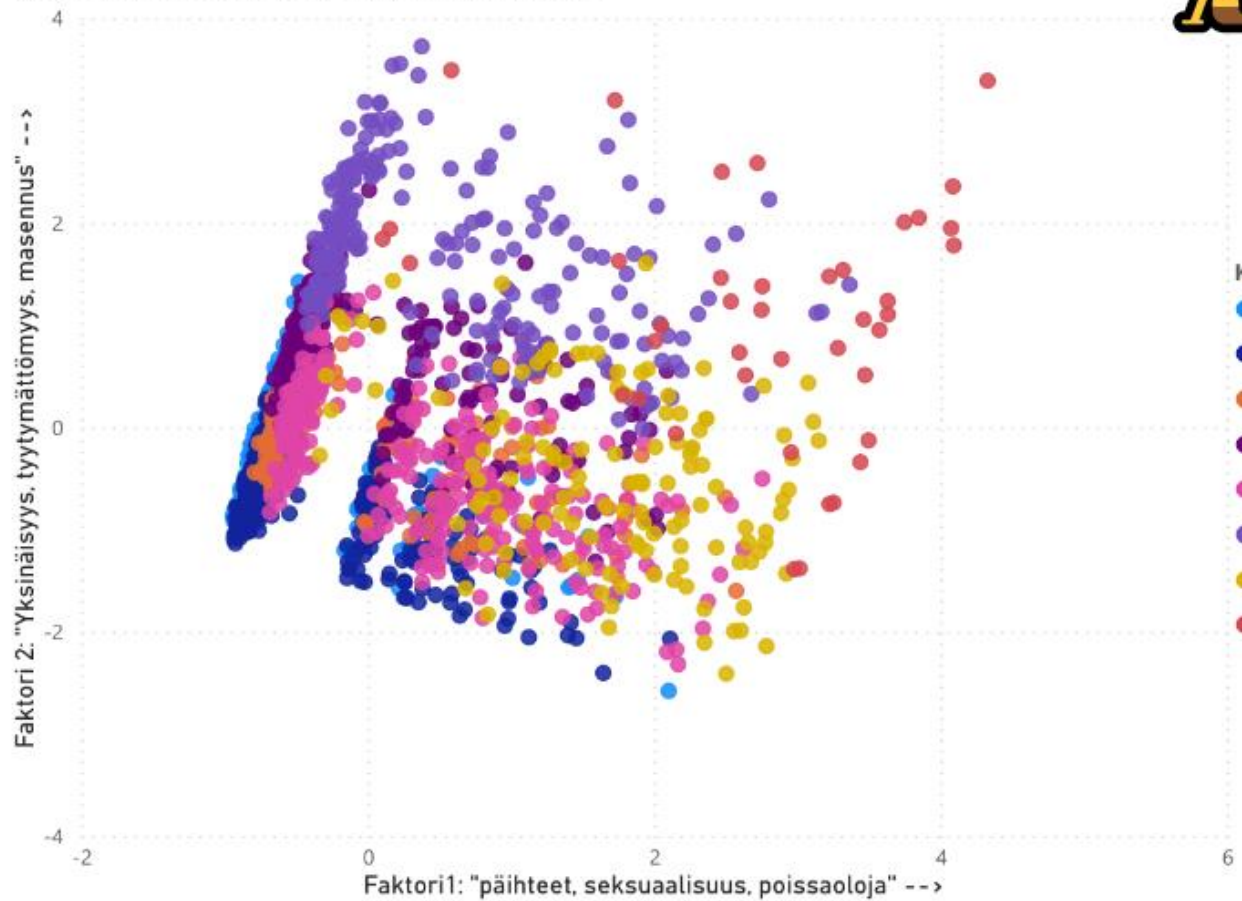


Valitse klusteri

- Valitse kaikki
- Harrastuksia, ei päihteitä
- Perhekeskeisiä, tyytyväisiä, osallisia
- Seurustelu, seksuaalisuus, alkoholi
- Liikaa netissä
- Ongelmia perheessä, yksinäisyyttä
- Mielenterveysongelmia, yksinäisyyttä
- Päihteitä, poissaoloja, seksuaalisuus
- Tapaturmia, päihteitä, väkivaltaa



Klusteripisteet faktoreiden 1 ja 2 mukaisesti



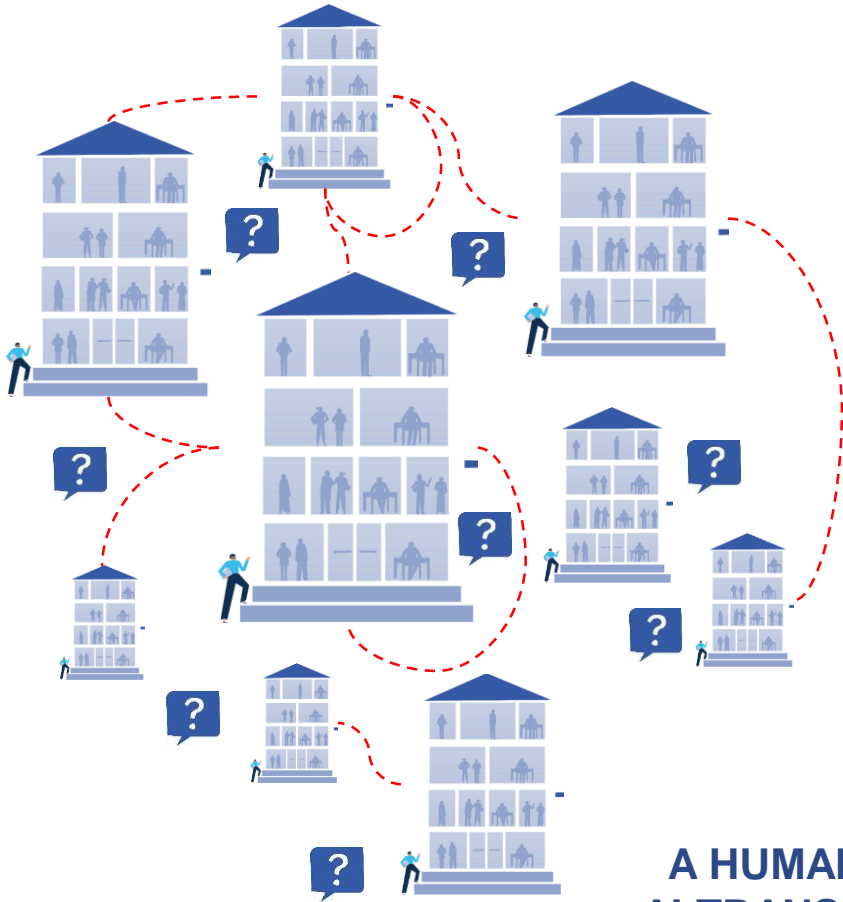
Klusterin kuvaus

- Harrastuksia, ei päihteitä
- Perhekeskeisiä, tyytyväisiä, osallisia
- Seurustelu, seksuaalisuus, alkoholi
- Liikaa netissä
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Figuring out, how people are REALLY doing...

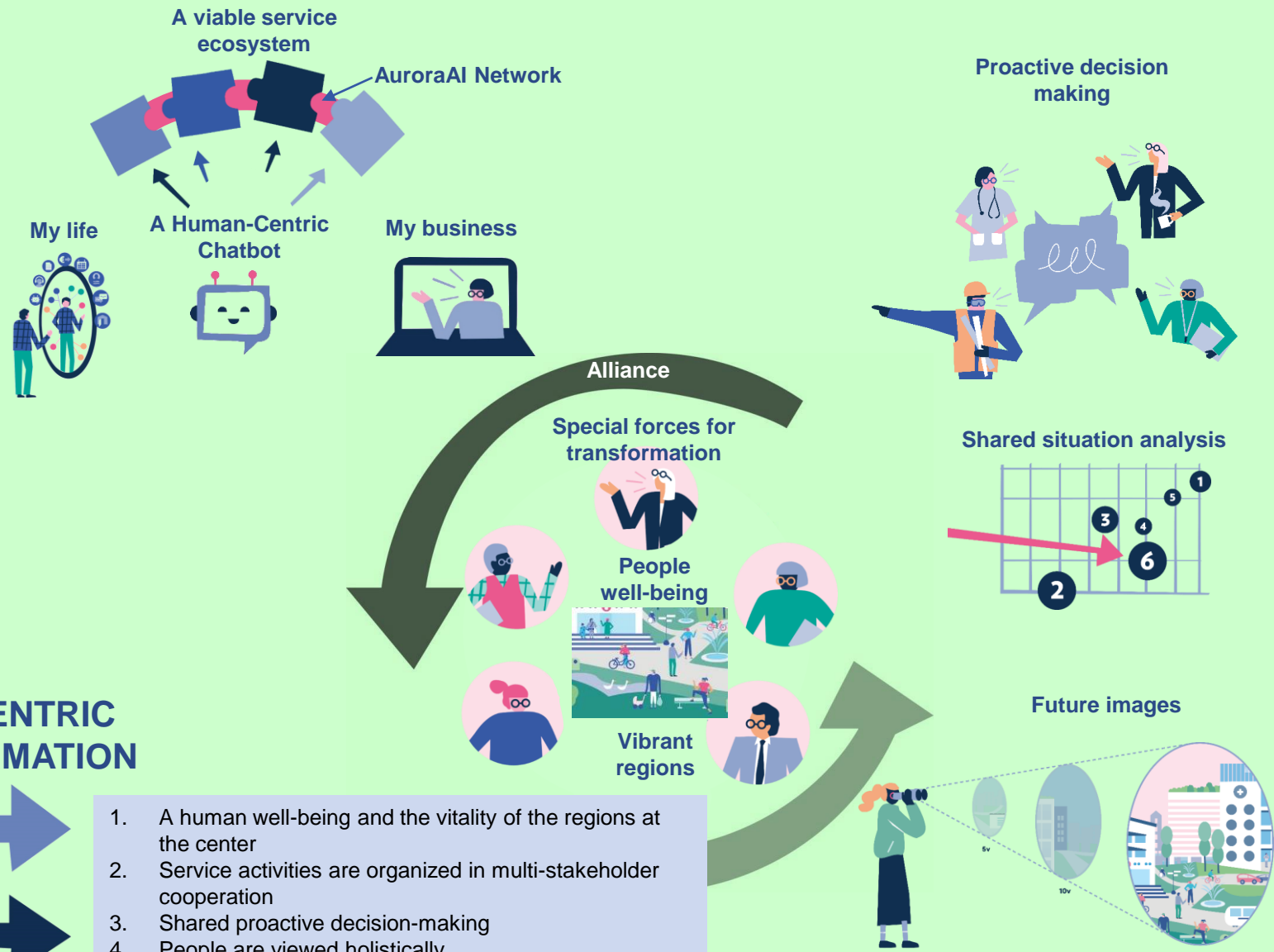
TASK - ORIENTED SOCIETY

Resource efficient operation

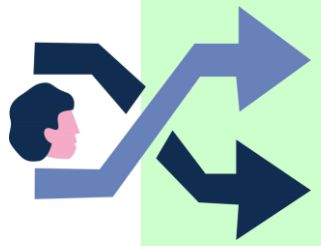


HUMAN - CENTRIC SOCIETY

Action to strengthen well-being



A HUMAN-CENTRIC AI TRANSFORMATION



1. Task - oriented and production – oriented
2. Prioritization of own tasks
3. The person shows up as a customer of their own services
4. No need to see holistically
5. Ability to innovate from the perspective of one's own tasks

1. A human well-being and the vitality of the regions at the center
2. Service activities are organized in multi-stakeholder cooperation
3. Shared proactive decision-making
4. People are viewed holistically
5. The ability to innovate arises in cross-sectoral co-operation

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TOWARDS A HUMAN-CENTRIC AND PROACTIVE SOCIETY

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<https://vm.fi/en/national-artificial-intelligence-programme-auroraai>

