



**InfiniteFoundry**  
3D Digital Plant

# DGovAI

Integrating Digital Twin with GenAI for a  
Smarter, Efficient & Resilient Public Administration

**Apply AI: GenAI**  
for Public Administrations



## Context & Motivation

- Public services remain bureaucratic and slow to adapt.
- Standalone GenAI risks replicating inefficiencies from historical data.
- Need to connect AI directly to the real operational state of services.



## Objectives

- Increase internal efficiency and automate low-value tasks.
- Coordinate humans and robots in collaborative operations.
- Provide fast, accurate citizen responses.
- Ensure resilience during disruptions or emergencies.
- Simplify bureaucratic procedures and improve accessibility.



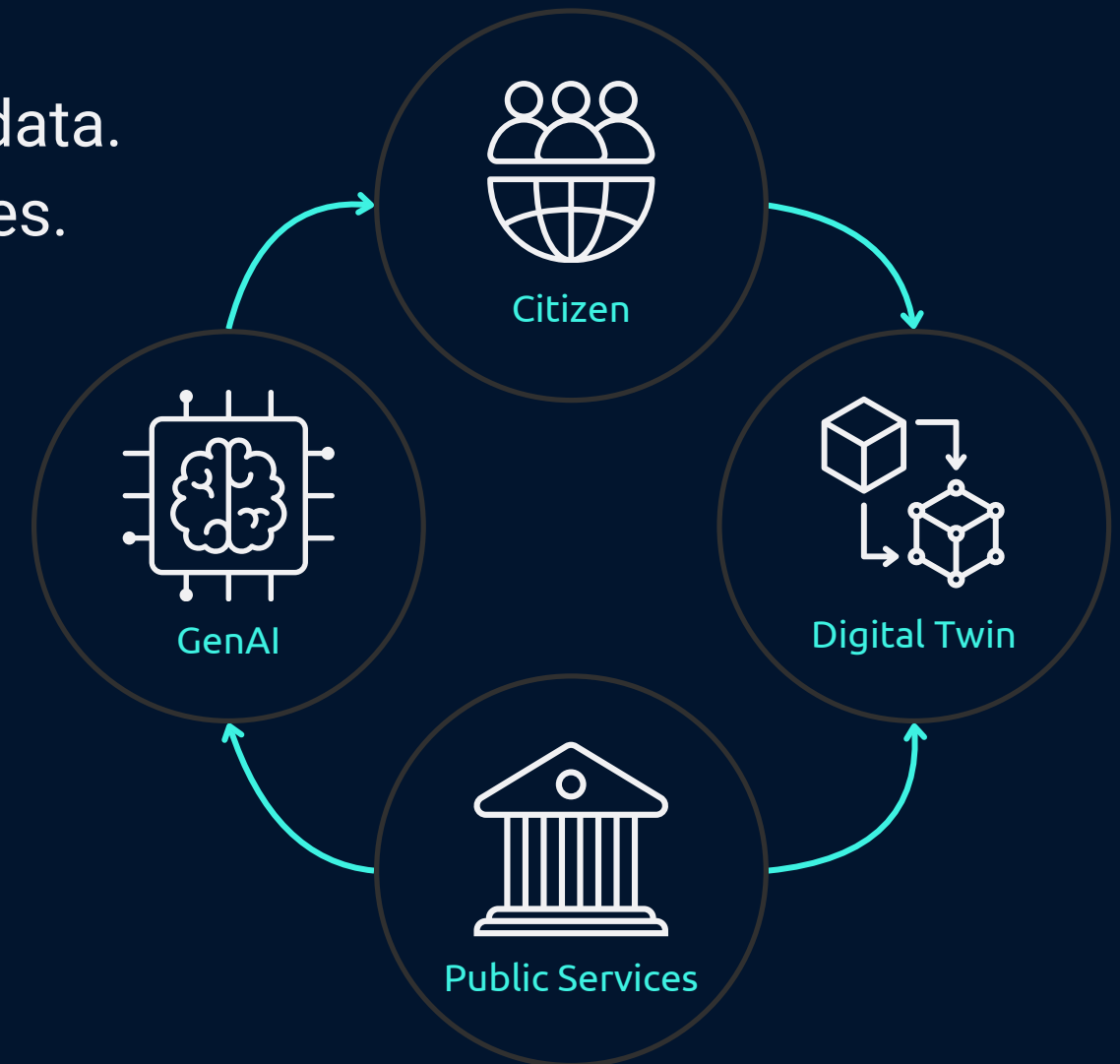
## Concept

**Digital Twin:** real-time replica of infrastructure & processes (data from IT systems, IoT, human inputs).

**GenAI:** trained with regulations + live operational data

*Healthcare Example:*

*hospital under stress → automatic reallocation of staff/robots + live updates to citizens on appointments and wait times.*



# Methodology

**WP1:** Requirements & Co-Design with stakeholders

**WP2:** Digital Twin (3D modeling, system integration, human-robot coordination)

**WP3:** GenAI integration (LLMs + operational data, multi-channel interfaces)

**WP4:** Pilots (hospital & municipal office)

**WP5:** Dissemination & replication (national & EU scale)

# Expected Impact

**Operational:** lower 40% average response time; automated workflows; effective coordination.

**Citizen:** stronger trust through faster, accurate service.

**Systemic:** true modernization of public services; resilience and adaptability

# Innovation

Direct, real-time link GenAI ↔ Digital Twin.

Decisions based on live data, not outdated rules.

Smart, adaptive automation for dynamic contexts.