AI in the Public Service
Enabling · Safe · Responsible

AI Project Use Case Template

PROBLEM STATEMENT

- What is the real-world issue or missed opportunity?
- How does it align with your organisation's strategic priorities to create value?
- Who is affected and how?
- How big is the problem?
- Why does solving it matter?
- What happens if we do nothing?

SAFETY & GOVERNANCE

- Is the system designed in an inclusive, sustainable way?
- How will humans oversee critical decisions?
- How will the system's outputs be explainable?
- How will we ensure the system is safe and secure?
- Who is responsible for what?
- What NZ legislation / guidance on AI applies?
- How will the system be monitored and improved?

Inclusive & sustainable

Human-centred

Transparent and explainable

Safe and secure

Lawful

Accountable

YOUR SOLUTION

- Why is AI needed for this problem?
- What type of AI will you use?
- Will you use, adopt or build a solution?
- How does it create public value?
- How will it be tested and scaled safely?

TODAY'S IMPACT

- What immediate benefits will users see?
- What training or staff changes are immediately needed?
- What processes need to change or become outdated?
- What technology impacts must be managed?
- How will early impacts build trust and learning?

DATA & IMPLEMENTATION

- What data is needed for which purpose, and where is it coming from?
- Is the data good enough?
- How will data governance, sovereignty and privacy requirements be met?
- What are the phases of implementation?
- Have you considered the whole-of-life cost for your AI system?

TOMORROW'S IMPACT

- How could the AI system scale across agencies or services?
- How will it remain relevant, accurate, and fair over time?
- How will wider adoption support innovation, equity, and trust?
- What governance and funding structures will be needed to remain relevant?
- How will success be measured as the system grows?