AIGOV

Implementing ethical, trustworthy and fair Artificial Intelligence Systems in Public Sector

D5.2 Publishable Final Report

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Abstract:	This deliverable is AIGOV project's final report.

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List of Abbreviations

The following table presents the acronyms used in the deliverable in alphabetical order.

Abbreviation	*Description*
AI	Artificial Intelligence
EU	European Union
PA	Public Administration
WP	Work Package

Executive Summary

The AIGOV project set out to enable the responsible, trustworthy, and effective adoption of Artificial Intelligence (AI) in public administration (PA), with a particular emphasis on fairness, transparency, accountability, and societal robustness. Working in close collaboration with the Region of Central Macedonia, AIGOV developed a holistic set of frameworks, methods, and pilot case studies that collectively provide practical guidance for the deployment of AI in sensitive public-sector contexts.

The project was structured into five Work Packages (WPs).

- WP1 mapped the international state-of-the-art in AI for the public sector and defined the AIGOV Ecosystem, a conceptual model describing stakeholders, roles, interactions, data, AI artefacts, and their interdependencies.
- WP2 delivered the AIGOV Government Data Value Cycle, the AIGOV Framework for Trustworthy, Fair and Accountable AI, and the AIGOV Transformation and Adoption Framework, together forming the AIGOV Holistic Framework.
- WP3 operationalised these frameworks through four pilot case studies focusing on: explainable graph neural networks for housing policy analytics; evaluation of open and proprietary Large Language Models (LLMs) for legal interpretation; LLM-enabled legal reasoning and document processing; and a generative-AI-based blueprint for multilingual and multicultural democratic deliberation.
- WP4 designed and implemented the dissemination, communication, stakeholder-engagement, and exploitation strategy, including three AIGOV workshops, multiple conference presentations, and four peer-reviewed publications.
- WP5 ensured effective project management, quality assurance, and risk monitoring, and produced the Quality Assurance and Risk Management Plan and the present Publishable Final Report.

The project's main scientific contributions are: (i) a comprehensive ecosystem model for AI in public administration, (ii) a government-specific data value cycle and AI governance framework aligned with legal and ethical requirements, (iii) a transformation and adoption methodology tailored to public-sector realities, and (iv) empirically evaluated pilot case studies demonstrating the potential and limitations of advanced AI (including Generative AI and LLMs) for public decision-making and legal reasoning.

AIGOV's socio-economic and policy impact is twofold. First, it strengthens the capacity of public administrations to adopt AI responsibly, by addressing data governance, legal compliance (e.g. GDPR, EU AI Act), explainability, fairness, and organisational readiness. Second, it provides concrete use-case insights and technical blueprints that can improve analytical capacity, decision quality, and democratic participation—for example, through

multilingual deliberation support and AI-assisted legal interpretation. The project also generated long-term value through extensive engagement with public servants and postgraduate students employed in government, thereby contributing to AI literacy and institutional readiness beyond the project's duration.

1 Introduction

1.1 Background and Motivation

Artificial Intelligence promises substantial benefits for the public sector, including efficiency gains, improved service quality, better-informed decision-making, and enhanced democratic participation. At the same time, public-sector AI must meet stringent requirements relating to fundamental rights, fairness, transparency, accountability, and compliance with legal and ethical norms.

The AIGOV project was conceived to address this dual challenge. It aims to provide public administrations with practically usable frameworks, tools, and examples for deploying AI, particularly cutting-edge approaches such as Generative AI and LLMs, in a way that is technically robust, ethically sound, and institutionally compatible. The Region of Central Macedonia served as the main public-sector partner, ensuring continuous grounding of the project's work in real administrative needs and constraints.

1.2 Objectives

AIGOV aimed to pursue its realisation through the following objectives:

- Define the AIGOV ecosystem that will enable the ethical, trustworthy, and fair implementation of AI technologies in the public sector through the identification of all key stakeholders involved across all the steps of the AI adoption along with their respective roles.
- Enable public administrations to access robust, accurate data, in a manner that maintains privacy and conforms to societal and ethical norms by defining the AI Government Data Value Cycle.
- Duly take into consideration and proactively tackle and address all societal, organisational, ethical, legal, economic and technical aspects and implications that can be raised for public administrations when adopting AI technologies in public service provision through the proper design and delivery of the AIGOV Framework for trustworthy, fair and accountable AI in the public sector.
- Facilitate public administrations to transform existing processes and organisational structures as well as to improve public servant skills by delivering the AIGOV Transformation and Adoption Framework
- Demonstrate and evaluate the applicability and effectiveness of the resulted frameworks comprising scientific methods, guidelines, and tools for the ethical, trustworthy, and fair implementation of AI in public administration. The Region of Central Macedonia, which is a Collaborating Organisation in this project, will contribute towards this end.

- Raise awareness on the ethical, trustworthy, and fair implementation of AI in the public service provision by ensuring the wide communication and dissemination of the innovative AIGOV results to public administrations, academia, international organisations, and of course to the wider public.
- Facilitate and contribute to the wide exploitation of AI in all levels of through the efficient exploitation and business planning of the AIGOV frameworks, methods, guidelines and tools.

1.3 Project Structure

The project was organised into five Work Packages (WP):

- WP1: Stakeholders Needs & AIGOV Ecosystem
- WP2: AIGOV Holistic Framework
- WP3: Pilot & Evaluation
- WP4: Dissemination & Exploitation
- WP5: Project Management

All work packages reached 100% completion within the extended 42-month timeframe.

2 Overview of the progress

2.1 Objectives

The project objectives of the AIGOV project have been fulfilled and are the following:

"Define the AIGOV ecosystem that will enable the ethical, trustworthy, and fair implementation of AI technologies in the public sector through the identification of all key stakeholders involved across all the steps of the AI adoption along with their respective roles."

This objective was fulfilled through the completion of the AIGOV Ecosystem in WP1, which systematically mapped all relevant stakeholders involved in the lifecycle of AI adoption in public administration. The analysis captured decision-makers, data stewards, legal and ethical oversight bodies, public servants, technology providers and end-users, clarifying their responsibilities, dependencies and interactions. This stakeholder mapping provided a foundational understanding of the governance landscape and ensured that subsequent methodological frameworks were grounded in the real institutional, organisational and societal environment of the public sector.

"Enable public administrations to access robust, accurate data, in a manner that maintains privacy and conforms to societal and ethical norms by defining the AI Government Data Value Cycle."

This objective was achieved through the development of the AI Government Data Value Cycle, which provides a structured, end-to-end model for data management tailored to public-sector needs. The cycle articulates processes for data collection, validation, storage, access, processing, sharing and re-use, ensuring that each stage incorporates privacy protection, ethical safeguards and regulatory compliance. By defining clear roles, responsibilities and quality requirements, the Data Value Cycle equips public administrations with actionable guidance for achieving trustworthy data governance as a foundation for responsible AI deployment.

"Duly take into consideration and proactively tackle and address all societal, organisational, ethical, legal, economic and technical aspects and implications that can be raised for public administrations when adopting AI technologies in public service provision through the proper design and delivery of the AIGOV Framework for trustworthy, fair and accountable AI in the public sector."

This objective was fulfilled through the design and delivery of the AIGOV Framework for Trustworthy, Fair and Accountable AI, which synthesises legal requirements, ethical principles, socio-technical considerations and organisational constraints into a coherent governance model. The framework systematically identifies risks and obligations across fairness, transparency, accountability, safety, privacy and human oversight, and provides guidelines and assessment processes to mitigate them. By integrating cross-disciplinary

insights and aligning with European regulatory standards, the framework ensures that public administrations can adopt AI technologies responsibly and with full awareness of their societal implications.

"Facilitate public administrations to transform existing processes and organisational structures as well as to improve public servant skills by delivering the AIGOV Transformation and Adoption Framework"

This objective was met through the development of the AIGOV Transformation and Adoption Framework, which offers a structured approach for assessing organisational readiness, redesigning services and supporting capacity-building for AI-enabled public administration. The framework provides methodologies for workflow transformation, change management, skills development and role adaptation, ensuring that AI adoption is embedded in sustainable organisational practices. It equips public administrations with practical tools to transition from traditional processes to data-driven, AI-supported service delivery in a controlled and strategic way.

"Demonstrate and evaluate the applicability and effectiveness of the resulted frameworks comprising scientific methods, guidelines, and tools for the ethical, trustworthy, and fair implementation of AI in public administration. The Region of Central Macedonia, which is a Collaborating Organisation in this project, will contribute towards this end."

This objective was fulfilled through the execution of four pilot case studies in WP3, which applied the AIGOV frameworks to diverse public-sector contexts. These pilots, ranging from explainable AI for housing policy to legal text interpretation and multilingual democratic consultation, demonstrated the practicality, flexibility and value of the frameworks. The Region of Central Macedonia supported, where possible, the contextualisation and validation of the methods, ensuring relevance to real administrative environments. The evaluation activities confirmed that the frameworks effectively guide ethical, fair and accountable AI implementation.

"Raise awareness on the ethical, trustworthy, and fair implementation of AI in the public service provision by ensuring the wide communication and dissemination of the innovative AIGOV results to public administrations, academia, international organisations, and of course to the wider public."

This objective was delivered through extensive dissemination and communication activities in WP4, including workshops, policy engagements, academic publications, conference presentations, a project website and active use of social media channels. These efforts successfully reached public officials, technology experts, researchers, students and citizens, fostering a deeper understanding of responsible AI in public administration. The project significantly contributed to increasing awareness and supporting informed dialogue across the public-sector ecosystem.

"Facilitate and contribute to the wide exploitation of AI in all levels of through the efficient exploitation and business planning of the AIGOV frameworks, methods, guidelines and tools."

2.2 Work carried per WP

2.2.1 WP1 - Stakeholders needs & AIGOV Ecosystem

WP1 Objectives:

- To identify and review successful cases of applying AI technologies in public sector around the globe
- To review existing scientific literature in order to identify challenges of applying AI in public sector and available methods and tools to address them
- To identify the stakeholders that will be involved in applying ethical, trustworthy and fair Artificial Intelligence Systems in Public Sector as well as identify their needs
- To define the AIGOV Ecosystem that will describe in a systematic way the stakeholders along with their roles, interactions, challenges, and needs.

To fulfill the requirements of Task 1.1, a systematic literature review was carried out using the snowballing literature review method in order to locate scientific literature, technical reports, and national strategies that deal with the adoption of AI technologies in the public sector. A total of 53 candidate documents were selected. These documents were thoroughly analyzed in order to find successful cases, stakeholders, impacts and benefits, challenges, ethics, methods, and tools for applying Artificial Intelligence (AI) within public administration. The results are described in detail in "D1.1 State of Play Analysis".

Additional use cases, needs, data etc. were detected in collaboration with the Region of Central Macedonia during semi-structured interviews (T1.2). The outcomes of T1.1 and T1.2 served as the foundation for the development of the "AIGOV Ecosystem", a comprehensive ecosystem for deploying Artificial Intelligence (AI) in public administration (T1.3). Specifically, the components of the "AIGOV Ecosystem" along with their interdependencies were specified using the following methods; (1) a single exploratory case study, which is useful for gaining insights into a poorly understood phenomenon and generating new theory or propositions about it. The selected case focused on the examination of three open dynamic datasets with traffic data; from the city of Thessaloniki in Greece, from the Attica region in Greece, and from Switzerland; (2) semi-structured interviews with employees of the region of Central Macedonia, the collaborating organization of the project and also the second-largest region in Greece. The interviews provided valuable insights that were used to create user stories; (3) a questionnaire to gain a deeper understanding of how public servants perceive AI. The questionnaire was distributed to 16 postgraduate students of the Master in Public Management program at the University of Macedonia in Greece, and the

responses were analyzed. The ecosystem comprises four complementary artefacts: Data, AI algorithms, AI models, and AI applications, built upon three pillars: collection, construction, evaluation, and translation. It also describes the different types of stakeholders involved in applying AI in the public sector (T1.3). The "AIGOV Ecosystem" is described in detail in "D1.2 The AIGOV Ecosystem". The "AIGOV Ecosystem" was published in the proceedings of IFIP EGOV-CeDEM-EPART 2023[1].

Deliverables emerged from WP1:

- **D1.1 State of Play Analysis.** This deliverable is a direct outcome of T1.1 and documents the state of play on existing successful cases, stakeholders, impacts and benefits, challenges, ethics, methods, tools, and frameworks regarding applying Artificial Intelligence in the public sector.
- **D1.2 The AIGOV Ecosystems.** This deliverable is a direct outcome of T1.2 and T1.3 and describes all the artefacts that constitute the "AIGOV Ecosystem" as well as their interdependencies. The "AIGOV Ecosystem" was published in the proceedings of IFIP EGOV-CeDEM-EPART 2023.

2.2.2 WP2 - AIGOV Holistic Framework

WP2 Objectives:

- To enable governments to access robust, accurate data, in a manner that maintains privacy and conforms to societal and ethical norms by defining the AI Government Data Value Cycle
- To facilitate public authorities to assess the necessity of AI in solving a problem
- To define and deliver the AIGOV Framework for trustworthy, fair and accountable AI in the public sector that identifies trade-offs, mitigates risk and bias, and ensures an appropriate role for humans.
- To provide the required methods and tools to public administrations to transform existing processes, improve public servant skills, and enable service interoperability by delivering the AIGOV Transformation and Adoption Framework.

WP2 focused on developing the conceptual, methodological, and governance foundations necessary for the trustworthy, fair, and effective adoption of Artificial Intelligence (AI), with particular emphasis on Generative AI, in the public sector. The work conducted during the project substantially expanded the state of knowledge regarding responsible AI deployment in government, establishing three key outputs:

(1) the AIGOV Government Data Value Cycle,

[1] Karamanou, A., Mangou, E., & Tarabanis, K. (2023, August). An Ecosystem for Deploying Artificial Intelligence in Public Administration. In International Conference on Electronic Government (pp. 192-207). Cham: Springer Nature Switzerland.

(2) the AIGOV Framework for Trustworthy, Fair, and Accountable AI, and

(3) the AIGOV Transformation and Adoption Framework.

To support these outputs, WP2 began with a literature review on Generative AI and Large Language Models (LLMs), examining their capabilities, limitations, and relevance for public-sector applications. This review included analysis of multilingual support, hallucinations, explainability, fine-tuning approaches, Retrieval-Augmented Generation (RAG), and human-in-the-loop requirements. The insights gained formed the conceptual foundation for all three WP2 tasks.

A second stream of work examined the landscape of public-sector data, identifying the types, formats, and characteristics of data that may be incorporated into AI scenarios. The review covered organisational, legal, ethical, and technical requirements for responsible data collection, creation, preprocessing, curation, storage, dissemination, and reuse. Particular attention was given to challenges related to data protection, GDPR compliance, bias mitigation, data quality, and interoperability. Collaboration with the Region of Central Macedonia, the project's public-sector partner, provided practical insights into real data environments and operational constraints. This body of work directly supported the development of T2.1: The AIGOV Government Data Value Cycle.

Building on the analyses from T2.1 and stakeholder input, WP2 also explored indicative AI application scenarios relevant for the public sector (e.g., text analysis, knowledge extraction, summarisation, chatbot services, sensor-based prediction). These scenarios were not formalised as full use cases, since piloting and implementation activities belong to WP3, but served to identify methodological requirements, ethical risks, fairness considerations, and data prerequisites. This exploratory work informed the development of the AIGOV Framework for Trustworthy, Fair, and Accountable AI (T2.2) by clarifying the types of transparency, explainability, accountability, multilingual support, and data governance measures required in public administrations when deploying AI and LLM systems.

Finally, WP2 synthesised the outputs of T2.1 and T2.2 into the AIGOV Transformation and Adoption Framework (T2.3), which provides a structured methodology for guiding public administrations through the responsible adoption of AI. The framework includes enhanced and updated methodological steps covering readiness assessment, ethical and value-aligned design, iterative prototyping and testing, and responsible deployment and scaling. These steps reflect best practices in design science, evidence-based policy, digital-government transformation, and emerging AI governance standards. As agreed with the project plan, the implementation and validation steps related to pilot deployments will be completed in WP3.

The collaboration with the Region of Central Macedonia in terms of WP2 ensured practical grounding and relevance. A key activity was the co-organisation of the first AIGOV workshop held on November 2023 at the University of Macedonia, attended by approximately 50 participants, primarily public servants enrolled in postgraduate programs. Participants

provided perspectives on AI's potential, risks, and applicability within their work environments, contributing valuable insights to WP2's analyses.

Deliverables emerged from WP2:

- **D2.1 AIGOV Holistic Framework**. This deliverable reports the pilot operation, the results of the evaluation activities along with the lessons learnt from the pilot operation and evaluation.

2.2.3 WP3 - Pilot & Evaluation

WP3 Objectives:

- To design a concrete evaluation framework that can be used in order to assess the quality of AIGOV frameworks, and how this applied to the collaborating organisation.
- To execute and assess the impact of the pilot organised by the collaborating organization.
- To identify important lessons learnt that can help public administrations in applying AI technologies and using AIGOV frameworks.

WP3 was dedicated to evaluating the feasibility, performance, and public-sector applicability of the four pilot case studies developed under AIGOV, using the methodological foundations established in WP2. Over the project lifetime, WP3 successfully operationalised the AIGOV Transformation and Adoption Framework (Phases 1-3), the AIGOV Government Data Value Cycle, and the Framework for Trustworthy, Fair, and Accountable AI, translating them into systematic evaluation protocols for each pilot.

The activities of WP3 began with the definition of the evaluation strategy and the consolidation of AIGOV's four pilot case studies (PCSs), namely

- PCS1 - Explainable Graph Neural Networks for Housing Market Analysis
- PCS2 - Evaluating Open and Proprietary LLMs on the EU VAT Directive
- PCS3 - LLM-Enabled Legal Reasoning and Document Processing in Public Administration
- PCS4 - AI-Supported Multilingual and Multicultural Deliberation

The evaluation strategy translated the WP2 methodological requirements into implementable evaluation instruments for the four PCSs. This included the development of pilot-specific Key Performance Indicators (KPIs), structured evaluation templates, ethical risk assessment procedures, and data governance checklists. Each pilot was analysed through the lens of readiness (Phase 1), responsible use-case design (Phase 2), and prototype development and testing (Phase 3) of the AIGOV Transformation and Adoption Framework.

Across the four pilots, WP3 implemented a diverse set of analytical activities, combining, based on the requirements of each case, quantitative performance testing, qualitative expert review, consistency checks, human-AI comparison, and procedural assessment. In PCS1 - Explainable Graph Neural Networks for Housing Market Analysis, the WP evaluated model behaviour using a dataset derived from citizen-to-society interactions, performing technical performance checks, bias analysis, and explainability trials. The evaluation also examined the system's alignment with organisational capacity and the Data Value Cycle. PCS2 - Evaluating Open and Proprietary LLMs on the EU VAT Directive involved extensive quantitative testing: 171 evaluation instances were generated by prompting two LLM models with 57 legal questions each and analysing their consistency, correctness, error types, and precision in interpreting the EU VAT Directive. A range of additional automated metrics, such as reproducibility, agreement ratios, hallucination detection, and legality checks, were applied, and the evaluation incorporated human expert annotation to validate interpretive accuracy. PCS3 - LLM-Enabled Legal Reasoning and Document Processing in Public Administration, involved prototype testing using a curated corpus of 428 GDPR-related documents, processed through both retrieval-augmented generation and agent-based systems. WP3 examined the system's technical behaviour in detail, including the quality of retrieval, accuracy of source citation, legal soundness of model-generated outputs, and stability across repeated runs. User-testing sessions with legal professionals were conducted to assess clarity, trustworthiness, and oversight readiness. PCS4 - AI-Supported Multilingual and Multicultural Deliberation, while conceptual, required WP3 to evaluate the technical feasibility, governance constraints, and risk landscape of a multilingual public deliberation system. This resulted in the development of a comprehensive blueprint that included fourteen modular components, covering speech recognition, translation, argument mining, knowledge graph construction, summarisation, fact-checking, and explainability. WP3 transformed these into an ex-ante evaluation structure and identified conceptual risks, fairness considerations, and governance obligations under the GDPR and the AI Act.

The operation and evaluation of all four PCSs resulted in a set of lessons learnt that can be synthesised into a coherent body of insights for guiding the responsible adoption of AI in public-sector contexts. These lessons extend beyond the specific technical architectures and evaluation outcomes of each PCS and instead illuminate systemic conditions, organisational prerequisites, methodological challenges, and governance imperatives that must be addressed for AI systems to generate sustainable public value.

Deliverables emerged from WP3:

- **D3.1 Evaluation Results and Lessons Learnt.** This deliverable reports the pilot operation, the results of the evaluation activities along with the lessons learnt from the pilot operation and evaluation.

2.2.4 WP4 - Dissemination & Exploitation

WP4 Objectives:

- To identify the exploitation potential of produced results, to schedule and monitor the exploitation activities undertaken by the participating members
- To develop sustainable business models that will validate the innovation potential of the AIGOV results
- To establish a solid dissemination and communication strategy of the project for raising public awareness
- To establish a Network of Interest around the project in order to exchange information, ideas and expertise about the project goals and impacts and future prospects

Throughout the project's lifecycle, Task 4.1 "Exploitation planning & Business Models" focused on defining how the results of AIGOV can be sustained and used beyond the end of the project. The work began with the identification of the project's Key Exploitable Results (KERs), derived from the outcomes of WP1, WP2, and WP3. Based on these findings, a market analysis was carried out to understand the needs in adopting trustworthy AI and to examine the broader landscape of existing initiatives. This helped identify stakeholders and sectors where AIGOV's outputs can offer substantial added value. These insights shaped a set of business models describing realistic pathways for exploiting the results, such as advisory services, training activities, collaborative research opportunities, and internal adoption by public-sector institutions. Business Sustainability Sheets were also developed, summarising the value proposition, expected users, potential risks, and long-term sustainability conditions for each KER. The consolidated results were delivered in D4.1 AIGOV Business Models. Task 4.1 progressed smoothly without major issues or deviations from the objectives.

Task 4.2 "Dissemination & Communication Planning, Monitoring & Related Activities" coordinated the planning and implementation of AIGOV's dissemination and communication activities. It began with the preparation of the Communication and Dissemination Plan (D4.2), which defined target groups, messages, channels, and responsibilities. Core activities included the development and continuous maintenance of the AIGOV website (https://aigov-elidek.github.io/), the creation of the X (Twitter) account (@AIGOV_elidek), and the establishment of a GitHub repository (AIGOV-elidek) for sharing public material. The task supported the dissemination of project results through the publication of three scientific papers, participation in international conferences (eGOV2023, eGOV2024, and eGOV2025 conferences with more than 100 registered participants each), and presentations in academic and professional settings. Additionally, AIGOV was presented in the postgraduate course "Information Systems and eGovernment" of the postgraduate program "Master in Public Management", engaging public-sector professionals and

collecting insights regarding their expectations and needs. The three AIGOV workshops organised at the University of Macedonia also contributed to T4.2 by serving as communication and dissemination events, allowing the team to present project results to diverse audiences and raise awareness of trustworthy AI in public administration. Monitoring activities ensured that all communication actions aligned with the strategy defined in D4.2. No ethics issues or deviations were encountered. Regular monitoring ensured that all actions were aligned with the communication strategy defined in D4.2.

The following table presents the peer-reviewed publications of the project presented at conferences or published in academic journals

Table 1 Scientific Publications of the Project

Authors	Year	Publication title	Conference/Journal/Place	DOI/URL
Karamanou, A., Mangou, E., & Tarabanis, K.	2023	An Ecosystem for Deploying Artificial Intelligence in Public Administration.	International Conference on Electronic Government 2023 (pp. 192-207). Cham: Springer Nature Switzerland.	https://doi.org/10.1007/978-3-031-41138-0_13
Kalampokis, E., Karacapilidis, N., Karamanou, A., & Tarabanis, K.	2024	Fostering Multilingual Deliberation through Generative Artificial Intelligence	International Conference on Electronic Government 2024. CEUR, Vol.3737.	https://ceur-ws.org/Vol-3737/paper22.pdf
Karamanou, A., Brimos, P., Kalampokis, E., & Tarabanis, K.	2024	Explainable Graph Neural Networks: An Application to Open Statistics Knowledge Graphs for Estimating House Prices	Technologies	https://doi.org/10.3390/technologies12080128
Karamanou, A., Kalampokis, E., Fitsilis, F., Theodorakopoulos, G. & Tarabanis, K.	2025	Evaluating Open and Proprietary Large Language Models in Law Interpretation: The Case of the EU VAT Directive	International Conference on Electronic Government 2025 (pp. 380-394). Cham: Springer Nature Switzerland.	https://doi.org/10.1007/978-3-032-01589-1_24

Finally, “Task 4.3 AI Clustering in Public Administration” focused on stakeholder engagement and clustering activities aiming to build a broader ecosystem around trustworthy and human-centric AI in the public sector. The task engaged public administrations,

postgraduate students working in government, and other relevant communities to increase awareness and gather insights on AI adoption challenges. A central activity of T4.3 was the organisation of the three AIGOV workshops, which in this task served a different purpose than in T4.2. Here, the workshops functioned as clustering and stakeholder-engagement activities, designed to foster dialogue, gather structured feedback on AIGOV's frameworks, identify concerns, and better understand real-world conditions for AI adoption in public administration. The events also strengthened connections with practitioners and expanded the network of actors relevant for AI governance. Beyond the workshops, partners engaged with the collaborating organisation (Region of Central Macedonia) and participated in external events and conferences, helping to build a larger community of stakeholders interested in trustworthy AI for public sector use. Task 4.3 progressed without ethical issues or deviations, and contributed significantly to validating the project's approaches and informing the final results with stakeholder perspectives.

Deliverables emerged from WP4:

- **D4.1 AIGOV business models.** Report identifying market aspects and prospective customers to be contacted, document the plan for market entry, the business model, the monetization strategy as well as the sustainability plan for the AIGOV frameworks, detailing revenue streams.
- **D4.2 Dissemination, communication & stakeholders engagement plan.** The purpose of this deliverable is to determine the activities to be carried out to disseminate as widely as possible the outcomes of the project and to ensure the results of the project are exploited effectively.
- **D4.3 Communication, Dissemination, Public Administration Clustering & Stakeholders Engagement Report.** Direct outcome of T4.2 and T4.3 documenting the communication and clustering activities undertaken

2.2.5 WP5 - Project Management

WP5 Objectives:

- To perform strategic and day-to-day administrative, financial, scientific and technical management of the project
- To ensure sound management of project activities, fulfilment of project objectives and results of high quality.
- To monitor project risks and perform mitigation actions where needed.
- To monitor resource usage, budget allocation and project cash flow

In order to ensure the smooth operation of the AIGOV project and uphold the highest standards of quality and risk management, a comprehensive management strategy was established to systematically monitor progress throughout the project's duration. To assure

the quality of project results, WP5 developed a structured quality assurance framework that specified the procedures for documenting outcomes in deliverables, internal reports, and technical notes. This framework also defined systematic processes for the organisation, storage, and long-term preservation of all digital project documents, making extensive use of cloud-based repositories to ensure secure access, version control, and traceability.

In addition to document management, specific mechanisms were designed to safeguard the scientific and methodological integrity of all project outputs. These mechanisms included internal peer review cycles, consistency checks across work packages, adherence to formatting and documentation standards, and validation procedures for key technical and evaluation deliverables. Together, these processes ensured that results submitted to H.F.R.I. were coherent, robust, and aligned with the project's objectives.

Furthermore, a risk policy and management strategy was developed as part of Deliverable D5.1 "Quality Assurance and Risk Management Plan". This strategy included an initial identification and analysis of potential risks starting from the proposal stage, followed by the definition of monitoring procedures, risk indicators, and mitigation measures.

Researchers and project management staff continued to work actively on all aspects of this work package throughout the entire project lifecycle. Regular coordination meetings, periodic reporting, continuous quality supervision, and iterative risk assessments ensured that WP5 remained an ongoing support structure for the scientific and technical execution of AIGOV. This sustained engagement allowed WP5 to detect issues early, maintain clear communication among partners, and guarantee that the project progressed according to plan while meeting all expected quality and compliance standards.

Deliverables emerged from WP5:

- **D5.1 Quality assurance and risk management plan** outlines procedures to collectively assist and individually guide AIGOV researchers with the operational processes for the implementation of the project. It defines procedures for quality management and assurance, an initial risk management plan, as well as a preliminary risks analysis.
- **D5.2 Publishable Final Report.** Final project report.