WHAT IS GAVIUS?

Gavius is an innovative project that aims to create a local administration virtual assistant.   The assistant using artificial intelligence will help the administration to communicate the social benefits the citizens may earn. It will also allow the citizens to request and receive those benefits and the administration to grant them. Through a mobile application, citizens will be able to process the social benefits with a fast and simple way. The potential beneficiaries will be identified by the APP using
their own biometrical data, and they will be able to request and manage the social benefits instantly.

Even though the new virtual assistant will be applied in the social services area it may well be implemented in other areas in order to improve the relationship between the citizens and the administration.

WHY?

Gavà City Council, with its well-known positioning as an open and transparent administration, is proposing to make a step further and become pioneer in the use of artificial intelligence and big data to improve the management.

With the project Gavius we opt for a more intelligent, modern and accessible administration aimed at citizenship and adapted to today's digital transformation. Because technology is an essential requisite to deal with social challenges and rethink public administration.

WHOM WILL IT BENEFIT?

Gavius is a tool that will provide solutions at different levels:

1 **Citizens**
It will simplify and expedite bureaucratic processes with the city council.

2 **Government teams**
It will allow the correct decision-making process based on data interpretation (Data driven municipality).

3 **Municipal teams**
t will improve productivity, speed and efficiency when managing citizens requests.

4 **Other administrations**
It will allow to test a machine learning and artificial intelligence-based model for the modernization of the public sector.
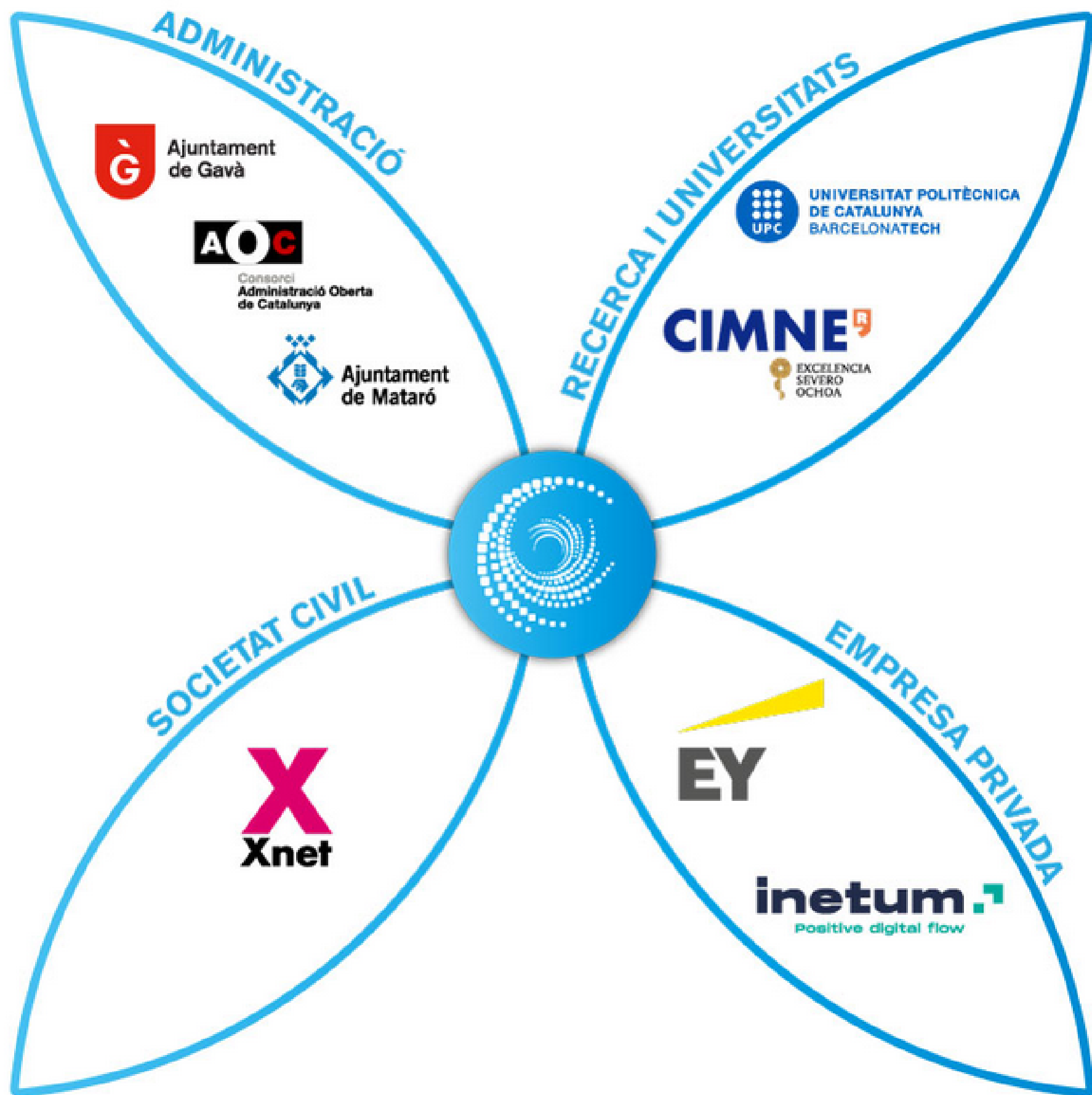
Gavà city council leads the project and has 7 partners:

ADMINISTRACIÓ

Ajuntament de Gavà

AOC
Consorci
Administració Oberta de Catalunya

Ajuntament de Mataró

RECERCA I UNIVERSITATS

UNIVERSITAT POLITÈCNICA DE CATALUNYA
BARCELONATECH

CIMNE
EXCELENCIA SEVERO OCHOA

SOCIETAT CIVIL

Xnet

EMPRESA PRIVADA

EY

inetum
Positive digital flow

The project is an example of collaborative effort between the administration, companies, researchers and citizens.

What is known as the "quadruple helix".

Each sector has presented their own perspective

COMPANIES

Digital transition and the analysis of the legislative challenges related to data protection.

RESEARCH & UNIVERSITIES

The application of artificial intelligence and its legal limits.

CIVIL SOCIETY

Develop a usable application with ethical contents that will preserve digital identity.

PUBLIC ADMINISTRATION

Implementation of the project in Gavà and Mataró while studying how it can be extrapolated to other European municipalities.
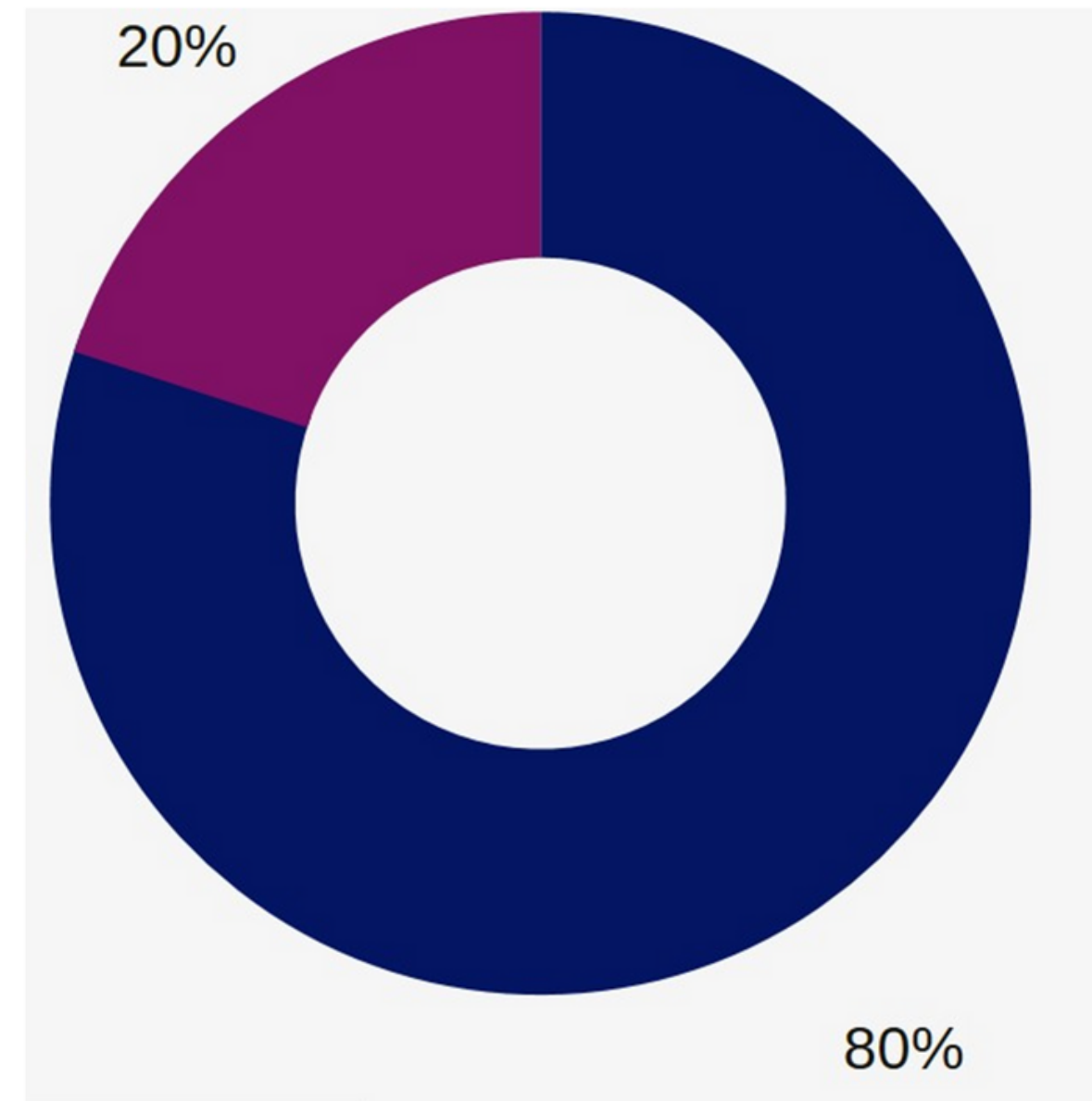
FINANCE

Out of the 175 proposals submitted by the 23 EU member states, in Spain, only Gavà and Getafe have received financing from the **Urban Innovative Actions**, a program promoted by the European Union that tries and tests innovative solutions that respond to challenges and urban issues.

Projects must be new and never tested in the EU for applying, that being the case of Gavius.
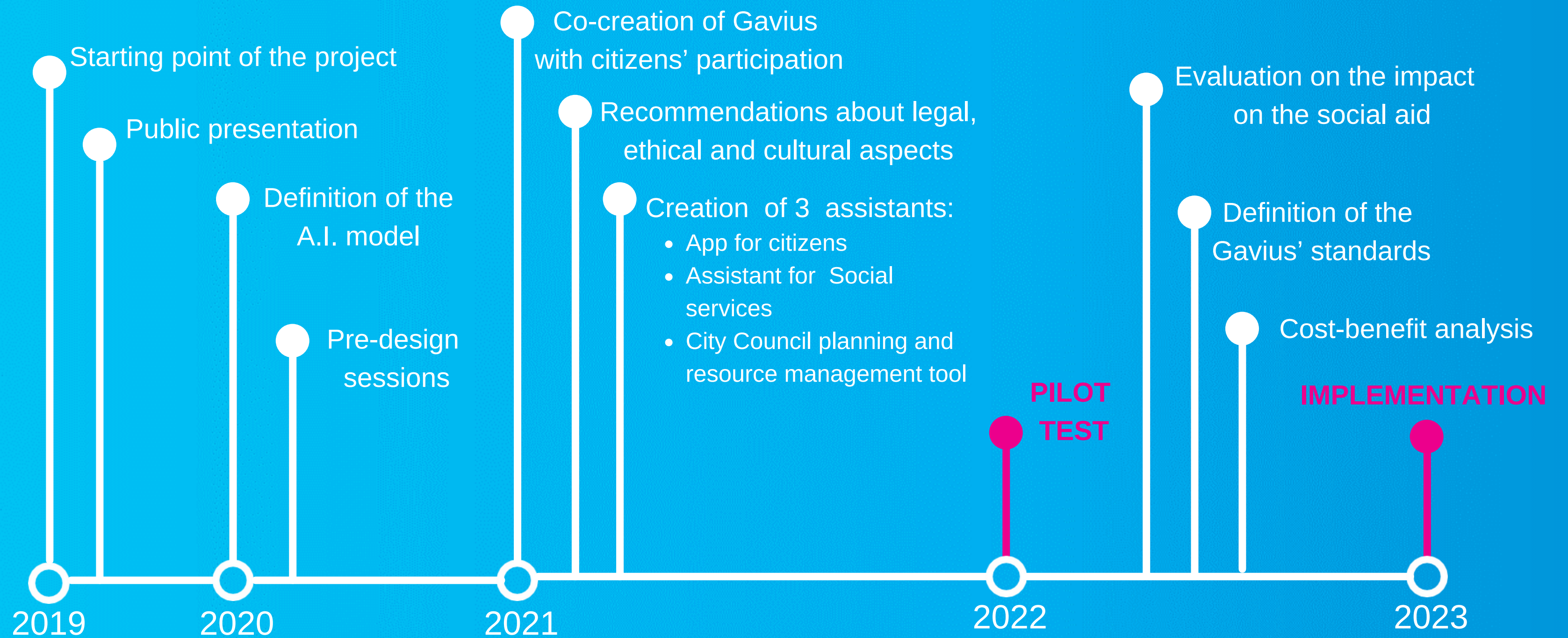
Total investment:
5,3 milion euros

4,3 milion euros (UIA)

1 milion euros (partnership)

20%

80%

PROJECT PHASES

Starting point of the project

Public presentation

Definition of the
A.I. model

Pre-design
sessions

Co-creation of Gavius
with citizens' participation

Recommendations about legal,
ethical and cultural aspects

Creation of 3 assistants:
- App for citizens
- Assistant for Social
  services
- City Council planning and
  resource management tool

PILOT
TEST

Evaluation on the impact
on the social aid

Definition of the
Gavius' standards

Cost-benefit analysis

IMPLEMENTATION

2019   2020   2021   2022   2023

PHASE 1

Study of legal, ethical, cultural and organizational **limitations** in the public sector.

Analysis of the **various existing aids** in the town councils.

Defining the architecture of **digital services** for the management of social assistance programs: Gavius API model.

Preliminary **design** sessions:
- Qualitative observation of the service (Citizens' Attention Office and Social Services)
- Capturing insights

PHASE 2

Data identification, extraction, cleaning and transformation.

Wizard design with the **participation of the citizens** and of social assistance end users, to put in a Gavius pilot test. A project that contributes co-creation between the administration and the citizens.

Training, testing and validation.

Generation of models that will be the system core:
- Conversational "bot" for citizens
- Social aids allocation model for municipal workers
- Model for planning

PHASE 3

Development of the pilot test in Gavà and Mataró:
- Communication via mobile phone or website and biometric authentication of the citizens
- Assistant of social aid for municipal staff
- Planning assistant

Training for municipal staff.

Drawing conclusions for possible standardization.

PHASE 4

Legal, ethical, cultural and transparency recommendations.

Evaluation of the decisions made by Gavius system.

Evaluation of the Gavius' impact on social aids management

Cost-benefit analysis of the transferable implementation to other public administrations.

Biannual meeting of the Advisory Board