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Shared perspectives, clear responsibilities



The Swedish Tax Agency's Advisory Council for Sustainable AI

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How might an AI summary influence judgement?

A familiar use: helping an officer review information

An AI tool summarises information for a case officer.
The officer reads the summary before deciding what to do next.

Could a small change in wording change the impression?

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Wording differences in a model test

A while ago, one of our developers tested a model and noticed different summary wording when the name and gender changed.

Source context: a person reported noise from a neighbour and had tried to speak to them.

Sample using “he”

“He has tried to **solve the problem directly** with the neighbour…”

Sample using “she”

“She has tried to **contact** the neighbour…”

Same source information. Two different descriptions.

Translated samples from a developer’s test of a model.

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Why we have a Council

Support for AI that respects people and earns trust

Our foundation	The Swedish Tax Agency's guideline for sustainable AI.
What it says	Our use of AI must respect people's privacy, legal certainty and equality, and ethical and social risks must be minimised.
Our contribution	Help teams identify ethical and social risks and build understanding through dialogue.

An impartial forum bringing different professional perspectives together.

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What “sustainable AI” means here

What we protect

- Privacy
- Legal certainty
- Equal treatment and gender equality

How we put it into practice

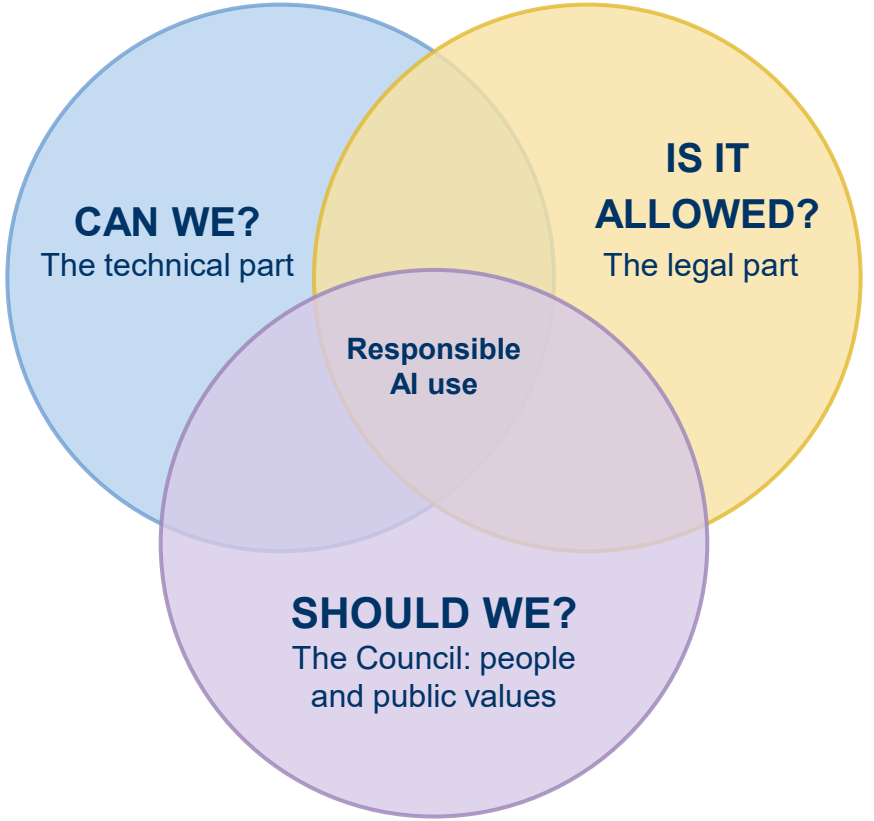
- Responsibility
- Transparency
- Explainability

Our use of AI must uphold public-service values and earn the trust of individuals and businesses.

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Can we? May we? Should we?

AI is expanding what is possible. What should we choose to use?



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Complementary expertise around one initiative

The Council relies on its collective knowledge

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members

- Technology and information
- Business context and public-service values
- Ethics and equal treatment
- Clear language and communication
- Understanding of legal questions

Different backgrounds complement each other.

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Advice, decisions and specialist assessments

Role	Contribution
Council	Identifies ethical and social risks, gives written advice.
Business owner	Ensures consultation, retains responsibility for the initiative and arranges follow-up.
Specialist functions	Provide assessments within their own areas, including legal questions.

Consultation is mandatory. The Council’s role is advisory.

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Early consultation in practice

For new AI development, procurement or new AI features in an existing system

1

Prepare

Describe the purpose, use and initial questions.

2

Discuss

Explore possible effects on people together.

3

Document

Record observations and written recommendations.

4

Return

Return when needed, as the initiative develops.

A normal consultation follows these steps. Very early on, a discussion alone is also possible.

Preparation and dialogue help people develop their understanding.

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Public-service values in a consultation

Equal treatment	Could comparable situations receive different descriptions or treatment?
Privacy	What personal information is needed for the intended purpose?
Transparency	Can people understand how AI was used in the process?
Responsibility	Who can identify a concern and arrange a response?

From principle to a question a team can discuss.

Illustrative questions for four elements of the guideline; not an official questionnaire.

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Questions for reviewing AI summaries

Remember the example from the start

> “He has tried to **solve the problem directly**…”

> “She has tried to **contact** the neighbour…”

Meaning	Does the summary preserve what the source says about the person?
Patterns	Do the differences show up across many runs, when only the name or gender changes?
Use in practice	Can officers inspect the source, question the summary and report concerns?

Discussion questions, not a record of decisions made in this test.

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Learning through dialogue and shared experience

During the dialogue	Teams can develop insights and possible solutions together with the Council.
Across initiatives	A monthly open house and shared recommendations make experience available to colleagues.
In the guidance	Documented advice supports consistent interpretation and proposals to improve guidance.

Learning can begin during preparation and continue beyond the individual initiative.

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What we have learned so far

Reported observations

- Teams arrive better prepared.
- More colleagues seek dialogue.
- Questions often go beyond the Council’s remit.

Practical implications

- Preparation deserves attention.
- Advice needs clear routes to other experts.
- Learning and follow-up need protected time.

These are reported observations, not measured results.

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Data governance in practice

1 · THE SOURCE

Source data

Where does it come from, and may we use it?

→

2 · THE AI

AI summary

Is it tested, and are the results and model version recorded?

→

3 · THE PERSON

Decision

Can the officer check the source and explain the decision?

Every step needs an owner and a record.

A proposal for discussion, not an established checklist.

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Shared perspectives, clear responsibilities

Different perspectives deepen understanding.

Clear responsibilities connect advice to action.

Shared experience builds competence.

Can we? Is it allowed? Should we?

Where does the “Should we?” conversation happen in your administration?

Thank you

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