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GENERAL OF PARLIAMENTS

**COMMUNICATION**

by

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on

**“From AI Use Cases to AI Transformation: How Parliaments Must Rethink Their Organisations”**

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Dear colleagues,

Thank you for the opportunity to speak at this year's conference and present concrete examples of the use of artificial intelligence within parliaments. This is a topic we all recognize: the urgent need to share our practical experiences with implementing AI.

Before I walk you through our specific use cases, I would like to challenge us all to think bigger.

### ***Beyond use cases: the real challenge***

Since 2023, the German Bundestag has systematically addressed artificial intelligence, and what we've learned is that focusing solely on use cases captures only a small fraction of what we as parliaments actually face when introducing and managing AI.

What good are AI applications if they remain unused out of ignorance or fear? What value do they provide if they're applied incorrectly?

While we discuss individual use cases, entirely new organizational forms are emerging in the wider world – programmes like Anthropic's Claude or advanced coding assistants are being deeply integrated into processes. So far, isolated AI deployment has led to a subjective reduction in workload for individuals. However, objective measurability remains a problem.

It's only when we shift from talking about "AI use case introduction" to "AI transformation" that it becomes clear that these changes must be manifested in activities, processes, job descriptions, competencies, hierarchies, and management itself – instead of using AI blindly, we need to integrate it wisely and efficiently.

### ***Parliaments cannot stand apart***

Parliaments do not exist outside of society. They need to be right in the middle of it. And they must be able to fulfil their duties in a future in which state institutions – the legal system, the executive branch, downstream agencies all the way to the municipal level – work with complex AI systems and have adapted their processes accordingly, enabling extremely fast and efficient operations.

How can parliaments keep pace with this reality?

### ***AI is not an IT topic***

We are conscious that AI is not an IT topic but a transformation topic. Communication, project and programme management and culture take up a large portion of our focus. We are pursuing what we call an emergent strategy, with strategic foresight, a broadly positioned task force and thinking from the employee's perspective. In this strategy, we only regulate and plan in concrete terms what we already know, with pilot projects and innovation programmes providing orientation. A data-driven and evidence-based approach is essential to us.

This requires changing framework conditions. We need to address shadow AI, bridge the digital divide that generative AI creates, and develop our own employees into genuine AI experts, since we cannot simply hire these from the market.

The use cases I'm about to present are more than isolated solutions, they are the early steps of our organisational transformation journey. They show us what changes we need to make, what competencies we need to build, and what processes we need to redesign. We need to think of AI as a new layer within our digitalisation efforts.

### ***Examples of AI use in the German Bundestag***

Our approach to AI can be divided into the following four categories:

- Using AI productively: Implemented AI Applications
- Investigating new AI Use Cases: AI Programmes
- Testing AI Technologies: Pilot Projects
- Providing Assistance for AI: Tools and help for users

***An example of how we use AI productively*** is our “Whisper” transcription tool, which has been rolled out across several parliamentary committees. Whisper's automated speech-to-text capabilities provide instant transcriptions, allowing committee members to receive minutes of meetings and hearings within a short time. The application is updated on an ongoing basis, most recently with the addition of speaker recognition and multilingual sessions. Following transcription, technical terms, proper names, and personal names are automatically corrected using replacement lists.

As of 2025, approximately 250 users across parliament have transcribed 2,344 meeting hours – that's roughly 97 days of continuous speech.

We also use “Text2Speech” for internal podcasts: our “Reports from Brussels” podcast was previously recorded by employees in Brussels themselves using a pre-written script. Now, a text-to-speech application provides a natural sounding AI-generated voice. The application is also used to record tutorials, user manuals, and help pages for websites.

Live parliamentary broadcasts are another example: since 2021, we have been working with an external partner to deliver simultaneous transcription and German-language subtitling for the live broadcast of plenary sittings. In this workflow, an AI system transcribes the live feed, while a human supervisor monitors the output in real time. If the AI output needs correcting or refining, the supervisor can step in immediately to ensure the final subtitles are accurate and delivered on time. The number of broadcast hours has increased to around 1,000 per year.

We have also been ***investigating new AI use cases*** through our “AI Pioneers” programme, which ended in September 2025 after four months of intensive experimentation by a dedicated test group of employees who evaluated AI chatbots across various areas of Parliament.

Approximately 70 testers – drawn from 26 administrative divisions – took part, supported by weekly exchange events and a dedicated internal chat channel. We collected 136 AI use cases and identified ten major usage categories, providing insights into how AI chatbots could augment administrative work.

Our key finding was that open-source AI chatbots can already provide significant support for important parliamentary activities. Yet more importantly, this programme taught us about change management, and that giving employees hands-on experience, creating peer-to-peer exchange forums, and documenting real-world applications are far more effective than top-down implementation strategies.

Another example is the "AI in Parliament" flagship initiative that ran from mid-2023 to the end of 2024. Its objective was to explore AI applications across parliamentary functions. One of its goals was to use the resulting overview as a means of communicating the potential of AI in Parliament across disciplines and departments.

In total, around 180 AI use cases, both general and specific, could be identified in Parliament. Our approach has been featured on the IPU website: <https://www.ipu.org/innovation-tracker/story/prioritizing-ai-use-cases-german-bundestag>.

Our next point is ***testing AI technologies through pilot projects***:

In cooperation with the AI Service Centre of a well-known research and education institute, we're developing SENTRA (Search Engine for Research Services Text Retrieval Assistant), an AI RAG system with a novel search interface for all reports and analyses from our Research Services— over 1,000 high-quality reports per year accessible and fully searchable by language. The prototype will be ready in April 2026 after three months of development. Educational spill-over effects and LLM-optimized document templates are valuable side-effects.

More generally, we are also experimenting with general-purpose chatbot systems. Our dedicated server system runs an internal open-source chatbot, which played a central role in the "AI Pioneers" programme. Despite being a scaled-down version of commercial chatbots, it provided transferable insights while meeting our data protection requirements. We tested two open-source models successfully. Now that we know, how and for what purpose our employees use them, we're evaluating third-party providers for suitable, high-performance Large Language Models.

Since early 2024, we've tested a semi-automated keywording system for press articles. Up to 800 new articles are added daily, and seven editors assign each article with up to eight attributes from 6,500 keywords. This pilot scheme demonstrated the tangible benefits of reducing that amount of manual effort for committee staff and increasing efficiency.

Finally, I'd like to talk about ***providing assistance for AI use***, because there are no use cases if users are not empowered to use AI in the right way:

The "AI User's Toolbox" is not an AI application, it's a dedicated set of tools designed to support the adoption and use of AI applications by Members of the Bundestag and administrative staff. The toolbox is currently being developed and will be made available on our intranet. It translates AI guidelines into

concrete dos and don'ts. Users will find an internal catalogue of prompts, decision trees, application “whitelists”, and access to the AI training platform.

We're finalising our AI training concept in accordance with the EU AI Act. Building on the “AI Pioneers” experiences, this will offer a modular e-learning curriculum tailored to our diverse target groups. We're also partnering with the Bertelsmann Foundation on AI competence development research.

In closing, the reality we must face is that even as we're just now implementing our first use cases, it's becoming clear that processes, working methods, and many of our structures must be changed if we want AI to do more than merely support individual work steps.

We must genuinely integrate AI quickly AND wisely if we want to utilize its technical possibilities. This means reimagining workflows from the ground up, adjusting roles and skills, and establishing red lines – clear boundaries where we cannot or will not deploy AI under certain conditions.

The organisational, technical, and personnel challenges ahead are significant, but they can be navigated if we approach them systematically. Let me make my closing message clear: we should not view specific AI use cases in isolation, and we certainly shouldn't equate use cases with AI applications. The real success is in building an organization where the right use cases emerge naturally because we've created the conditions for AI-driven transformation.

Parliaments must remain capable of fulfilling their constitutional duties in a world that is being transformed by AI. That means we cannot afford to be passive observers. We must actively shape this transformation. Let's commit to moving beyond collecting use cases, and to managing real change. Let's build organizations where AI integration becomes natural, where our staff is empowered, and where our processes are resilient and future-proof.

Thank you for your attention, and I look forward to our discussions.