- Summary Version -

Tokyo AI Strategy

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Presented by: Bureau of Digital Services, Tokyo Metropolitan Government

Outline

- Introduction & Strategic Imperatives
- Tokyo’s AI Vision & Primary Objectives
- Strategic AI Application: A Risk-Based Approach
- Promoting AI Utilization with Diverse Stakeholders
- Tokyo’s Promotion System & Key Initiatives

Why Tokyo Needs an AI Strategy: Addressing Key Challenges & Driving Growth

Tokyo's AI Strategy is formulated to address critical challenges and unlocks future opportunities through three strategic imperatives:

Responding to Diversifying needs of residents:

Residents' values and needs are becoming increasingly diverse and complex, requiring more tailored and responsive administrative services.

Addressing Labor Shortages:

Japan 's population is declining, with Tokyo' s population projected to follow from 2030, leading to a severe shortage of productive workforce by 2065. AI is crucial for maintaining and enhancing service quality with fewer human resources.

Realizing a Sustainably Growing Global City:

The rapid evolution of AI technology, especially generative AI, is transforming industries and societies globally. By actively embracing AI, Tokyo aims to lead in technological innovation, enhance its international competitiveness, and foster a continuously growing, AI-friendly society.

AI as a Core Driver for Tokyo 2050 Strategy

- Key principle -

Proactive use of AI across all areas of metropolitan administration

To achieve the vision of what Tokyo aims to be in the 2050s, Tokyo commits to **actively and thoroughly utilizing AI in all aspects of metropolitan administration**, with two primary objectives:

Enhance the quality of resident Services

- Improve convenience, accessibility, and overall QOL for residents through AI-powered solutions.

Boost Operational Productivity

- Streamline internal administrative tasks, optimize resource allocation, and foster a more efficient and effective government.

Basic Principles for AI Utilization

Ensuring Safe and Effective AI Deployment Across Government Operations

Tokyo strategically categorizes AI applications into three key areas —Resident Services, Resident Service-Related Operations, and Internal Operations—guided by a risk-based approach.

	Actively Promote	Promote with Caution	Monitor & Assess
Resident Services Services directly used by residents/businesses.	-Information Provision & Search - Action Support	- Personalized Support - Prediction & Optimization - Autonomous Decision-Making & Execution	- Providing information through scenario-based AI chatbots. - Guiding users through application form submission. - Generative AI proposal for tailored administrative services. - Ai prediction of life stage risks and support for individual preparations..
Resident Service-Related Operations Operations performed by staff, where the ultimate goal is to provide services to residents/businesses.	- Routine Task Assistance - Data Analysis	- Judgment Support - Operation Prediction & Optimization - Autonomous Operation Execution	- Data entry from handwritten applications via AI-OCR. - AI-driven SNS analysis for resident feedback on services. - Generative AI supporting initial judgment of application forms. - AI image recognition predicting facility deterioration from visual data..
Internal Operations Operations performed by staff that do not directly impact resident services.	- Information Retrieval - Document Creation Support. - Expert Knowledge & Planning Support - Advanced Prediction & Judgment Support	- Autonomous Decision-Making & Execution	- Searching and summarizing regulations. - Assisting with drafting and proofreading internal documents. - Leveraging internal operations data to transfer expert know-how. - AI numerical prediction supporting strategic planning.

Enhancing Global Competitiveness and Fostering an AI-Friendly Society

Driving industrial growth and innovation

Promoting AI use in the private sector

- Support SMEs in digital transformation, collaborate with startups (e.g., SusHi Tech Tokyo),
- Develop data utilization environment etc.

Academia-industry-government collaboration

- Joint R&D with universities/research institutions,
- Innovation creation with world-leading private companies etc.

Promoting AI utilization and talent development across society

Securing and cultivating diverse AI talent

- Nurture highly specialized AI professionals through advanced education,
- Offer educational programs for working adults (reskilling, career advancement) etc.

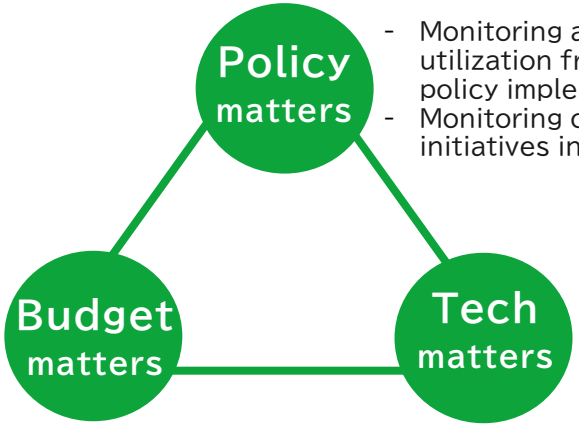
Enhancing resident AI literacy

- Provide information to help residents understand both the benefits and risks of AI,
- Offer AI learning opportunities for seniors,
- Integrate generative AI into all metropolitan schools to foster critical thinking and AI literacy etc.

A Robust Framework for AI Integration

Framework for the Promotion of AI Integration

Bureaus responsible for three areas oversee AI integration(AI integration management bureaus)



- Monitoring and support of AI utilization from the view of policy implementation
- Monitoring of progress of initiatives in each policy area

- Budget monitoring and control
- Promotion of initiatives through project evaluation

- Development of guidelines
- Provides of shared tools/platforms accessible to all Bureaus
- Improvement of the technology literacy of TMG employees

TMG bureaus, etc.

AI utilization promotion manager of each bureau

- CIO Associates* serve this role, managing AI-related projects and budget, and supporting planning based on policy challenges.

* *Senior officials responsible for digitalization in each bureau*

Divisions

- Thoroughly integrate AI into all phases of projects/programs (including planning)
- Actively utilize shared tools in internal operations
- Ensure transparency and fairness

Three Pillars of Implementation

Overall Coordination

- ✓ Track all AI-related measures implemented by TMG bureaus.
- ✓ Develop and update AI utilization guidelines (e.g., addressing transparency, fairness).
- ✓ Promote effective AI utilization by sharing common case studies.

Support for Bureau

- ✓ Provide AI literacy training programs and consultation services for staff.
- ✓ Develop and offer shared tools (e.g., AI-powered meeting minutes creation and document generation) and a secure generative AI platform.

Collaboration with National Government, Municipalities, and Private Sector

- ✓ Align with national policies and conduct joint verification for service development.
- ✓ Share AI adoption know-how and case examples with municipalities.
- ✓ Promote public-private collaboration through hackathons and expert discussions.