DeloitteStiftung

Initiative D21

DIGITAL FUTURE CHALLENGE

DFC #6 – Use Case Fsas Technologies

Fsas Technologies – a Fujitsu company

Fujitsu's USP: Fujitsu combines many years of technological expertise with a clear vision: the sustainable, trustworthy digitalisation of the economy and society. With "Fujitsu Uvance", we position ourselves as a partner for "sustainability transformation" in line with the UN Sustainable Development Goals. With a global presence, Fujitsu operates in a technology-agnostic manner, offering end-to-end solutions ranging from products and cloud services to modern IT applications for smart cities, manufacturing, defence and much more. A particular strength is its AI-supported, human-centred approach, in which technology specifically addresses social challenges and makes a measurable "net positive" contribution.

Fsas Technologies, a wholly owned subsidiary of Fujitsu, complements this vision with technological depth in the data centre environment. The company is responsible for the development, production and servicing of server systems, storage systems, network hardware and enterprise PCs – made in Japan and available worldwide. Fsas Technologies thus forms the backbone of Fujitsu's end-to-end approach, combining innovation with maximum reliability.

Employees: 124,000 employees worldwide, over 3,000 in Germany

Industry: IT service provider and hardware manufacturer and supplier

Thematic focus of the use case

AI agents

TITLE OF THE USE CASE

AI agents for administration – efficient, transparent, people-centred

SHORT DESCRIPTION

The German administration suffers from a reputation for complicated processes and long waiting times. AI agents can relieve the burden on citizens and authorities – but only if transparency, human-in-the-loop and clear boundaries are maintained. The challenge: Develop a trustworthy administrative agent that simplifies bureaucracy and strengthens citizen proximity.

#HASHTAGS

#FutureGov #TrustworthyAI #DigitalDemocracy

Fsas Technologies
a Fujitsu company

DESCRIPTION OF THE ORGANISATION

Our goal is to make the world more sustainable by building trust in society through innovation. As the preferred partner for the digital transformation of customers in over 100 countries, our 124,000 employees worldwide are working to overcome some of humanity's greatest challenges. Our range of services and solutions is based on five key technologies: computing, networks, AI, data and security, and converging technologies, which we bring together to bring about sustainable transformation.

As a full-service IT provider, we focus on data & AI, hybrid cloud, SAP solutions, holistic consulting, consumption-based IT and sustainable data centres.

VISION OF THE ORGANISATION

Our vision for 2030 is to become a technology company that achieves net zero through the development, improvement and use of digital services – for ourselves, but also for our customers. To realise this vision, we are committed to a sustainability transformation (SX) that transforms our business and that of our customers in a way that has a better impact on the environment, the economy and people's well-being.

We always take a human-centred approach to enable optimal physical and digital experiences, use data-driven processes and innovative technologies to strengthen resilience in businesses and society, and rely on secure digital connections and services.

Digital responsibility and data sovereignty are therefore not just buzzwords for us, but core to our identity and part of all our initiatives and developments.

PROBLEM SETTING

The German administration is facing pressure to undergo digital transformation. Citizens often experience long waiting times, complicated application processes and confusing communication in their everyday lives. At the same time, public authorities themselves are confronted with staff shortages, high processing volumes and very high service quality requirements (who wants their application to be processed incorrectly or not all exceptions to be taken into account?). The use of AI agents could help to make administrative processes more efficient, improve accessibility and reduce the workload on employees. At the same time, there is a risk that citizens will lose trust if decisions and processes are not transparent or if they do not use them in the first place due to mistrust of digitalisation.

How can autonomous AI agents specifically relieve the burden on the administration without losing sight of transparency, data protection and democratic responsibility? What use cases are suitable (e.g. making appointments, providing information, granting subsidies), and where must clear boundaries be drawn (e.g. highly sensitive administrative decisions)? How can human-in-the-loop ensure that humans remain the final authority? In which areas should the use of AI agents be avoided altogether (e.g. application processes) and why?

QUESTION AND TASK

Develop a concept for an AI agent that supports citizens in their interactions with the administration – for example, in making appointments in the right service area, in checking whether these are necessary or whether concerns can be dealt with digitally, in submitting digital applications, in retrieving information, or in other situations in which citizens interact with the administration.

- **Complexity:** Administrative tasks are often handled by different authorities that provide information in different ways. How can a seamless transition be achieved and the timeliness of information be ensured?
- **Social added value:** What specific benefits do citizens gain and how do these affect their "experience of government"?
- **Employee satisfaction:** What specific advantages arise for employees and how could this affect their work?
- **Safeguards & Guardrails:** How do you ensure monitoring, transparency, traceability and, if necessary, "emergency shutdowns," and how do you communicate this to users?
- **Risk analysis:** How do you deal with risks such as unpredictable behaviour, prompt injection or data leaks? What risks may arise?
- **Human-in-the-loop:** Where is human supervision absolutely essential?

Submissions **could** include:

- Visual artefact (storyboard, mock-up, app design)
- A risk analysis canvas (technology + ethics + governance)
- Communication concept for citizens and employees

ADDITIONAL BONUS QUESTION

Communication & acceptance: How does the administration explain to citizens that AI is used fairly, safely and transparently? How do you explain to employees that AI agents support them and reduce fears about use and job security? What could a communication and training concept look like (for one or both groups or in combination)?

ADDITIONAL

For example, existing guidelines, previous efforts and strategies for responsible AI, digital ethics or digital responsibility.

Source	Focus	Relevance to the challenge	Link
Bitkom: AI & Data Protection Practical Guide (2025)	Data protection and GDPR in AI	Fundamental guidance for data protection-compliant administrative agents	bitkom.org (PDF)
Bitkom: Implementation Guide for the AI Regulation (2024)	Classification & Application of AI Systems under the EU AI Act	Assists with legally sound categorisation	bitkom.org (PDF)
EU AI Act – first legal framework for AI (2024)	Risk-based approach: prohibited, high, limited and low risks	Particularly relevant for administration, as many systems are classified as "high risk"	europarl.europa.eu
EU AI Office: General Purpose AI Code of Practice (2025)	Transparency & guidelines for broad AI systems (e.g. LLMs)	Useful for administrative agents based on generic AI models	Wikipedia overview
OECD report on AI policy in Germany (2023)	Analysis and recommendations for national AI strategy	Strengthens understanding of policy embedding and governance in Germany	ki-strategie-deutschland.de (PDF)

Excerpt from the guidelines and principles according to which our company operates in this context:

Sustainability Databook:

https://www.fujitsu.com/global/about/resources/reports/sustainabilityreport/2024-report/

AI Ethics Research:

https://global.fujitsu/en-global/technology/key-technologies/ai/aiethics/technology