SIAG

PROACTIVE SERVICES

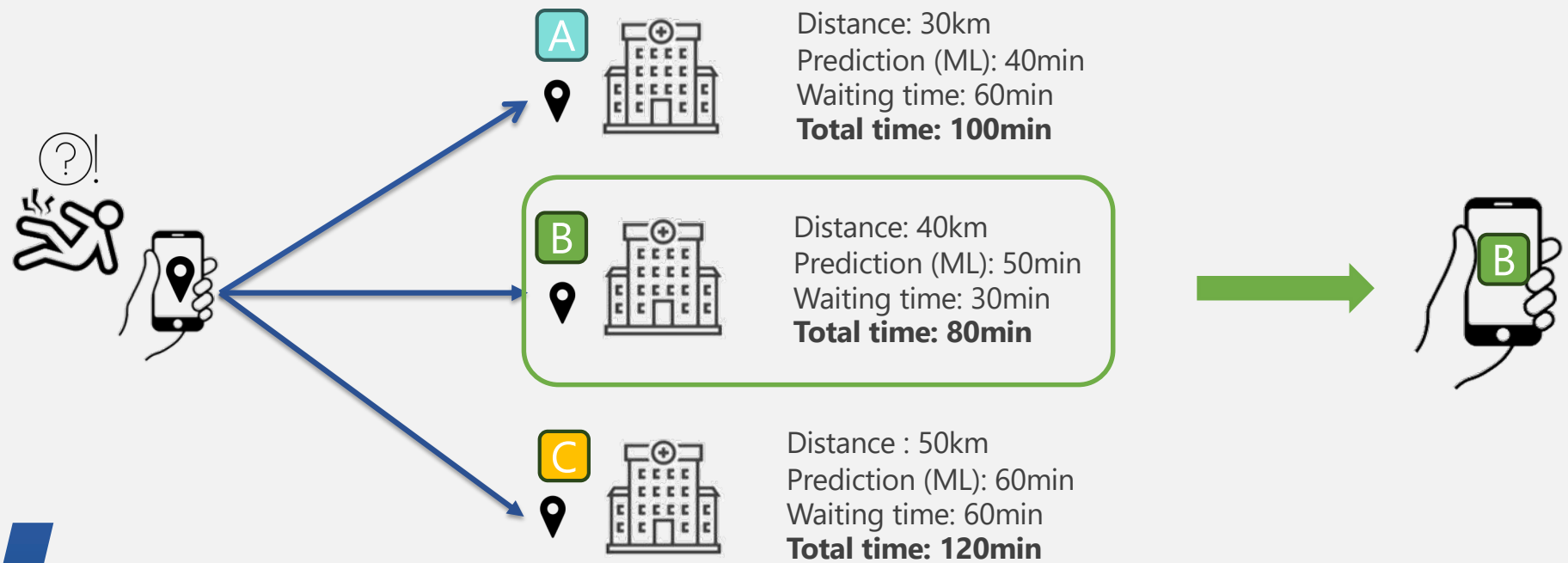
CITIZENS CENTRIC PA

Case Study
Emergency Rescue Support

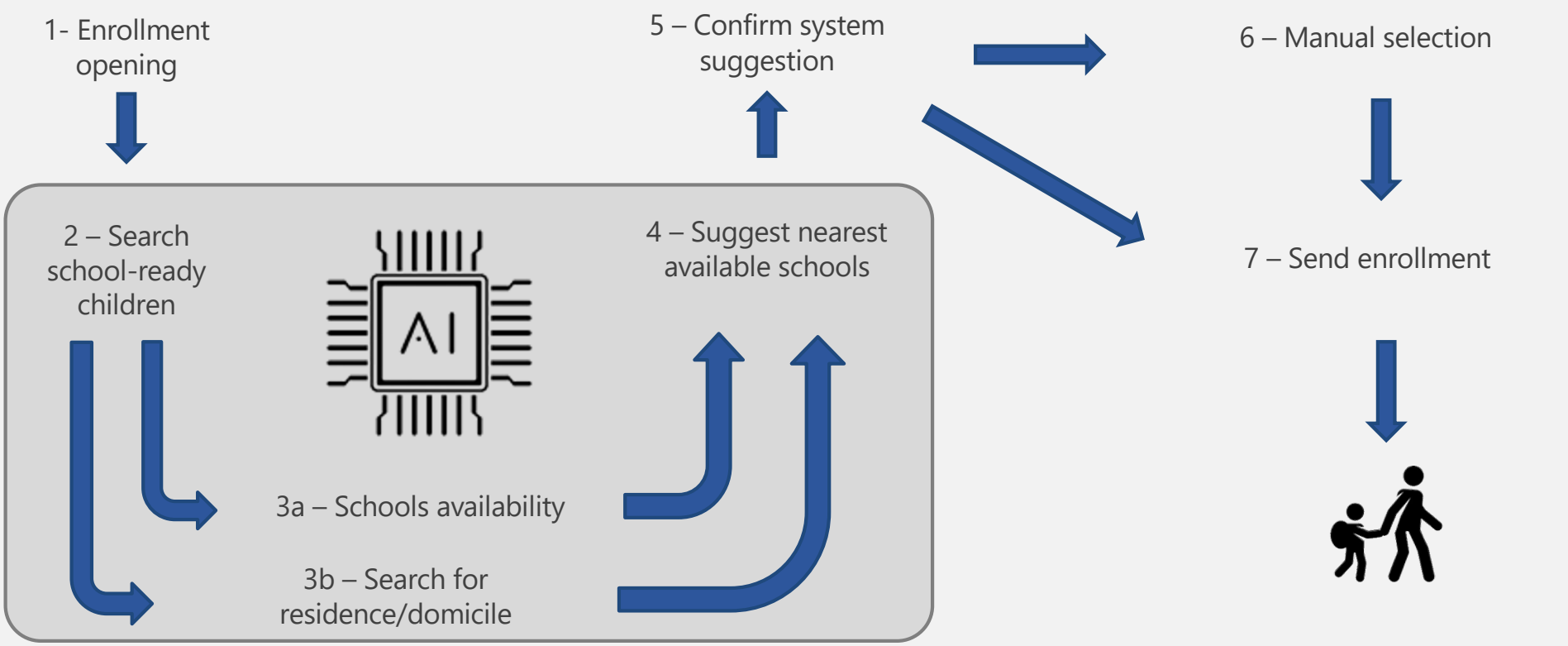
Event

Meta-service:
availability/distance/time

Result



Case Study
Enrollment to schools



Case Study
Predictive maintenance of public roads

Input

Detected/connected data

YOLO

Use
(vehicles per hour/day)

Vehicles type
(car, truck, bycicle)

Peak times
(rush hours, festivity, etc.)

Road types
(city, highway, etc.)

Calendar
(events, school timetable)

Weather
(temperature, % precipitation)

LiDAR
(street surface recognition)

Data prediction

Predictive maintenance

Road **type** update

Traffic circulation changes

Temporary traffic **deviation/closing**

Agenda

01	A Strategic Approach to Citizen-Centric Digitalization
02	Shifting from Reactive to Proactive Service Delivery
03	Enabling a Reliable and Scalable Data Infrastructure
04	Using Predictive and Prescriptive Analytics for Citizen-Centric Services
05	Shaping Interactions Based on Anticipated Needs

Proactive Service Delivery in Public Administration

Leveraging Data and AI for Enhanced Citizen Services

Informatica Alto Adige S.p.A. stands at the forefront of digital innovation, empowering Public Administration with cutting-edge data and AI solutions to proactively enhance citizen services and build a more responsive, transparent future.

Transforming Public Administration through Proactivity

The role

of a modern, proactive Public Administration in anticipating and addressing citizen needs.

Importance

of data-driven strategies to enhance decision-making and improve service accessibility.

Transition

from traditional approaches to citizen-centric, data-informed policies.

Foundational Data Platform and Robust Governance Framework

Outline of a **unified data platform** as the backbone of service innovation.

Principles of **data governance** ensuring data quality, security, and compliance.

Key elements: data integration, master data management, **real-time data processing**.

DataBloom Scalable Data Platform for Advanced AI-driven Insights

Unified Data Governance

Centralized data catalog, lineage, security, compliance.

Mass Data Utilization

Scalable infrastructure, cloud-native integration, efficient data processing.

Smart AI tools as support

Curated data, automated ML pipelines, advanced analytics, “Talk 2 Data”.

Leveraging Machine Learning and AI for Intelligent Service Delivery

Using Predictive and Prescriptive Analytics for Citizen-Centric Services.

Machine Learning

anticipating citizen needs and providing personalized services

AI-Driven

public service optimization: healthcare, social services, urban planning

Ethics

transparency in AI to ensure trust and accountability

Data-Driven

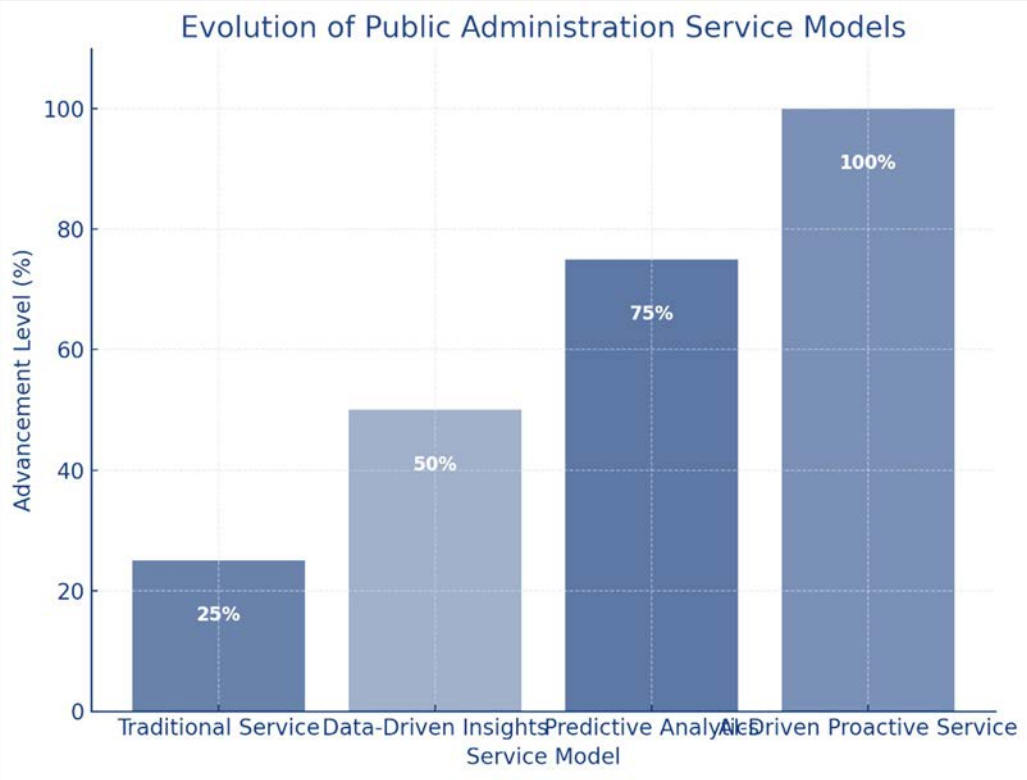
from subjective to objective

Proactive Service Models to Engage and Empower Citizens

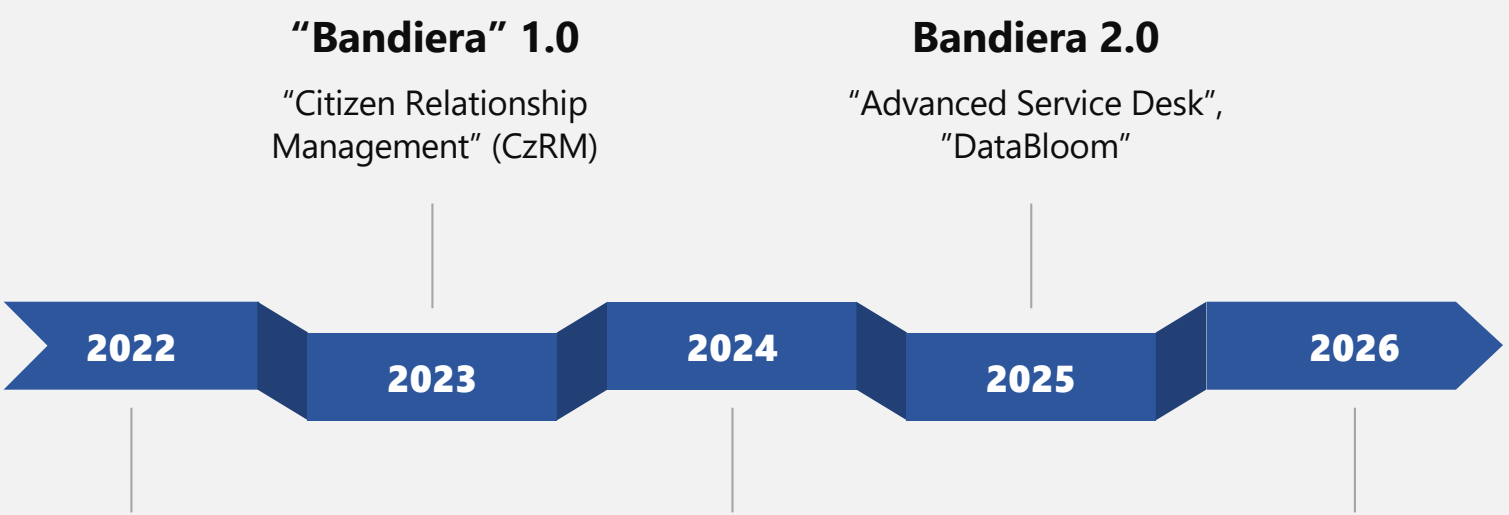
Tailored notifications, reminders and automated support.

Data insight for prioritize citizens **needs**.

Pilot initiatives for improving **satisfaction** and service efficiency.



Toward a Citizen-Centric, AI-Driven Public Administration



Data Governance

Vision: data platform, governance and AI

"Bandiera" 1.0

"Citizen Relationship Management" (CzRM)

AI LAB

Set-up, configuration and roll-out of an HPC server farm and AI models

Bandiera 2.0

"Advanced Service Desk", "DataBloom"

Commitment

Transparency, inclusion, efficiency in PA service delivery

Empowering Tomorrow's Public Services

"Transforming data into action, building a proactive administration that anticipates, adapts, and enhances every citizen interaction."

THANK YOU

For joining us on this journey toward a more innovative and citizen-centered Public Administration. Your insights and commitment drive the transformation that empowers communities and enhances lives.