

- Summary Version -

Tokyo AI Strategy

Date: July 2025

Presented by: Bureau of Digital Services, Tokyo Metropolitan Government

Outline

- Introduction & Strategic Imperatives
- Tokyo's AI Vision & Core Objectives
- Strategic AI Application: A Risk-Based Approach
- Promoting AI Utilization with Diverse Stakeholders
- Tokyo's Promotion System & Key Initiatives

Why Tokyo Needs an AI Strategy: Addressing Key Challenges & Driving Growth

Tokyo's AI Strategy is formulated to address critical challenges and unlocks future opportunities through three strategic imperatives:

Responding to Diverse & Evolving Resident Needs:

Residents' values and needs are becoming increasingly diverse and complex, requiring more tailored and responsive administrative services.

Addressing Labor Shortages:

Japan's population is declining, with Tokyo's population projected to follow from 2030, leading to a severe shortage of productive workforce by 2065. AI is crucial for maintaining and enhancing service quality with fewer human resources.

Realizing a Sustainably Growing Global City:

The rapid evolution of AI technology, especially Generative AI, is transforming industries and societies globally. By actively embracing AI, Tokyo aims to lead in technological innovation, enhance its international competitiveness, and foster a continuously growing, AI-friendly society.

AI as a Core Driver for "Tokyo 2050 Strategy"

- Key Message -

Proactive AI Utilization Across All Aspects of Metropolitan Administration

To achieve the vision of what Tokyo aims to be in the 2050s, Tokyo commits to **actively and thoroughly utilizing AI in all aspects of metropolitan administration**, with two primary objectives:



Enhance Quality of Resident Services

- Improve convenience, accessibility, and overall Quality of Life (QOL) for residents through AI-powered solutions.



Boost Operational Productivity

- Streamline internal administrative tasks, optimize resource allocation, and foster a more efficient and effective government.

Basic Principles for AI Utilization



Resident First

The primary goal of AI is to enhance the convenience and Quality of Life (QOL) for every resident.



A Tool for Policy

AI is a tool to solve challenges and achieve goals, not an end in itself.



Human-Centric

AI complements and augments human capabilities, while final decisions fundamentally should rest with humans.



Risk Management

Understand AI risks — including ethics, bias, safety, privacy, security — and ensure transparency and fairness.



Open Innovation

Collaborate with academia, research institutions, and the private sectors to foster a thriving AI ecosystem.

Ensuring Safe and Effective AI Deployment Across Government Operations

Tokyo strategically categorizes AI applications into three key areas —Resident-Facing Services, Resident Service-Related Operations, and Internal Operations—guided by a risk-based approach.

Actively Promote

Promote with Caution

Monitor & Assess

Resident-Facing Services

Services directly used by residents/businesses.

- Information Provision & Search
- Action Support
- Personalized Support
- Prediction & Optimization
- Autonomous Decision-Making & Execution

- Providing information through scenario-based AI chatbots.
- Guiding users through application form submission.
- Proposing tailored administrative services.
- Supporting preparedness by predicting risks based on individual life stage.

Resident Service-Related Operations

Operations performed by staff, where the ultimate goal is to provide services to residents/businesses.

- Routine Task Assistance
- Data Analysis
- Judgment Support
- Operation Prediction & Optimization
- Autonomous Operation Execution

- Data entry from handwritten applications via AI-OCR.
- SNS analysis for resident feedback on services.
- Generative AI supporting initial judgment of application forms.
- AI image recognition predicting facility deterioration from visual data..

Internal Operations

Operations performed by staff that do not directly impact resident services.

- Information Retrieval
- Document Creation Support.
- Expert Knowledge & Planning Support
- Advanced Prediction & Judgment Support
- Autonomous Decision-Making & Execution

- Searching and summarizing regulations.
- Assisting with drafting and proofreading internal documents.
- Leveraging internal data to transfer expert know-how.
- AI numerical prediction supporting strategic planning.

Enhancing Global Competitiveness and Fostering an AI-Friendly Society

Driving Industrial Growth & Innovation

| Promoting AI Use in the Private Sector

- Support SMEs in digital transformation, collaborate with startups (e.g., SusHi Tech Tokyo),
- Improve data utilization environment etc.

| Academia-Industry-Government Collaboration

- Joint R&D with universities/research institutions,
- Innovation creation with world-leading private companies etc.

Promoting AI Utilization & Human Resource Development Across Society

| Securing & Developing Diverse AI Talent

- Nurture highly specialized AI professionals through advanced education,
- Provide learning opportunities for working adults (reskilling, career advancement) etc.

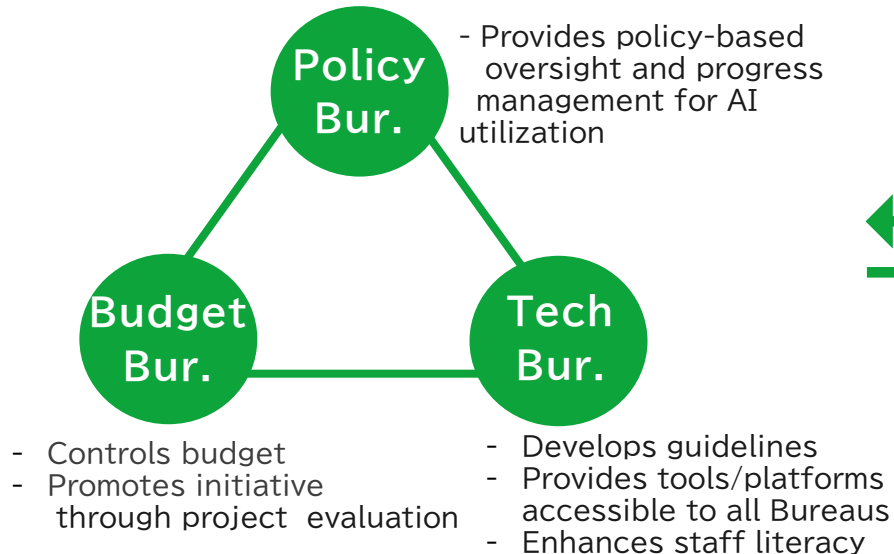
| Enhancing Resident AI Literacy

- Providing information to help people understand both the benefits and risks of AI,
- Offering AI Learning opportunities for seniors,
- Integrating generative AI into all metropolitan schools to foster critical thinking and AI literacy etc.

A Robust Framework for AI Integration

Management system

Central Management Roles



Operational Bureau Roles

AI Utilization Promotion Manager of Each Bureau

- CIO Associates* serve in this role, managing AI-related projects and budget, and supporting planning based on policy challenges.

** Senior officials responsible for digitalization in each bureau*

Each Bureau

- Integrate AI into all phases of their projects, including planning.
- Actively use common tools in internal operations
- Ensure transparency and fairness

Three Pillars of Initiatives

Overall Coordination

- ✓ Grasp all AI-related initiatives across the government.
- ✓ Develop and update AI utilization guidelines (e.g., addressing transparency, fairness).
- ✓ Promote effective AI utilization by sharing common case studies.

Support for Each Bureau

- ✓ Provide AI literacy training and consultation services for staff.
- ✓ Develop and offer common tools (e.g., AI-powered meeting minutes, document generation) and a secure Generative AI Platform.

Collaboration with National Government, Municipalities, & Private Sector

- ✓ Align with national policies and conduct joint verification for service development.
- ✓ Share AI implementation know-how and best practices with municipalities.
- ✓ Promote public-private collaboration through hackathons and expert discussions.