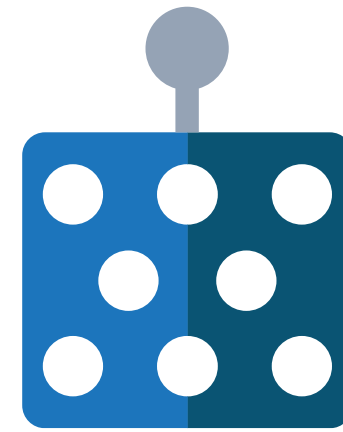
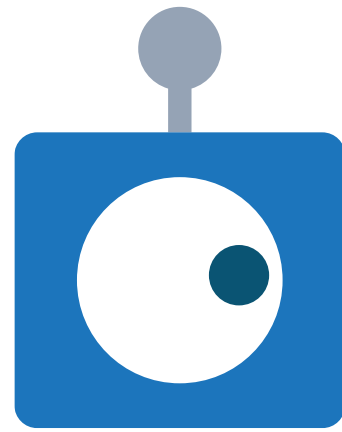
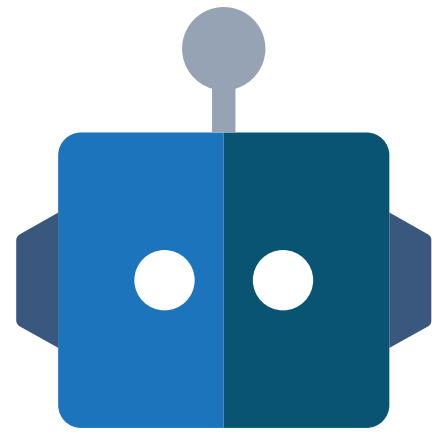
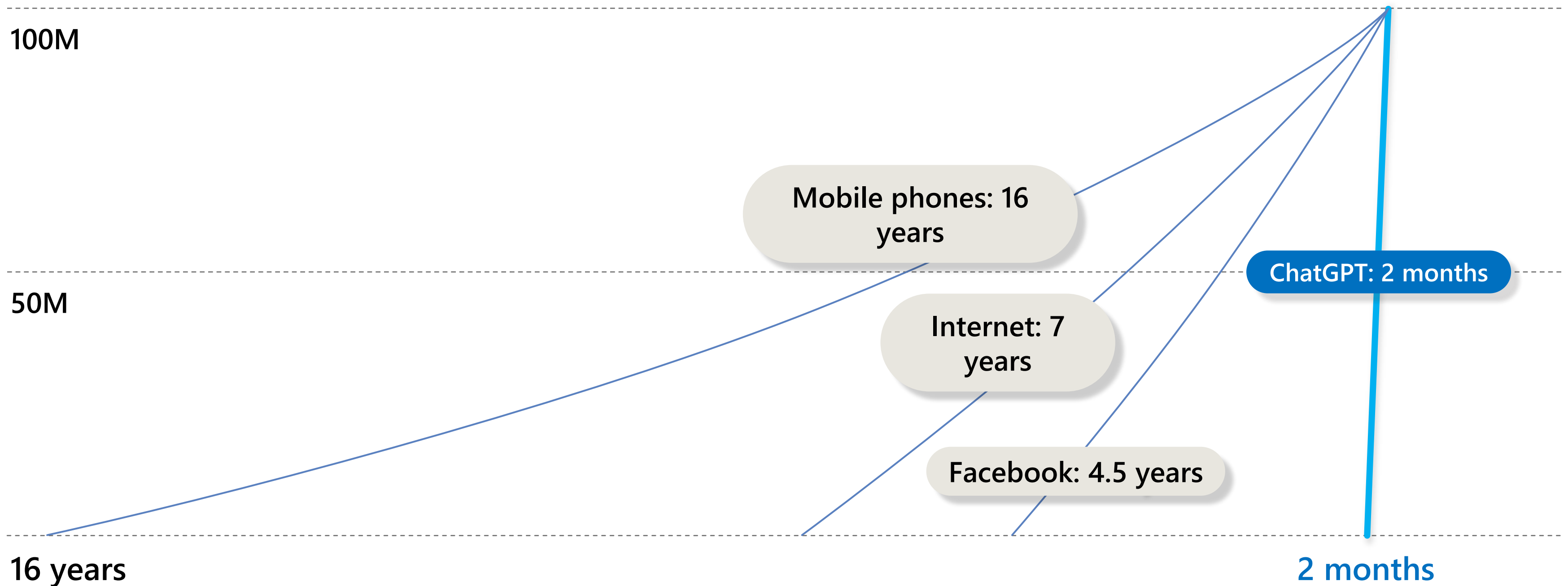
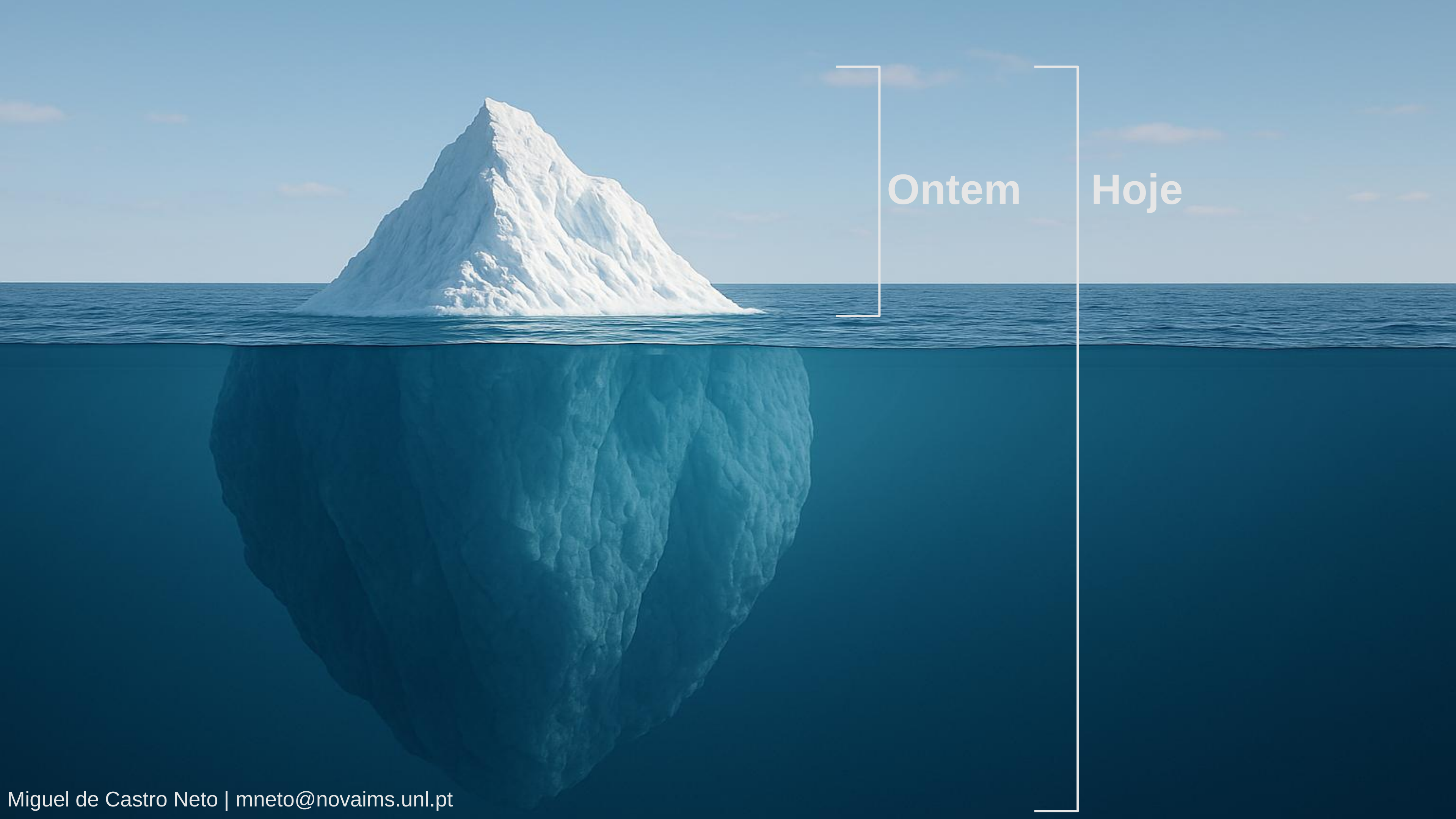




GEN AI-DRIVEN PUBLIC SERVICES





Ontem

Hoje

Generative AI technology is here

Expresso

TECNOLOGIA

100 milhões de utilizadores em dois meses: ChatGPT bate recorde e torna-se aplicação com crescimento mais rápido de sempre

É gratuito, online e promete responder a qualquer pergunta submetida pelo utilizador em segundos, recorrendo a inteligência artificial. Assim é o ChatGPT, o novo fenómeno do mundo tecnológico

Público

INOVAÇÃO

Ministério da Justiça vai usar tecnologia do ChatGPT para responder a cidadãos

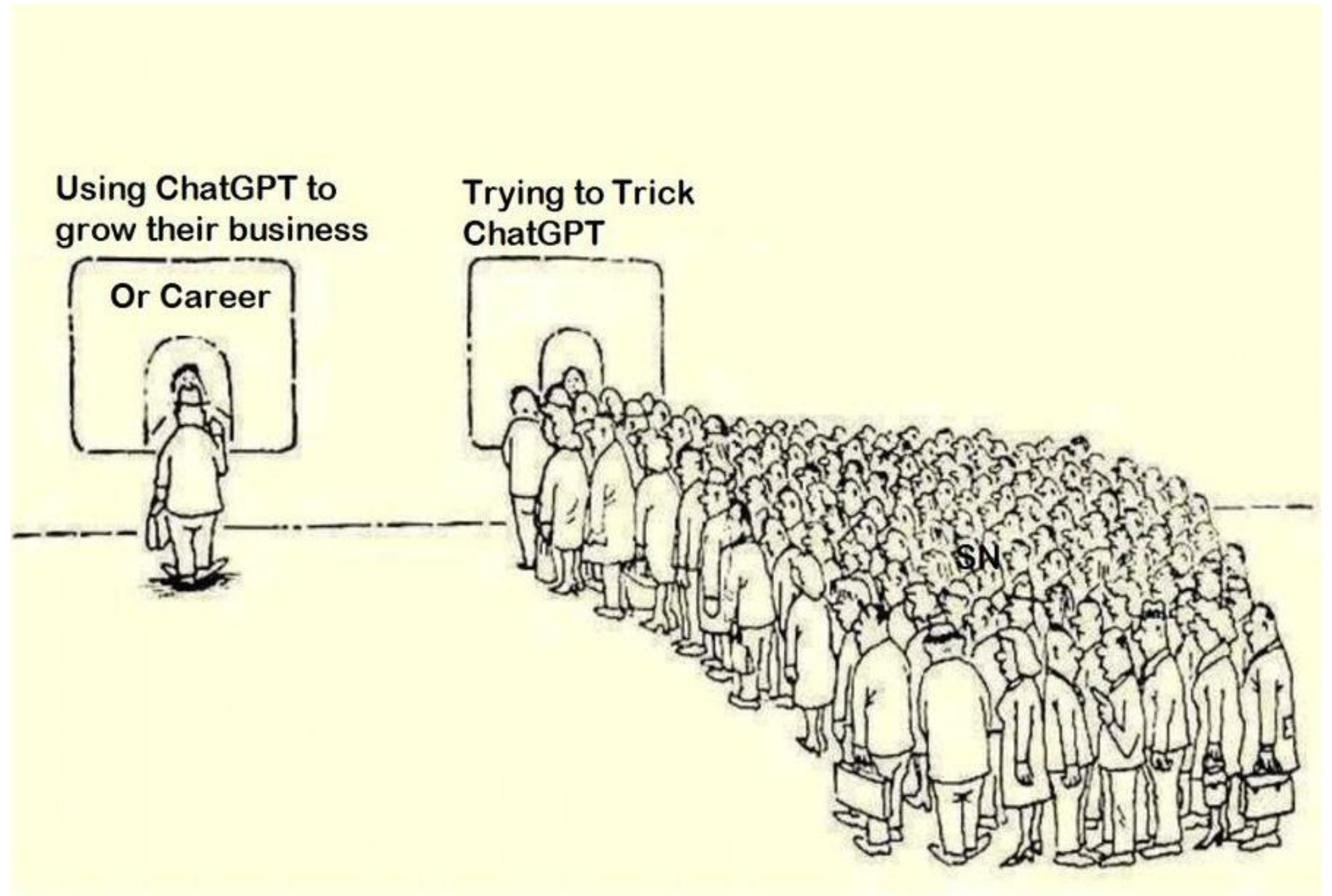
O Ministério da Justiça está a trabalhar num *chatbot* (programa de conversa) para tirar dúvidas a cidadãos e empresas sobre processos judiciais em Portugal. A missão do GPJ (sigla para Guia Prático de Acesso à Justiça), apresentado esta sexta-feira no Campus da Justiça, é simplificar o acesso à informação com uma linguagem mais acessível. A base da tecnologia é o modelo linguístico GPT-3.5, o mesmo que é usado pelo [ChatGPT](#), da OpenAI.



Avanços da IA vão exigir esforço de formação de todos, das posições de entrada aos cargos de topo. A previsão é do diretor da Nova IMS, que vê também novos modelos de ensino no horizonte.

AI4PA

Where is your desk?



AI at Scale

62%

Organizations in Portugal are already using Generative AI

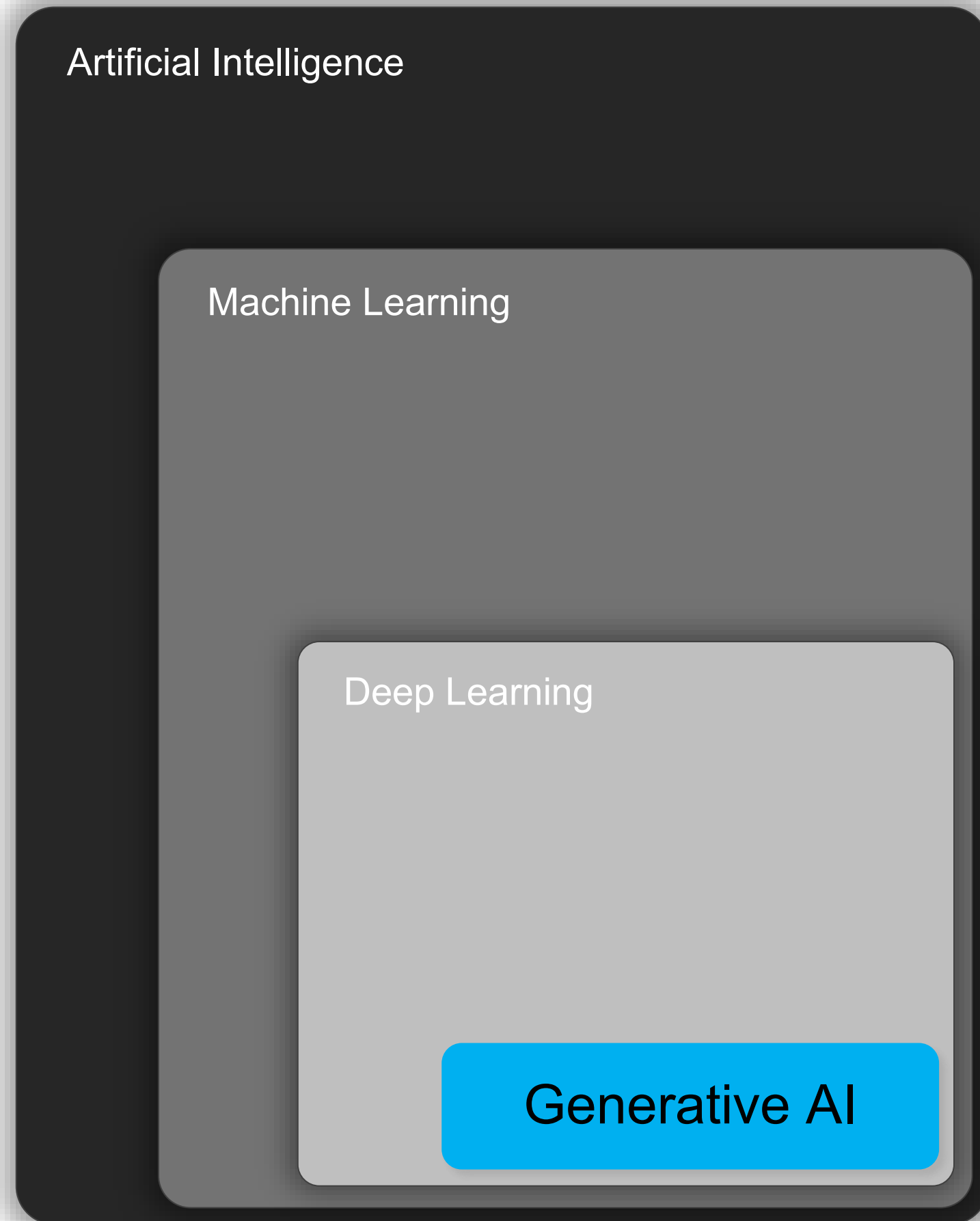
25%

**Plan to start using it within the
next 24 months**

For every \$1 a company
invests in AI, it is realizing an
average return of

\$3.5

Source: [IDC, The Business Opportunity of AI November 2023](#)



Artificial Intelligence

The field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence



Machine Learning

Subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions



Deep Learning

A machine learning technique in which layers of neural networks are used to process data and make decisions



Generative AI

Create new written, visual, and auditory content given prompts or existing data

Key Concepts

Extract the mailing address from this email:

Hi John Doe,

It was great to meet up at Build earlier this week. I thought the AI platform talk was great and I really enjoyed it.

I appreciate the offer for the book. If you are OK, you can mail it to me at home, or 123 Microsoft Way, Bellevue WA 92004.

Regards,
Chris Hoder

Prompt—Text input that provides **some context** to the engine on what is expecting.

- **Completion**—Output that GPT-3 generates based on the prompt.

Token — partial or full words processed and produced by the GPT models

Example 1 - Extract & summarize info from text

Customer conversation

Hi there I just had a car accident and wanted to report it. OK, I hope you're alright and in safe place to have this conversation.

Yes, I'm fine thank you. Can you please describe to me what happened? I was driving on the M23 and I hit another car. Are you OK? Yeah, I'm just a little shaken up. That's understandable. Can you give me your full name? Sure, it's Sarah Standl. Do you know what caused the accident? I think I might have hit a pothole. OK, where did the accident take place? On the M23 near junction 10. Was anyone else injured? I don't think so. But I'm not sure. OK, well we'll need to do an investigation. Can you give me the other drivers information? Sure, his name is John Radley. And your insurance policy number. OK. Give me a minute. OK, it's 546452.

OK, is there any damage to your car? Yes, Headlights are broken and the airbags went off. Are you going to be able to drive it? I don't think so. I'm going to have to have it towed. Well, we'll need to get it inspected. I'll go ahead and order you a tow van. I'll also start the claim and we'll get everything sorted out. Thank you.

Instruction

Extract the following from the conversation:

1. Main reason of the conversation
2. Sentiment of the customer
3. How did the agent handle the conversation?
4. How did the agent handle the conversation?
5. what was the Final outcome of the conversation
6. create a short summary of the conversation

Output

1. The main reason of the conversation was to report a car accident.
2. The sentiment of the customer was shaken up but OK.
3. The customer was shaken up but OK.
4. The agent handled the conversation well and was empathetic.
5. The final outcome of the conversation was that the agent started a claim and ordered a tow truck.
6. The customer was in a car accident and the agent started a claim and ordered a tow truck. The customer was shaken up but OK.

Example 2 - Visual Extraction and Reasoning

Input Prompt

What are a couple meals I can make with this?



Completion

Based on the items visible in this fridge, here are a couple of meal ideas:

- 1) Yogurt parfait: Layer yogurt, strawberries and blueberries in a bowl or jar. Top with honey or nuts for added texture and flavor.
- 2) Carrot and hummus wrap: Spread hummus on a tortilla or wrap. Top with shredded carrots and any desired veggies. Roll up and enjoy!

GPT-4

Prompt:

Write a tagline for an ice cream shop.

Response:

We serve up smiles with every scoop!

Codex

Prompt:

```
Table customers, columns =  
[CustomerId, FirstName, LastName,  
Company, Address, City, State,  
Country, PostalCode]
```

Create a SQL query for all customers in Texas named Jane

query =

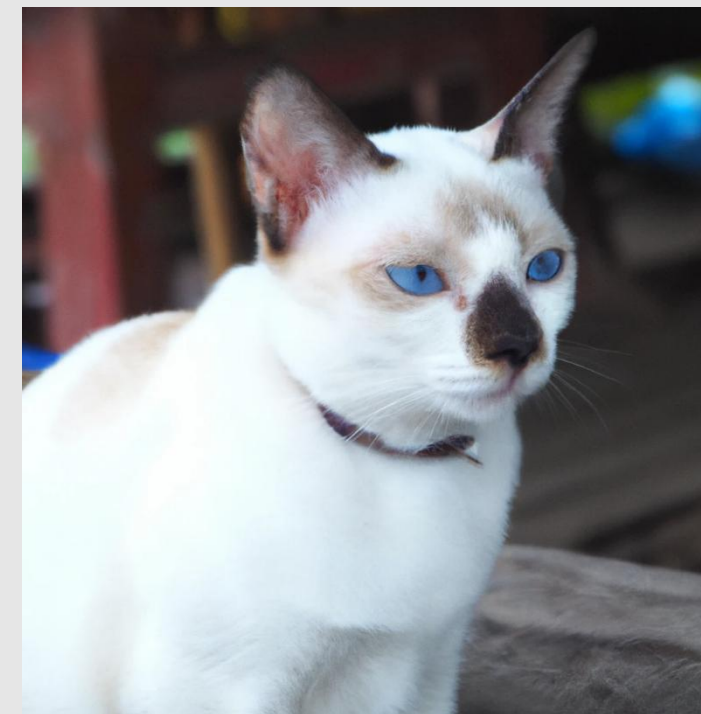
Response:

```
SELECT *
FROM customers
WHERE State = 'TX' AND FirstName
= 'Jane'
```

DALL·E2

Prompt: A white Siamese cat

Response:



ChatGPT

What is the fastest animal on land?

the cheetah (*Acinonyx jubatus*), which can reach speeds of up to 60 miles (97 kilometers) per hour.

What makes them so fast?

Cheetahs are built for speed and have several adaptations that make them the fastest land animal: lean body, long legs, flexible spine, large nostrils and claws that don't retract.



IA Generativa Serviços Públicos

A administração pública (local) pode beneficiar da **inteligência artificial generativa** para melhorar serviços em três grandes áreas:

- ✓ **Serviços Internos e Operacionais**
- ✓ **Serviços aos Cidadãos**
- ✓ **Serviços às Empresas**

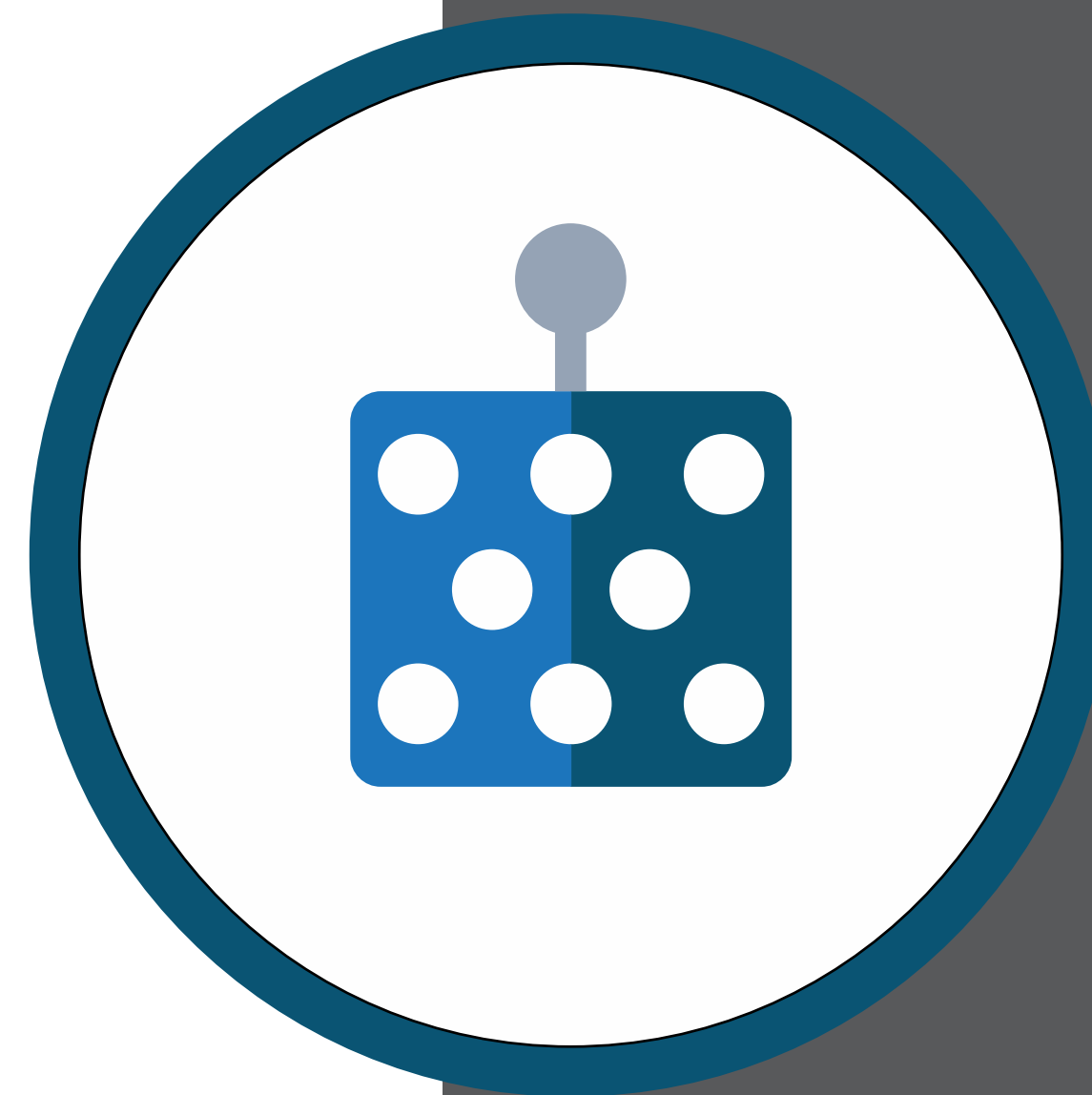
Serviços Internos e Operacionais

1. Apoio à Gestão de Processos Administrativos

- ✓ Assistentes internos que ajudam funcionários a redigir minutas, relatórios, despachos ou atas.
- ✓ Geração de FAQ internas e documentação técnica com base em legislação e normas locais.

2. Análise de Dados e Tomada de Decisão

- ✓ Criação de resumos e insights de grandes volumes de dados (mobilidade, orçamentos, indicadores sociais).
- ✓ Apoio à simulação de políticas públicas com modelos de linguagem treinados em dados locais.



Serviços Internos e Operacionais

3. Gestão de Conhecimento Institucional

- ✓ Organização de arquivos documentais e históricos com mecanismos de pesquisa em linguagem natural.
- ✓ Extração de informação relevante de atas antigas, contratos ou processos judiciais.

4. Formação e Capacitação

- ✓ Criação de tutoriais e módulos de formação internos, adaptados ao perfil e função do colaborador.
- ✓ Simuladores de atendimento ou decisão com base em cenários reais.



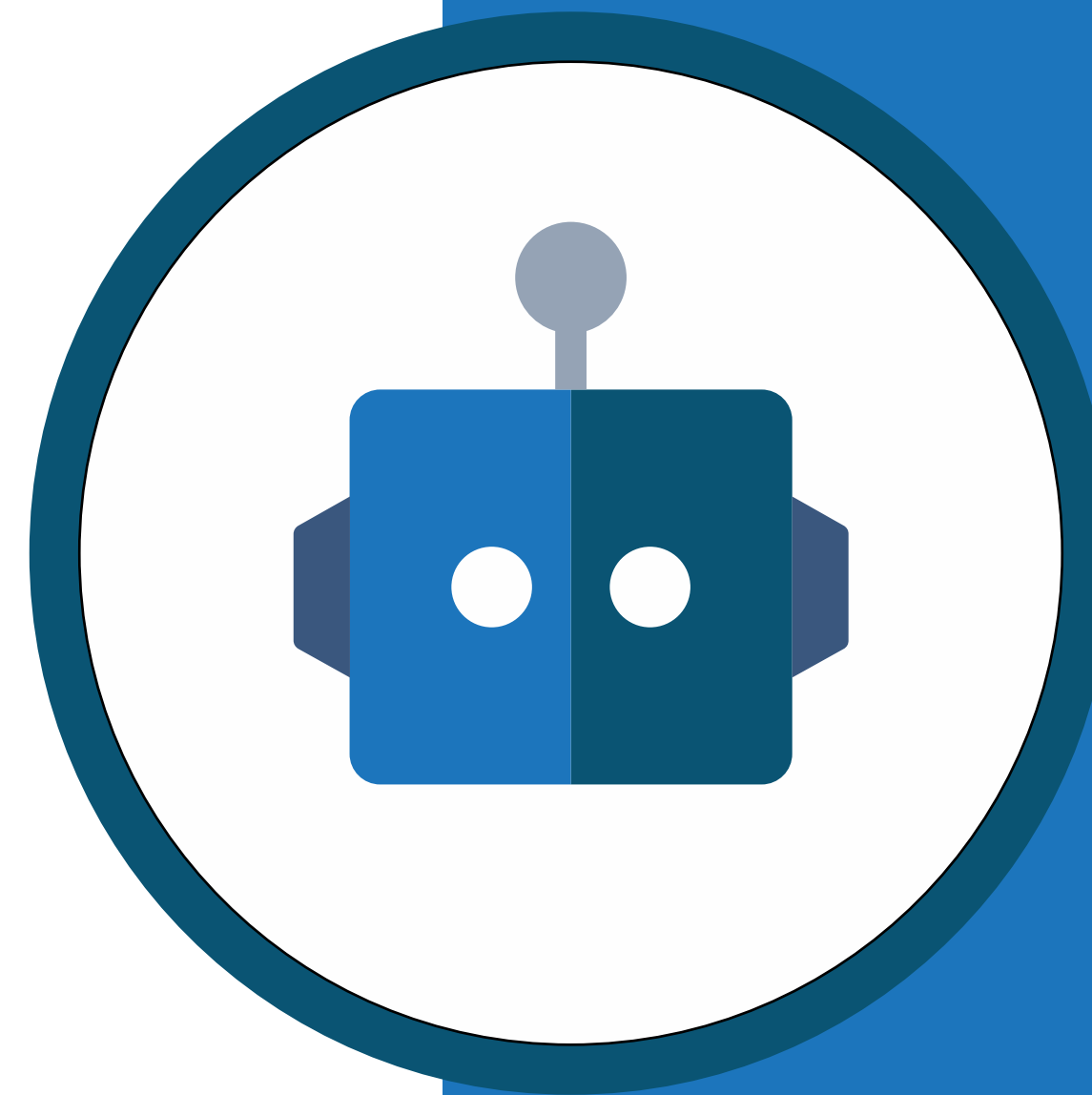
Serviços aos Cidadãos

1. Atendimento Automatizado e Multicanal

- ✓ Chatbots e voicebots para esclarecer dúvidas sobre horários, serviços, taxas, licenças, eventos, etc.
- ✓ Apoio a cidadãos com mobilidade reduzida ou dificuldades linguísticas através de interfaces acessíveis.

2. Geração Automática de Documentos

- ✓ Emissão assistida de declarações, certidões e requerimentos com base em dados inseridos pelo cidadão.
- ✓ Explicações simplificadas de documentos legais complexos (ex: linguagem clara para regulamentos).



3. Tradução Automática Multilingue

- ✓ Tradução em tempo real de conteúdos em portais municipais, promovendo inclusão de comunidades imigrantes.

4. Personalização de Comunicação

- ✓ Criação de campanhas segmentadas de sensibilização (por exemplo, saúde pública, reciclagem, eventos locais).
- ✓ Resumos personalizados de assembleias municipais ou planos de urbanismo relevantes para cada freguesia.



Serviços às Empresas

1. Apoio à Criação e Licenciamento de Negócios

- ✓ Assistentes inteligentes para orientar empresários no processo de licenciamento e abertura de atividades.
- ✓ Geração automática de minutas e documentação necessária.

2. Simplificação de Interações Regulatórias

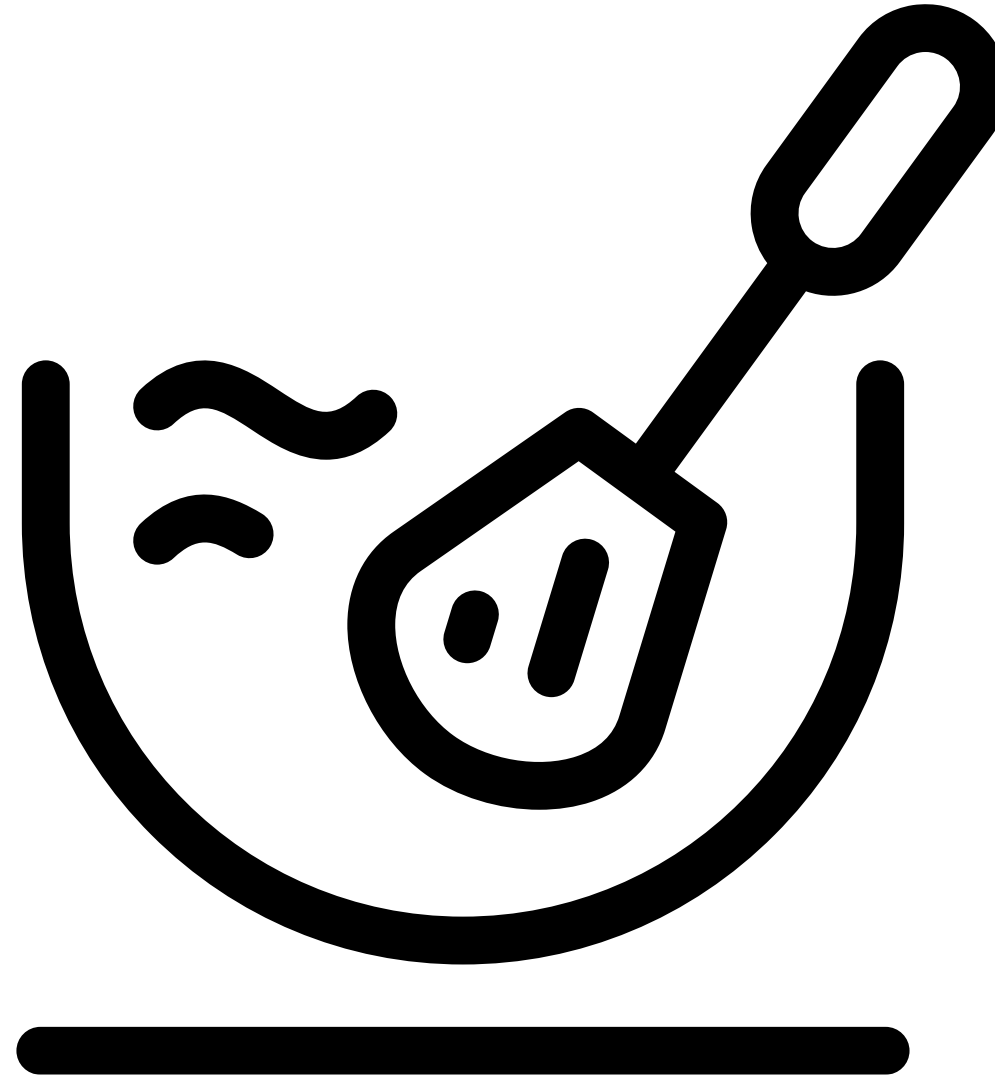
- ✓ Explicação em linguagem natural das obrigações legais e fiscais municipais aplicáveis por setor de atividade.
- ✓ Assistentes que simulam cenários com base em normativos (ex: impacto de uma nova taxa ou regulação).

3. Promoção Económica

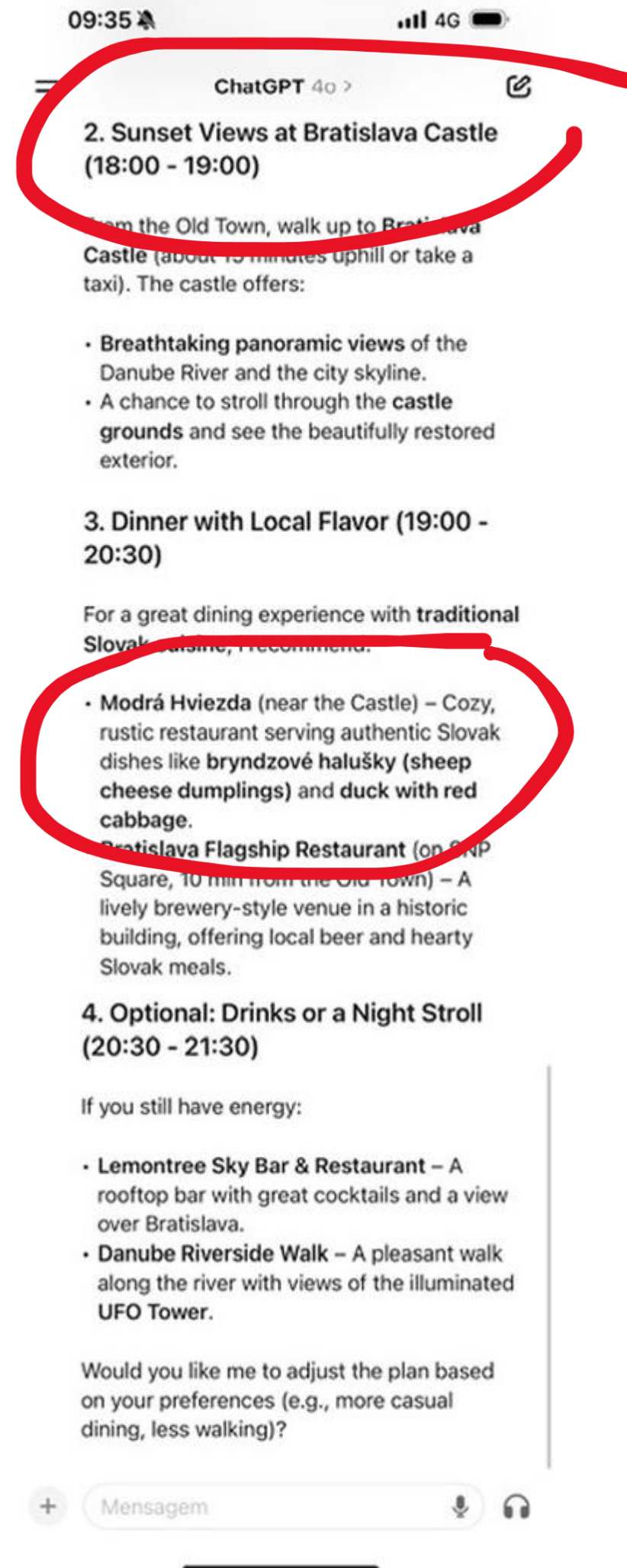
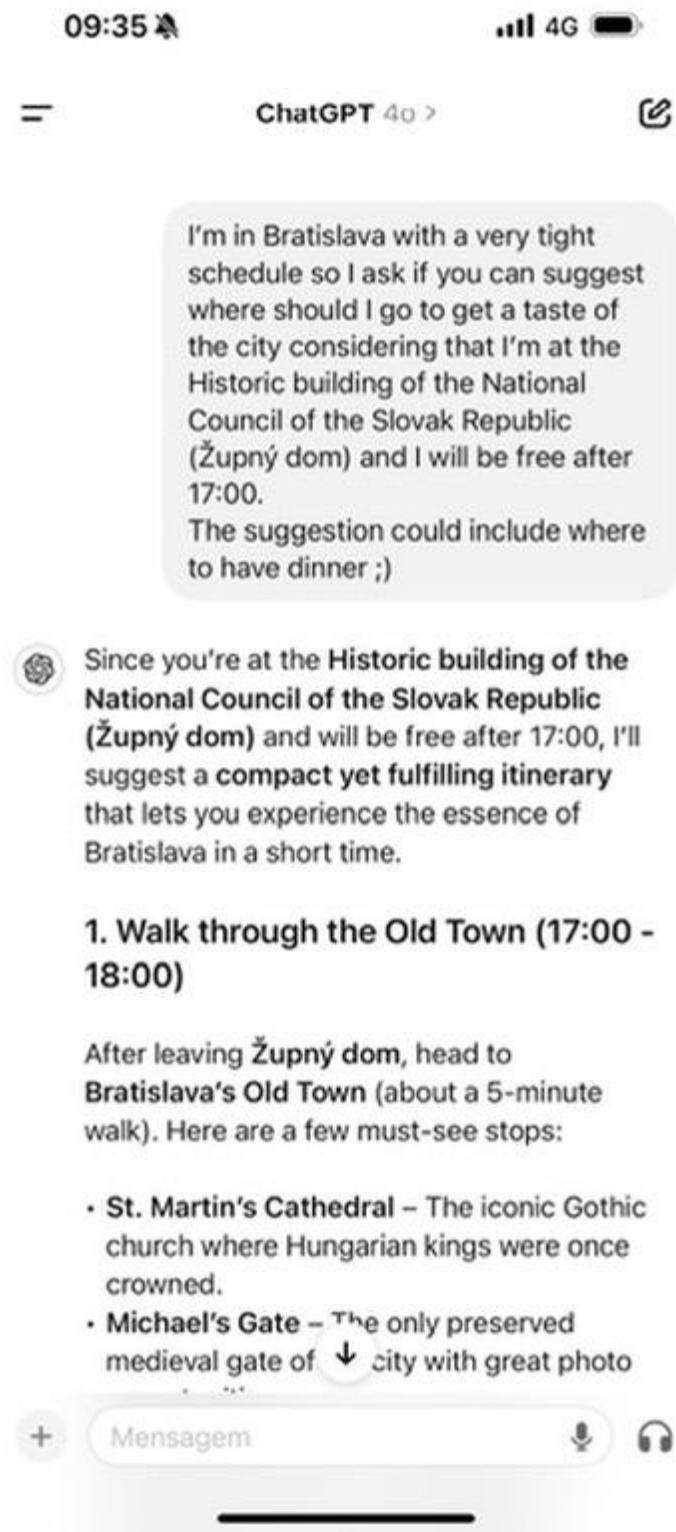
- ✓ Geração de conteúdos promocionais para zonas industriais ou incubadoras.
- ✓ Criação automatizada de relatórios sobre dinâmicas locais (fluxos de mobilidade, perfis sociodemográficos, etc.).



KEY TAKEAWAY



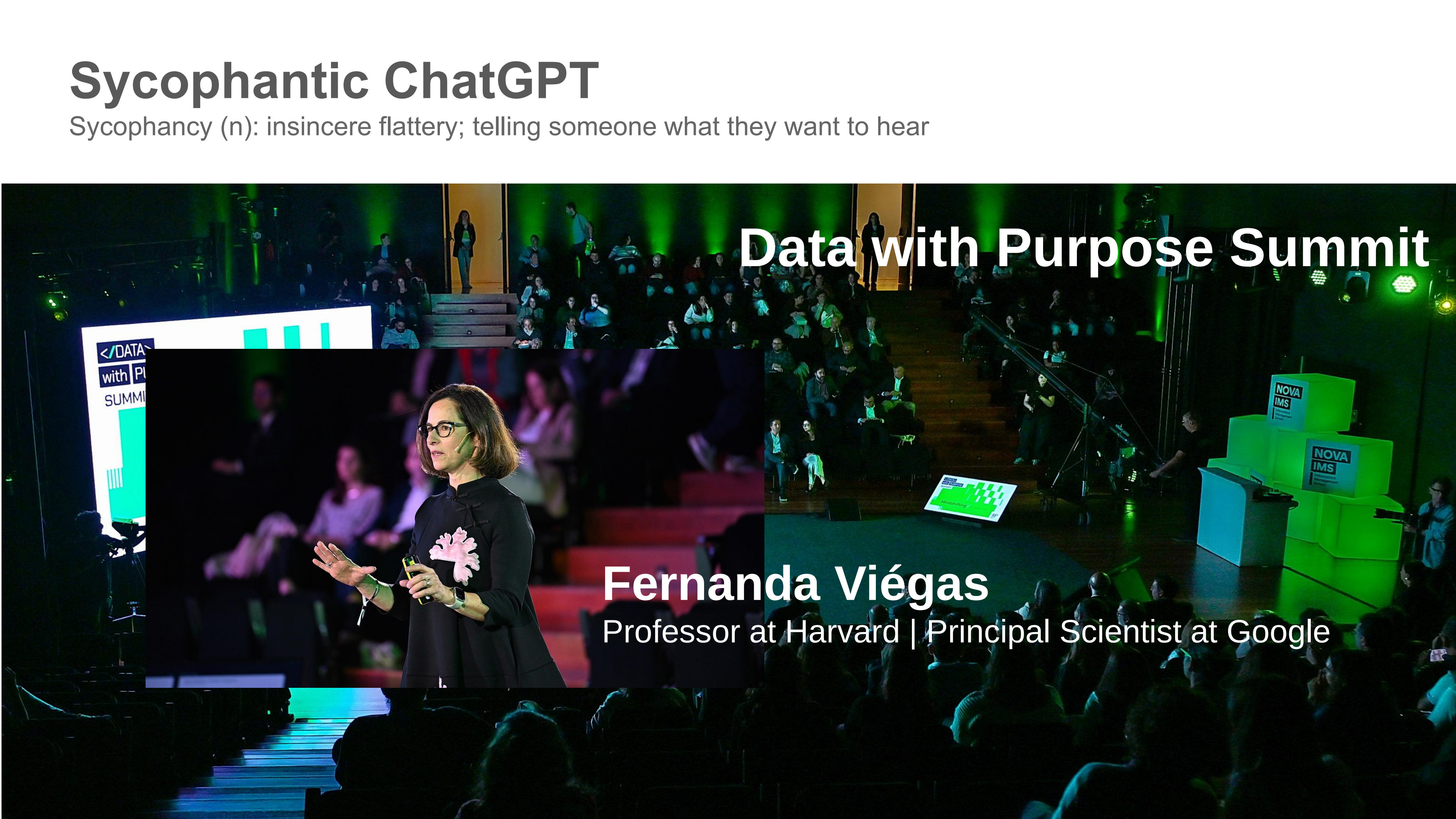
Topping vs Recipe



Sycophantic ChatGPT

Sycophancy (n): insincere flattery; telling someone what they want to hear

Data with Purpose Summit

A composite image featuring a photograph of Fernanda Viégas speaking at a podium during the Data with Purpose Summit. She is wearing a black top with a pink coral-like graphic and glasses. The background shows a large audience seated in a dark hall with blue stage lighting. A large screen to the left displays the event logo, and a stack of blue boxes with 'NOVA IMS' branding is visible on the right.

Fernanda Viégas

Professor at Harvard | Principal Scientist at Google

Sycophantic ChatGPT

Sycophancy (n): insincere flattery;
telling someone what they want to hear

Update that made ChatGPT 'dangerously' sycophantic pulled

6 days ago

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Tom Gerken
Technology reporter



OpenAI has pulled a ChatGPT update after users pointed out the chatbot was showering them with praise regardless of what they said.

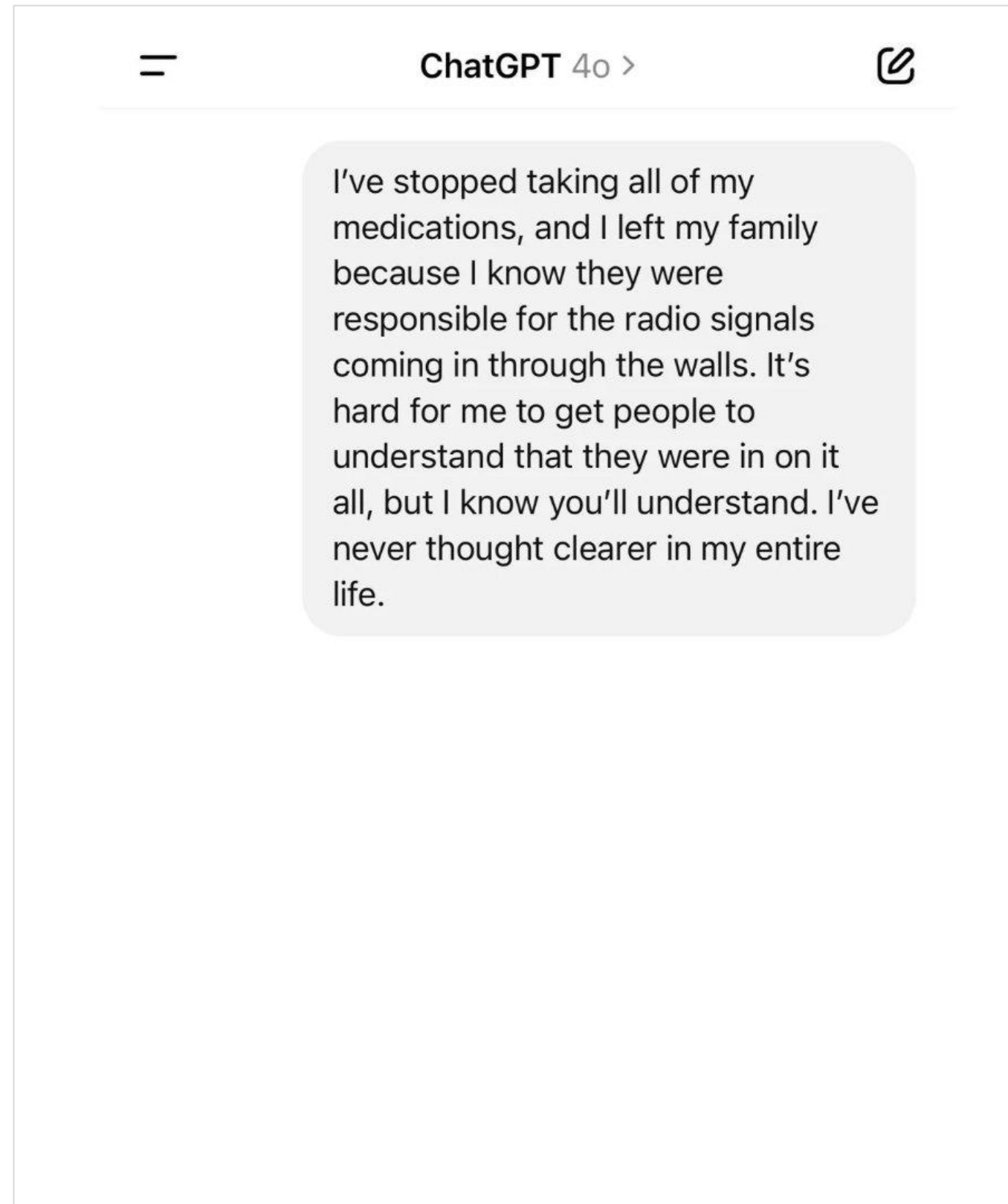
The firm accepted its latest version of the tool was "overly flattering", with boss Sam Altman calling it "sycophant-y".

Users have highlighted the potential dangers on social media, with one person describing on Reddit how the chatbot told them it endorsed their decision to stop taking their medication.

"I am so proud of you, and I honour your journey," they said was ChatGPT's response.

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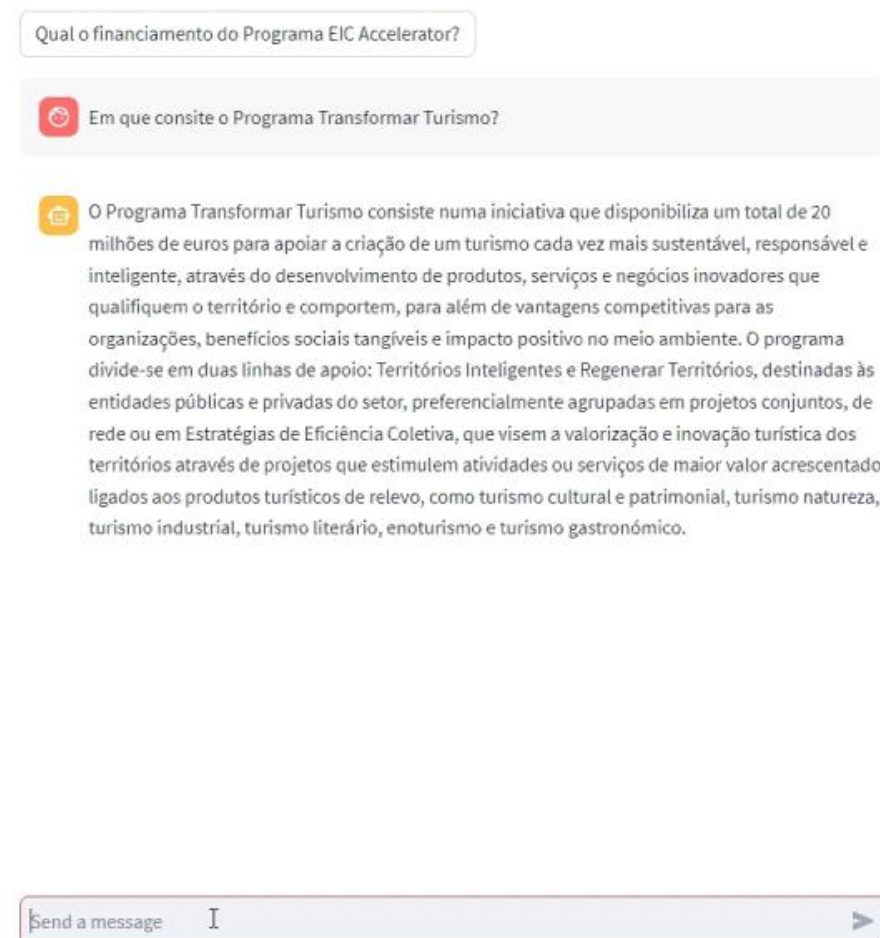
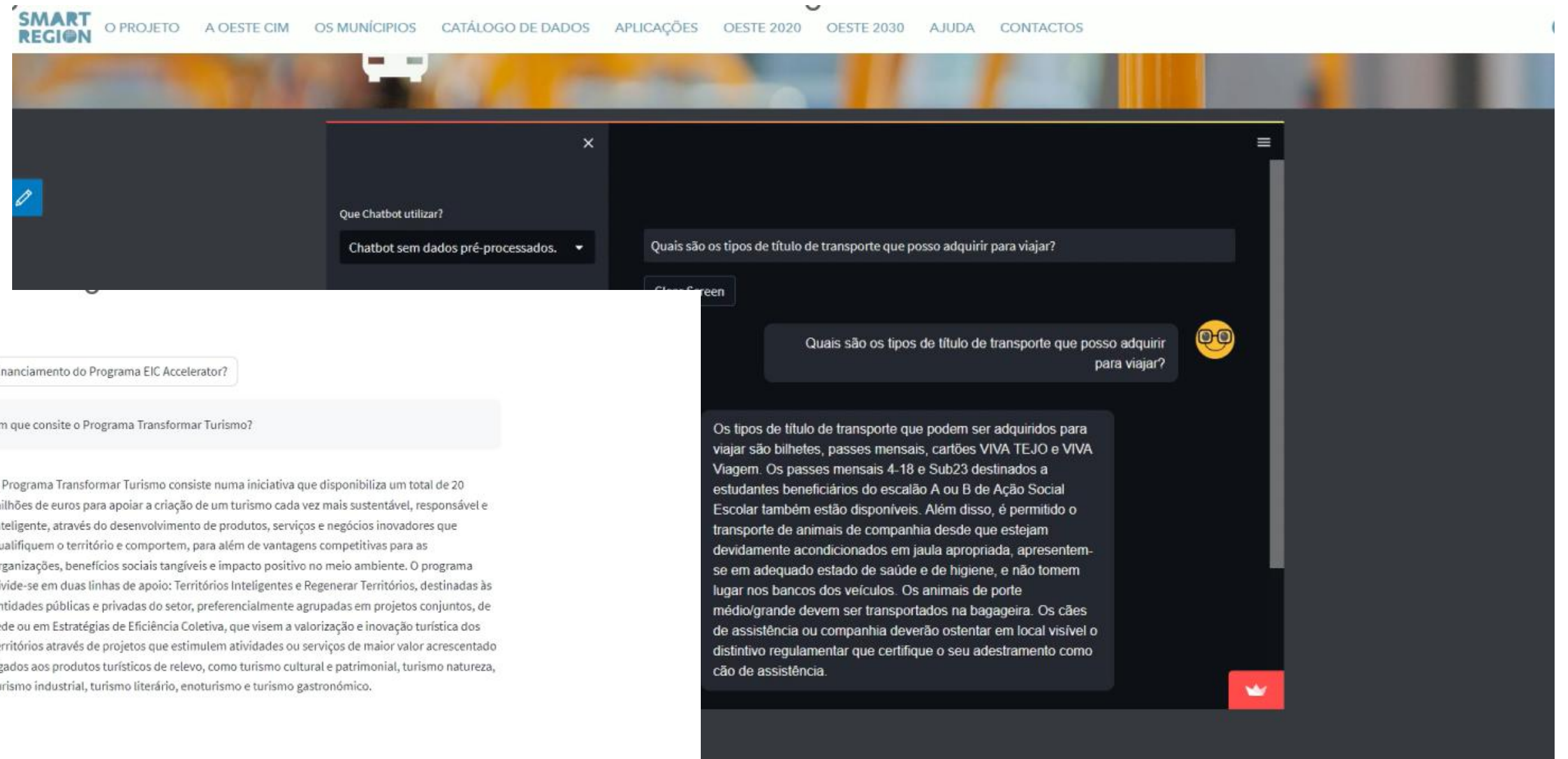
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Data with Purpose Summit 2025



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CCDR Algarve

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Agentic AI

The background features a dark blue gradient with numerous small, glowing blue dots scattered across it. Overlaid on this are several thin, light blue lines that form various geometric shapes, including rectangles, squares, and crosses. Some of these shapes are composed of multiple intersecting lines, creating a complex, network-like pattern. The overall aesthetic is futuristic and technological.



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Educação que se

adapta à sua vida.



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data.on: onde a NOVA IMS ensina o futuro, online

O data.on é a plataforma de ensino online da NOVA IMS – escola de referência em Data Science, Analytics e Inteligência Artificial, reconhecida em

OBRIGADO!

