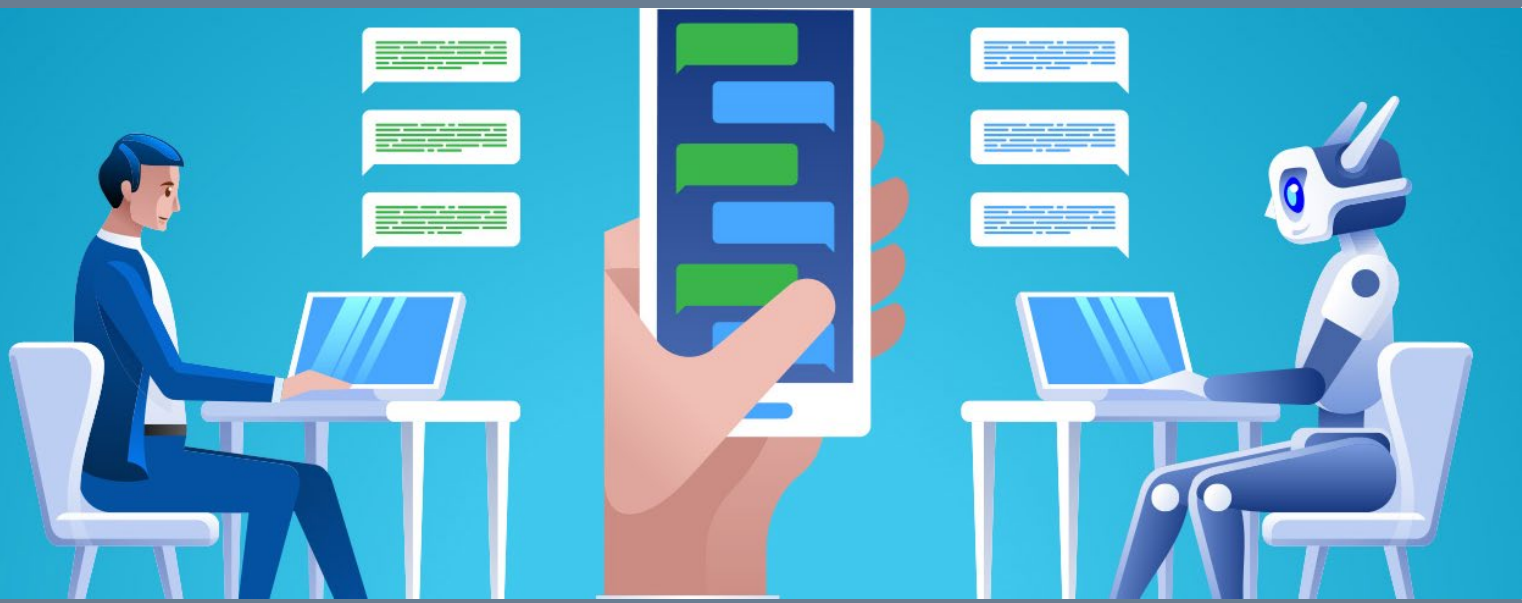




Berner Fachhochschule
Haute école spécialisée bernoise
Bern University of Applied Sciences



Digitale Verwaltungsassistenten - Anforderungen an die Verwaltung und Nutzersicht

eGov-Lunch - 06. Februar 2020

Dialogfähigkeit

- Einbezug der jeweiligen Sprache der Informationssuchenden
- Verständnis von Begrifflichkeiten ohne grammatikalisch und rechtliche Korrektheit
- Regelbasierter vs. AI-basierter Chatbot

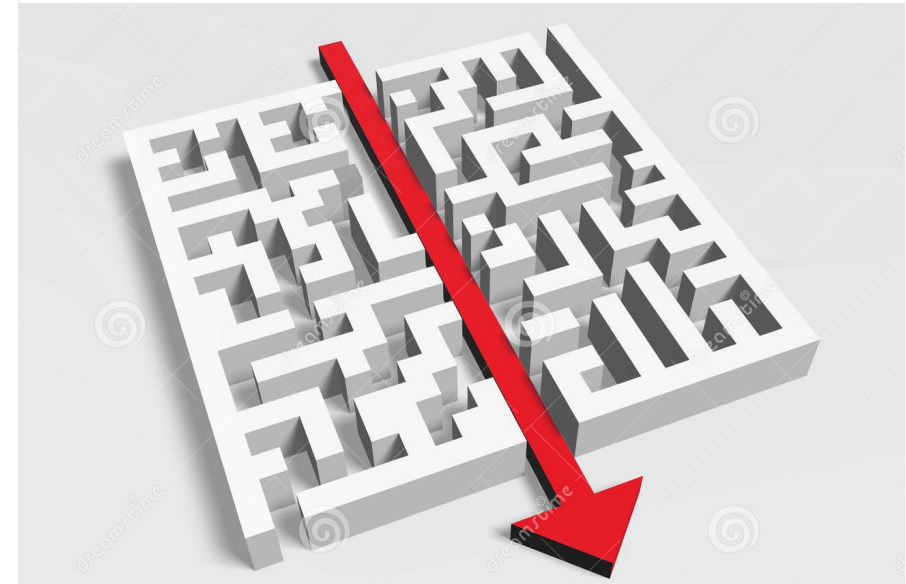
Nur ein intensiv trainierter Bot bringt einen Mehrwert



Geschwindigkeit

- So wenig Frage-Antwort-Sequenzen wie möglich
- Schnelles Erkennen, ob Antwort über Bot möglich ist
- Triage an korrekte Stelle, falls Antwort nicht über Bot möglich ist

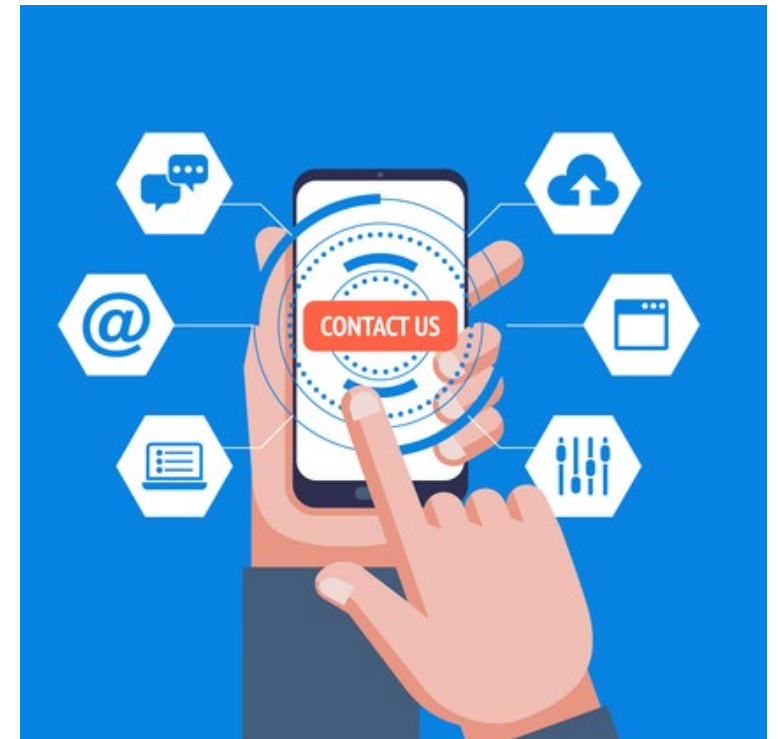
**Die Antwortzeiten müssen denen von
Live-Chats entsprechen**



Qualität

- Eignung eines Chatbots immer hinterfragen
- Klare inhaltliche Abgrenzung
- Transparenz gegenüber Kunden bzgl. Services durch Maschinen oder Menschen
- Feedback-Möglichkeit
- kein diskriminierendes Verhalten/Ausdrucksweise gegenüber bestimmten Bevölkerungsgruppen.

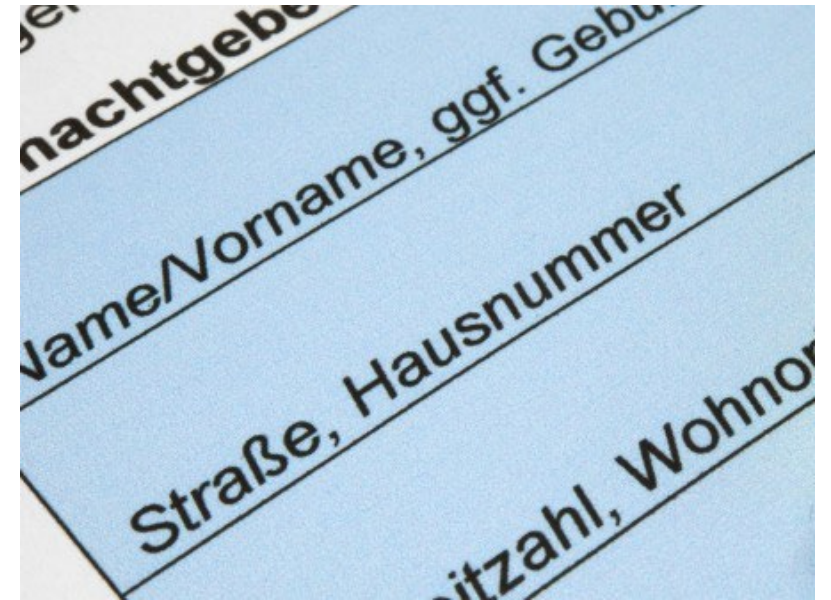
Ein Chatbot ist nicht die Lösung für alle Interaktion zwischen Verwaltung und Informationssuchenden.



Datenschutz

- ▶ Anonymität des Informationssuchenden ist sichergestellt
- ▶ Im Rahmen der Konversation werden keine personenbezogenen Daten gefragt
- ▶ Der Informationssuchende wird über die Verwendung seiner Daten (IP-Adresse etc.) informiert

Ein Chatbot muss einen niederschweligen Zugang zu Informationen ermöglichen.



Ankündigung: Nutzen von digitalen Verwaltungsassistenten

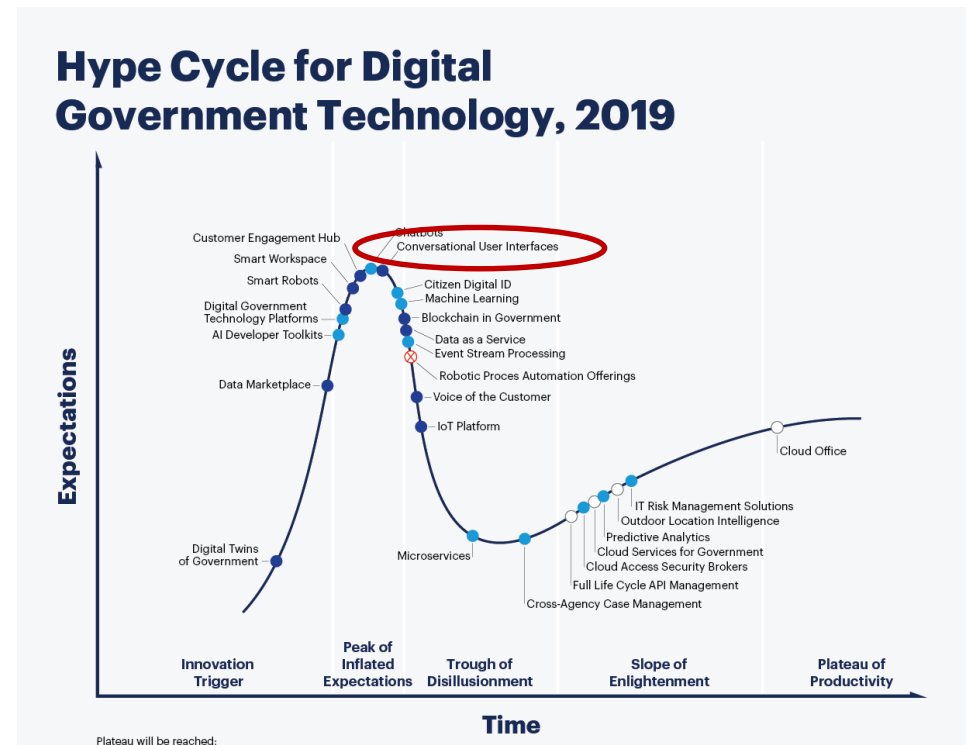
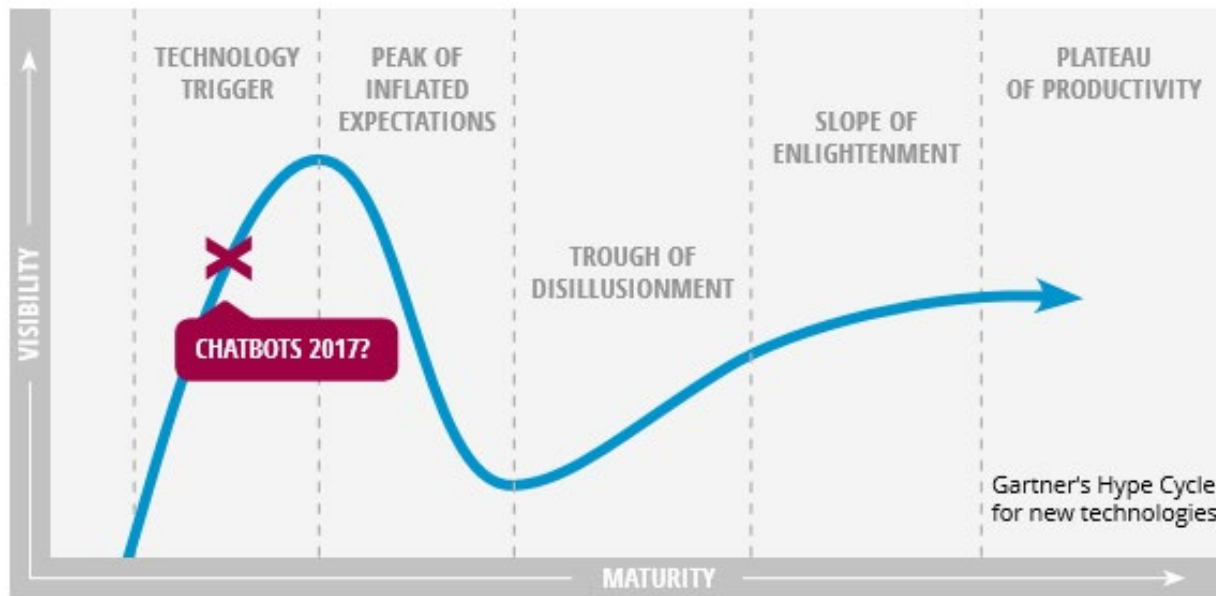
- ▶ Umfrage im Rahmen einer Masterarbeit hinsichtlich
 - ▶ Nutzungsbereitschaft
 - ▶ Möglicher Anwendungsfelder und
 - ▶ Nutzeranforderungen.

- ▶ Analyseergebnisse ab Frühjahr 2020 unter www.chatmygov.ch abrufbar.



Backup

Relevanz des Themas



Name der Anforderung	Beschreibung der Anforderungen
Digital Interaction	<p>To have the option to digitally interact with their administrations Accessibility, security, availability and usability</p> <p>That the services are made more accessible (including findable) and secure and can be used by all in a non-discriminatory manner, with appropriate assistance available upon need</p> <p>That the principles of universal design have been applied to the setting up of the services and that the websites are simple to read and easy to understand</p> <p>That the authenticity of digital public services is secured and can be recognised in a clear and consistent manner</p>
Reduction of the administrative burden	<p>That public administrations make efforts to reduce the administrative burden on citizens and businesses, namely by optimizing and/or creating digital processes and services where relevant and possible, and by offering personalised and pro-active services</p> <p>Not to be asked to provide the same information to public services more than once, in due respect of data protection rules and regulations</p>
Digital delivery of public services	<p>That public services can as much as possible and appropriate, especially upon request of the user, be fully handled online, including the provision of any evidence required to obtain a right or fulfil obligations</p> <p>That the status of service delivery can be checked online where relevant</p>
Citizen engagement	<p>That digital means are used to empower citizens and businesses to voice the views, allowing policy makers to collect new ideas, involve citizens more in the creation of public services and provide better digital public services</p>
Incentives for digital service use	<p>The barriers to use digital public services should be effectively removed, including by extending and promoting the benefits of, for example, higher confidence, speed, effectiveness and reduced costs to individuals who are able to use them</p>
Protection of personal data and privacy	<p>That the handling of personal data respects the general data protection regulation and privacy requirements in the EU and national levels, when applicable informing citizens about the use and storage of their personal data and allowing citizens to access and ask for the correction and deletion of personal data, where appropriate</p>
Redress and complaint mechanisms	<p>That redress mechanisms are available online and that citizens and business have access to complaint procedures online, while also in other available channel(s) of their choice</p>