



Dag van de Publieke
Sector 2025
Journée du Secteur
Public 2025

WORKSHOP – VLAAMSE OVERHEID ATELIER – AUTORITÉ FLAMANDE

deel 2 / partie 2

AI, AI-agents en cybersecurity in de Vlaamse overheid

Laura De Keyzer

AI Expertisecentrum, Digitaal Vlaanderen

**DIGITAAL
VLAANDEREN**



**Vlaamse
overheid**

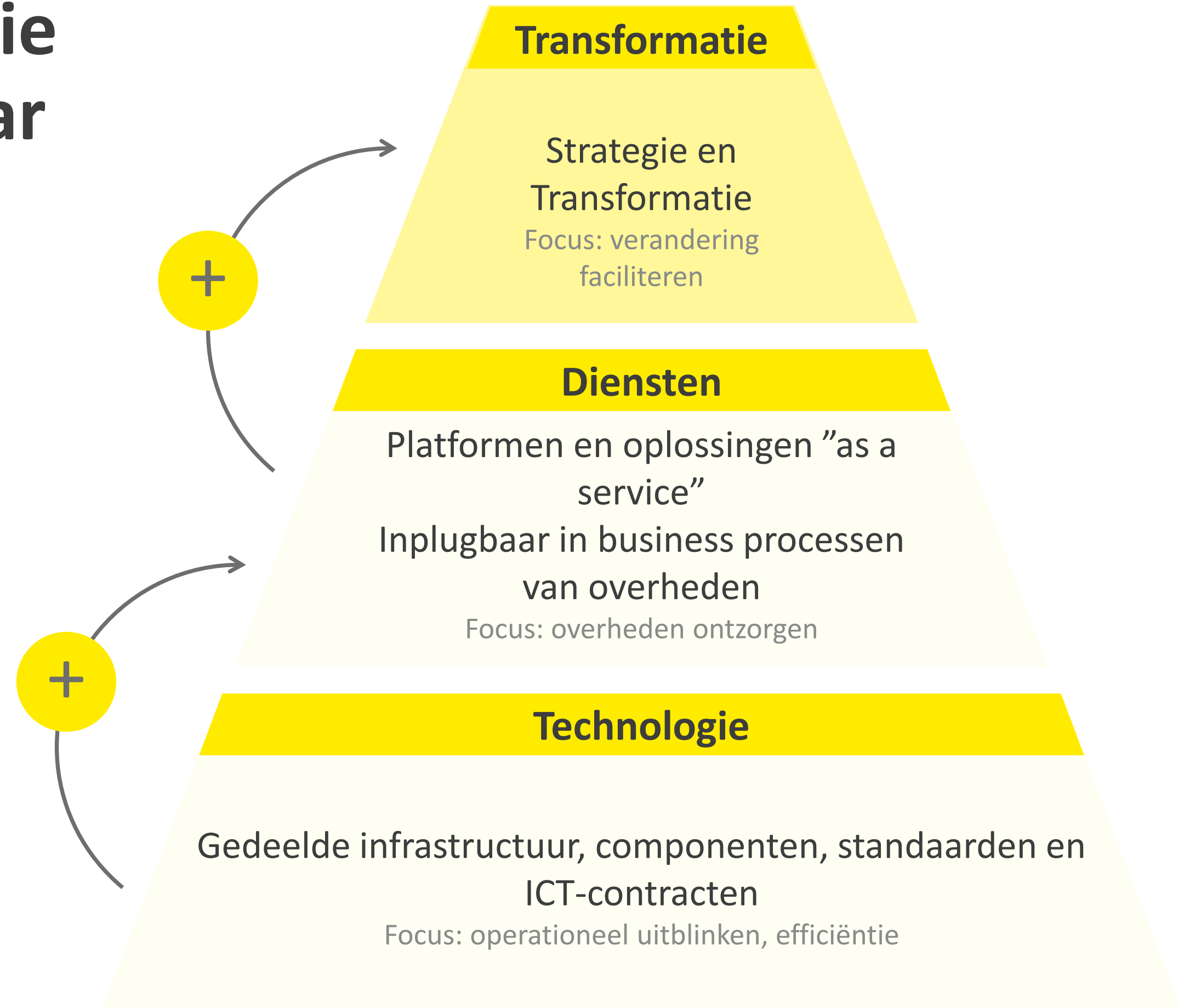


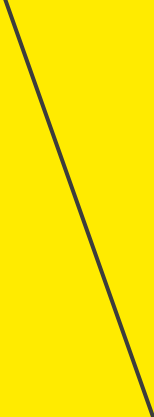
DIGITAAL VLAANDEREN



Als **strategische** partner voor Vlaamse en lokale overheden **realiseren** en **begeleiden** wij digitale transformatieprojecten.

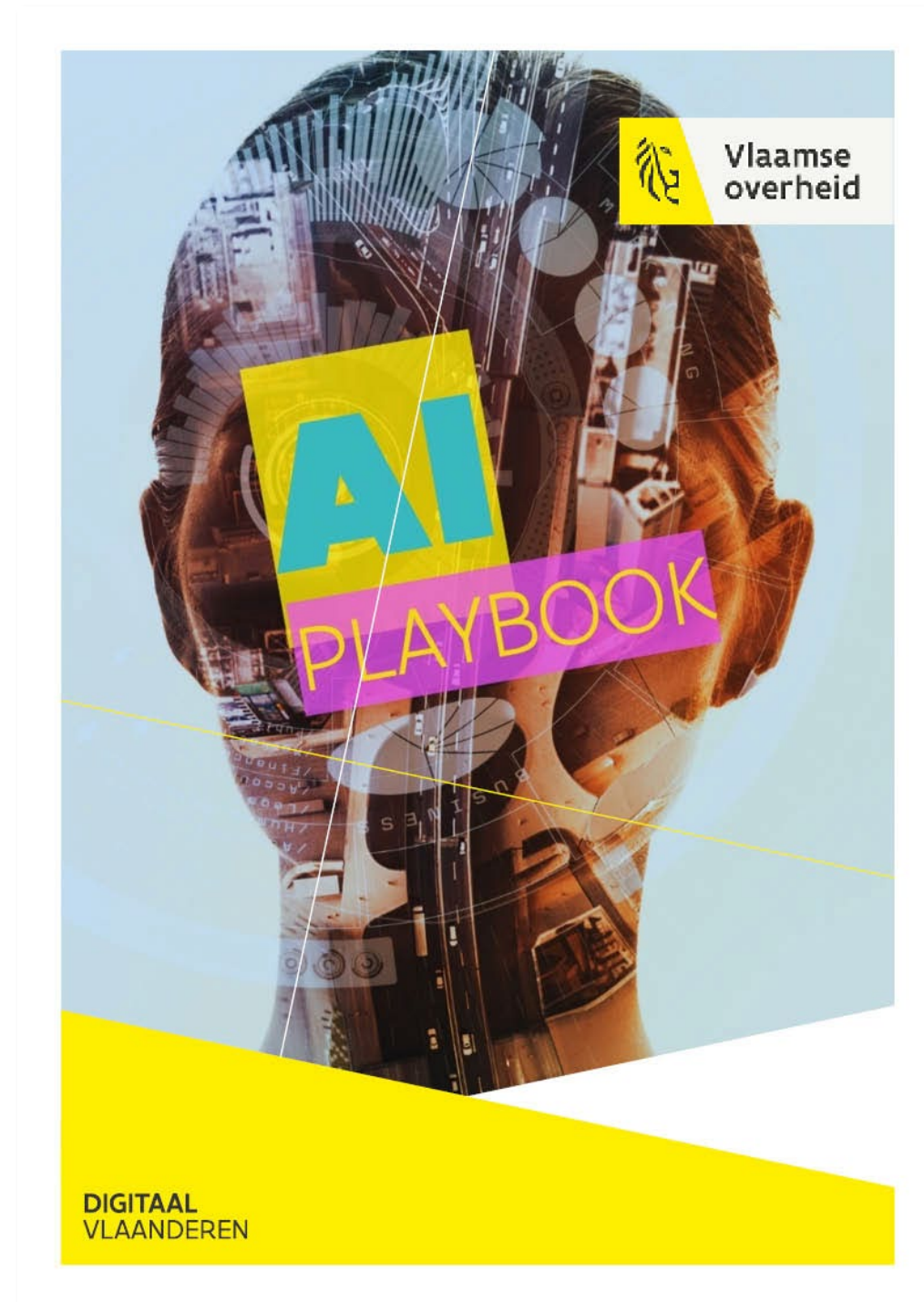
Van een overheid die
digitaal handelt naar
een overheid die
digitaal is





“Artificiële intelligentie zal de komende jaren zorgen voor een enorme versnelling van de digitale transformatie binnen overheden in Vlaanderen.”

Het AI Playbook als praktische gids voor uw organisatie bij de adoptie van AI



Doel

Het AI Playbook is ontworpen om **overheden in Vlaanderen te begeleiden bij het omarmen van AI**, met als doel het bevorderen van een datagedreven en innovatieve publieke sector.

Het biedt **concrete tools** om organisaties te helpen met AI aan de slag te gaan, of het nu gaat om het verkennen van de mogelijkheden, experimenteren met (Gen)AI, of opschalen naar een mature AI-werking.

Doelgroep

Overheden in Vlaanderen



Visie & strategie



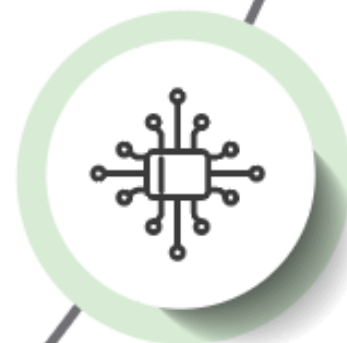
Innovatie



Betrouwbare AI



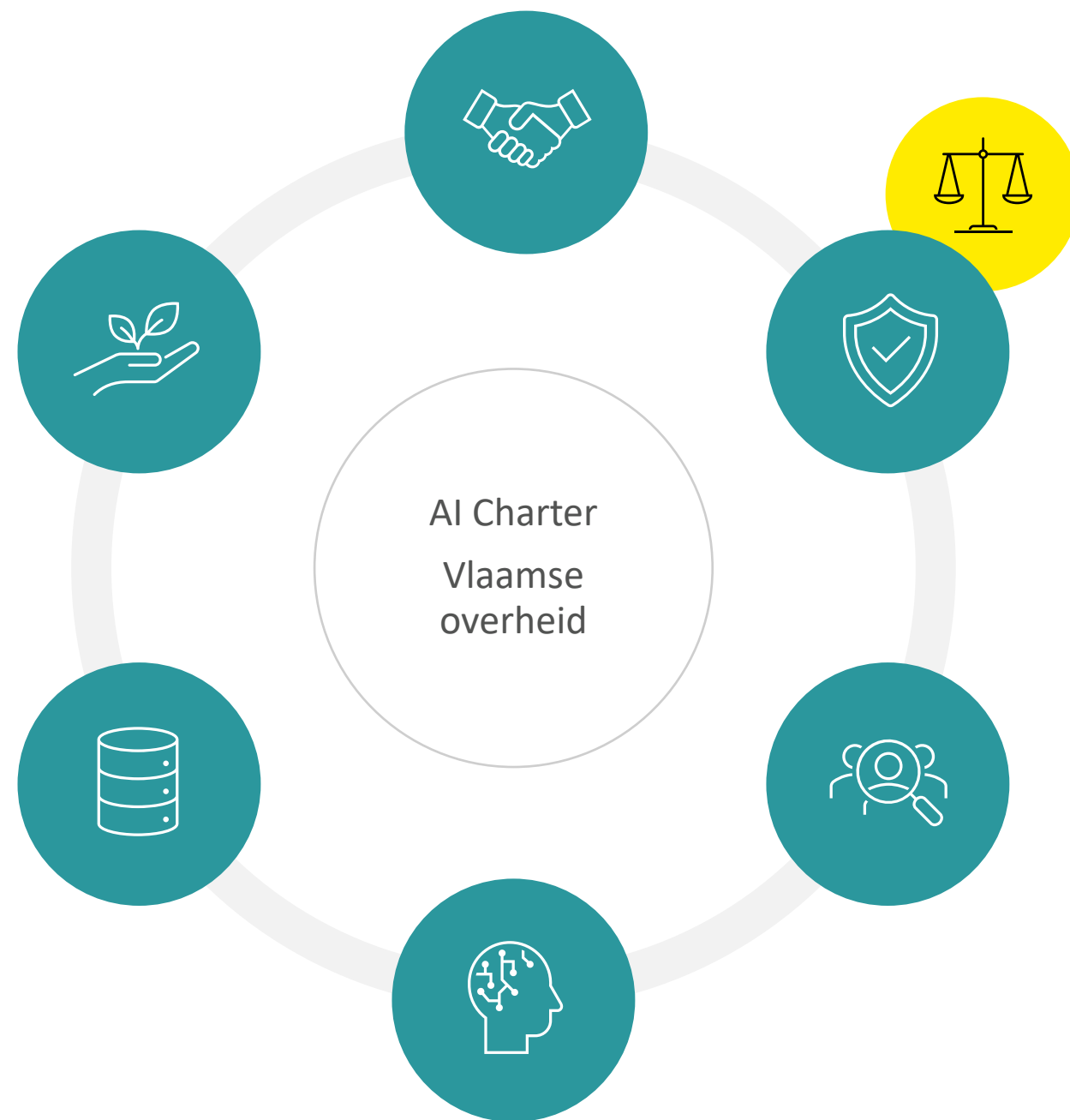
Mens & organisatie



AI-architectuur

Zes leidende principes

AI binnen de Vlaamse overheid is **democratisch**, **betrouwbaar**, **mensgericht** en **duurzaam**, met **correct gebruik en beheer van data** en toegepast met kennis van zaken.



Democratisch



Betrouwbaar



Acht voorwaarden



Mensgericht



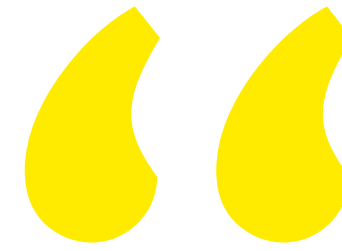
AI Bewustwording



Correct datagebruik en -beheer



Duurzaam



**De kracht van AI
omarmen ...**

**... op een
verantwoorde
manier**

Richtlijnen voor het gebruik van generatieve AI



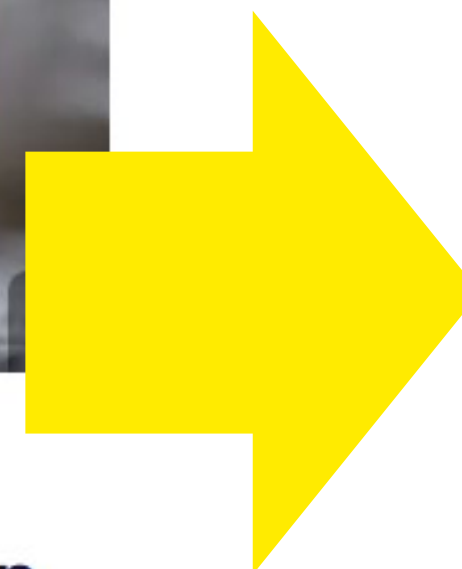
[Aan de slag met generatieve AI binnen de Vlaamse overheid | Vlaanderen.be](#)



Wat is een AI-Agent?



De uitrol van Copilot in de Vlaamse Overheid



Deze beslissing werd gemaakt na een doordachte Copilot testtrack als pilootstudie

Technologie & Wetenschap

Vlaanderen sluit grote AI-deal: 10.000 ambtenaren krijgen toegang tot Microsoft Copilot

Tot 10.000 medewerkers van de Vlaamse overheid en lokale besturen zullen binnenkort de AI-assistent van Microsoft kunnen gebruiken voor hun werk. Vlaams minister-president Matthias Diependaele (N-VA) heeft daarover in het Zwitserse Davos een akkoord gesloten met het Amerikaanse technologiebedrijf.

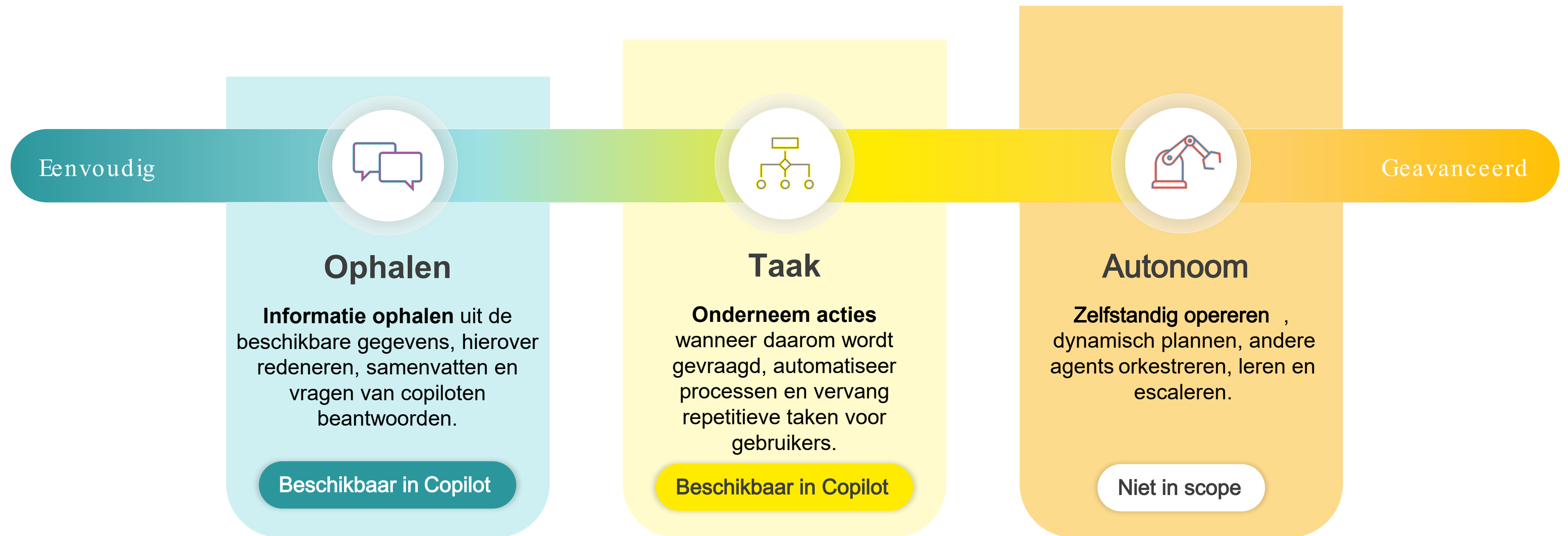
[Piloottraject M365 Copilot is een succes: ontdek hoe uw entiteit hiermee aan de slag kan gaan](#) | [Vlaanderen.be](#)

Wat is een AI-Agent?

Een AI-agent is een systeem dat zijn omgeving waarneemt, informatie verwerkt of leert uit data, en vervolgens autonoom acties onderneemt om bepaalde doelen te bereiken.

Wat is een AI-Agent?

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Hier komt nog een webinar over

Pre-built agents beschikbaar in jullie omgeving

M365 Copilot

Zoeken

Chat

Agents

Onderzoeker

Analist

Agents verkennen

Een agent maken

Gesprekken

Pagina's

Notebooks

Maken

Apps

Een agent maken

...

Agent Store

Zoek agents met de expertise om je te helpen complexe taken te voltooien

Agenten zoeken

Je agenten

Onderzoeker

Analist

Onderzoeker

Met Onderzoek heeft elke werknemer nu toegang tot...

Analist

Voer complexe gegevensanalyses uit op bestanden in verschillend...

Prompt Coach

Uw prompts schrijven en verbeteren

Writing Coach

Take your writing to the next level with Writing Coach

Idea Coach

Het brainstormproces plannen en doorlopen

Career Coach

Geef uw carrière een boost met Carrièrecoach

Learning Coach

Ontgrendel uw potentieel met Leercoach

Enquêtes

Automatiseert het maken, distribueren en analyseren van...

Microsoft 365 Admin

AI gebruiken om je te helpen Microsoft 365 te beheren.

Skills (Frontier)

Find experts, areas to upskill, and more

2 toepassingen vandaag

Beschikbare agents

Wachten tot 2026

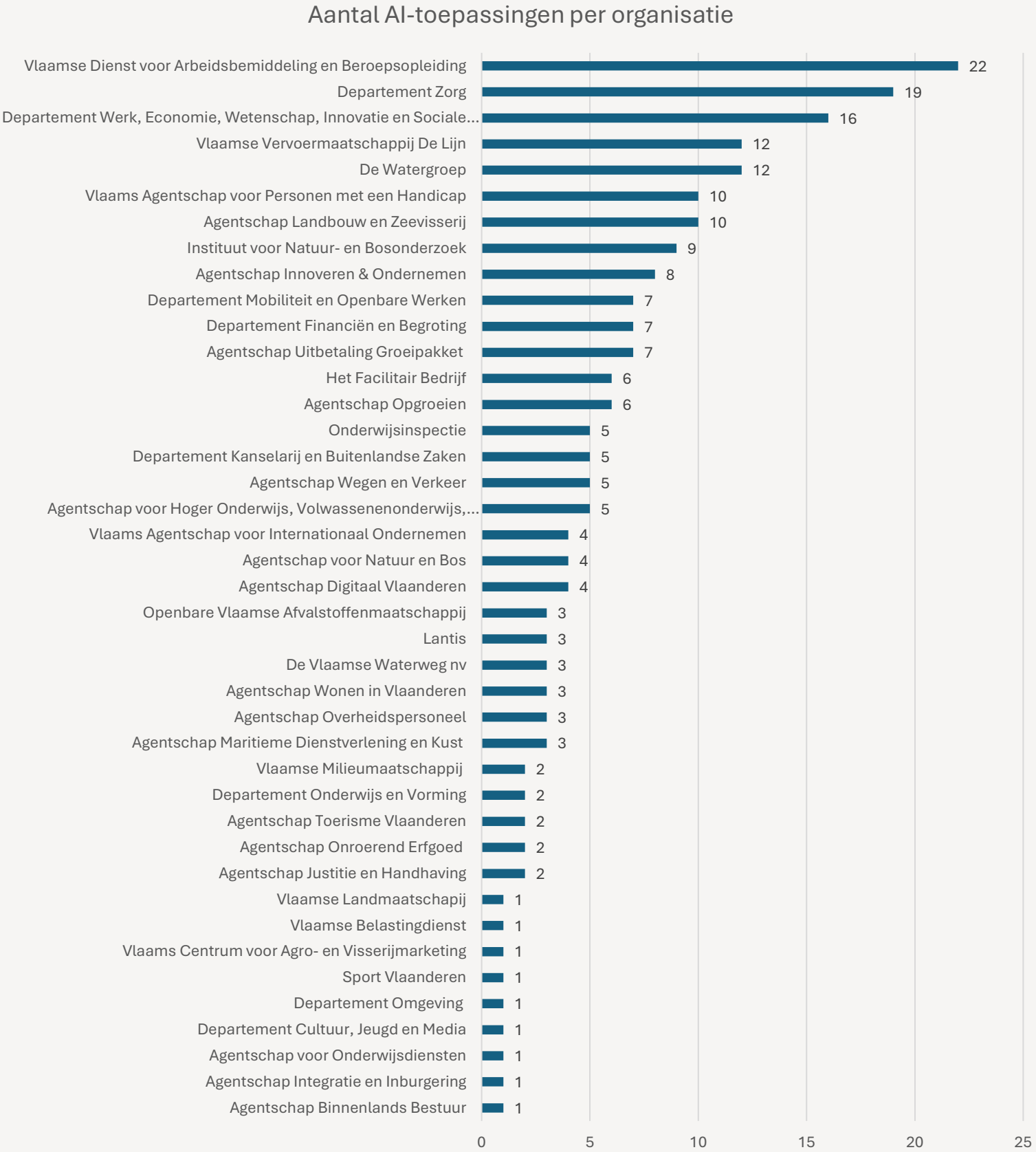


**(Quickscan) AI
in de Vlaamse overheid ?**

In welk soort organisatie wordt AI toegepast?

De meeste AI-toepassingen zijn te vinden binnen de agentschappen als uitvoerende organisaties en veel minder binnen de departementen

De VDAB is koploper in het aantal AI-toepassingen (in gebruik)



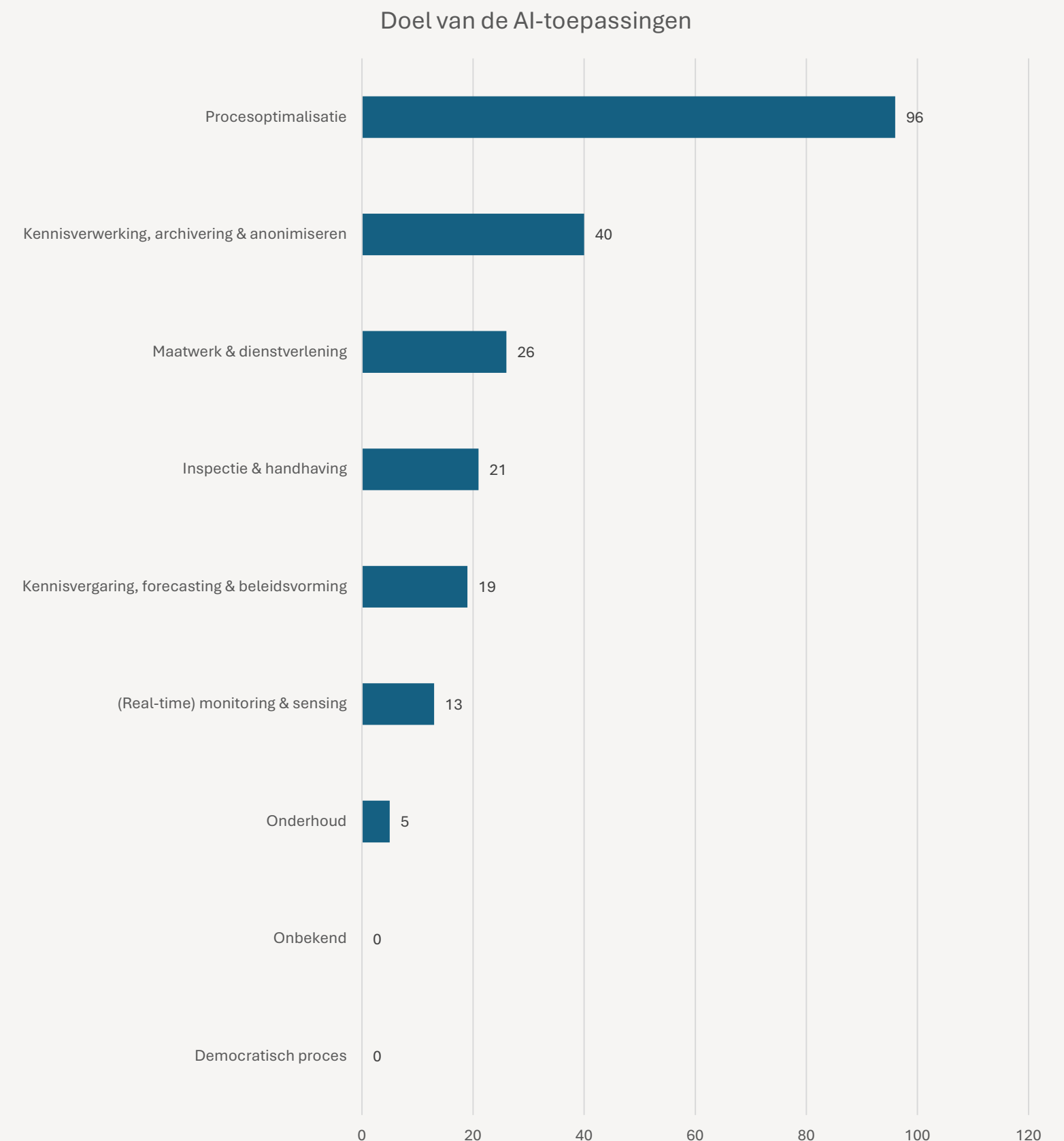
Voor welk doel wordt AI toegepast?

De focus van de AI-toepassingen in de Vlaamse overheid ligt momenteel nog duidelijk op het verbeteren van de interne werking (bijna de helft is gericht op procesoptimalisatie)

Het verbeteren van de publieke dienstverlening van de Vlaamse overheid komt pas op de 3^e plaats

Op het vlak van beleidsvoorbereiding en -formulering wordt AI momenteel slechts heel beperkt ingezet

Bij kennisverwerking valt vooral het frequente gebruik van M365 Copilot op

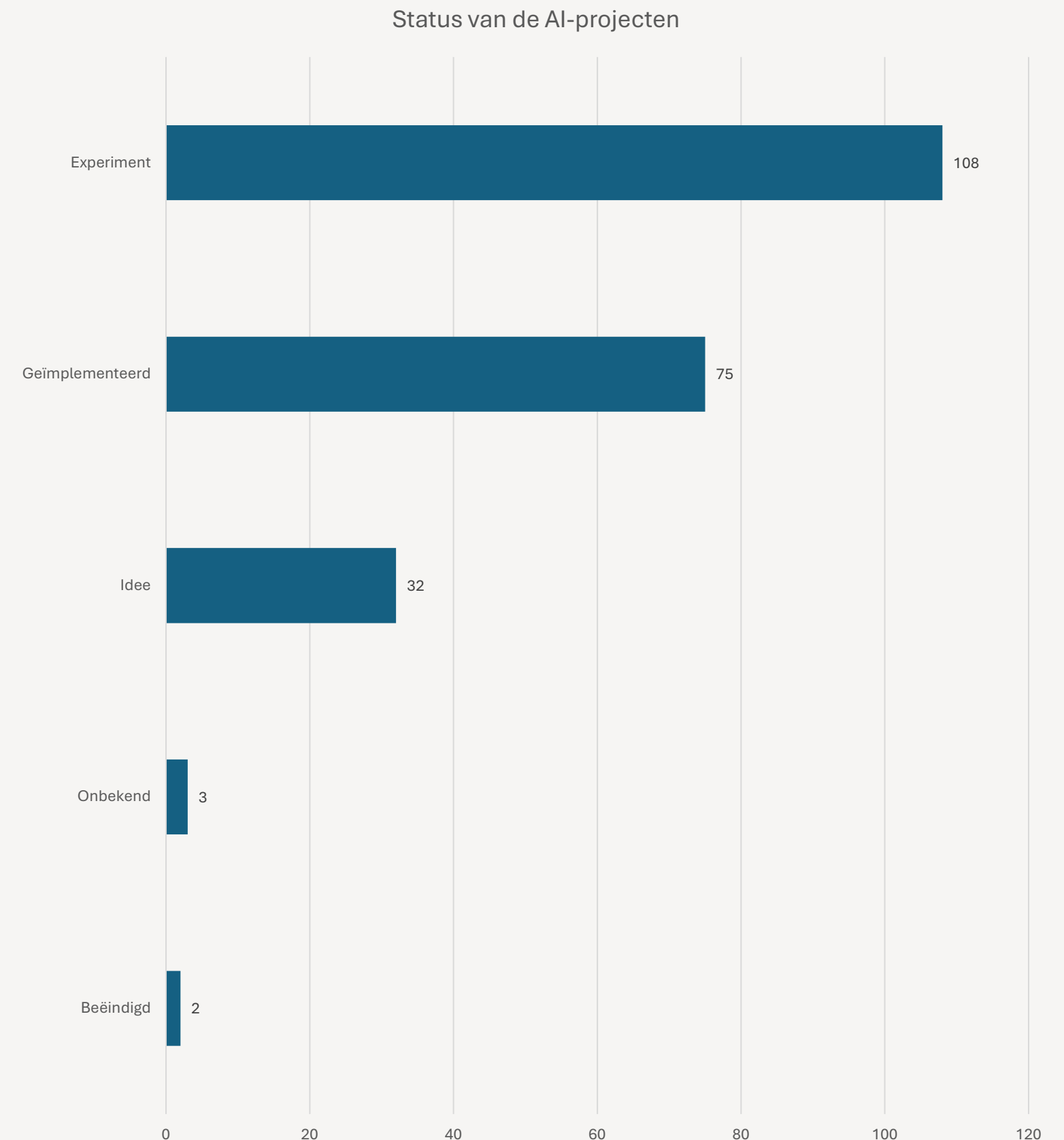


In welke status bevindt het AI-project zich?

De meerderheid van de AI-projecten bevindt zich nog volop in de experimenteerfase

Mogelijks worden AI-projecten die nog in de status idee zijn wel nog ondergerapporteerd

Slechts 1/3 van de AI-toepassingen wordt al daadwerkelijk gebruikt



Vragen?

Contacteer:

ai@vlaanderen.be

**DIGITAAL
VLAANDEREN**



**Vlaamse
overheid**



Vind alle info op onze website





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The Flemish Auditaauthority's Journey with AI, Agentic AI and Co-pilot



A strategic partnership between visionary and trustworthy partners

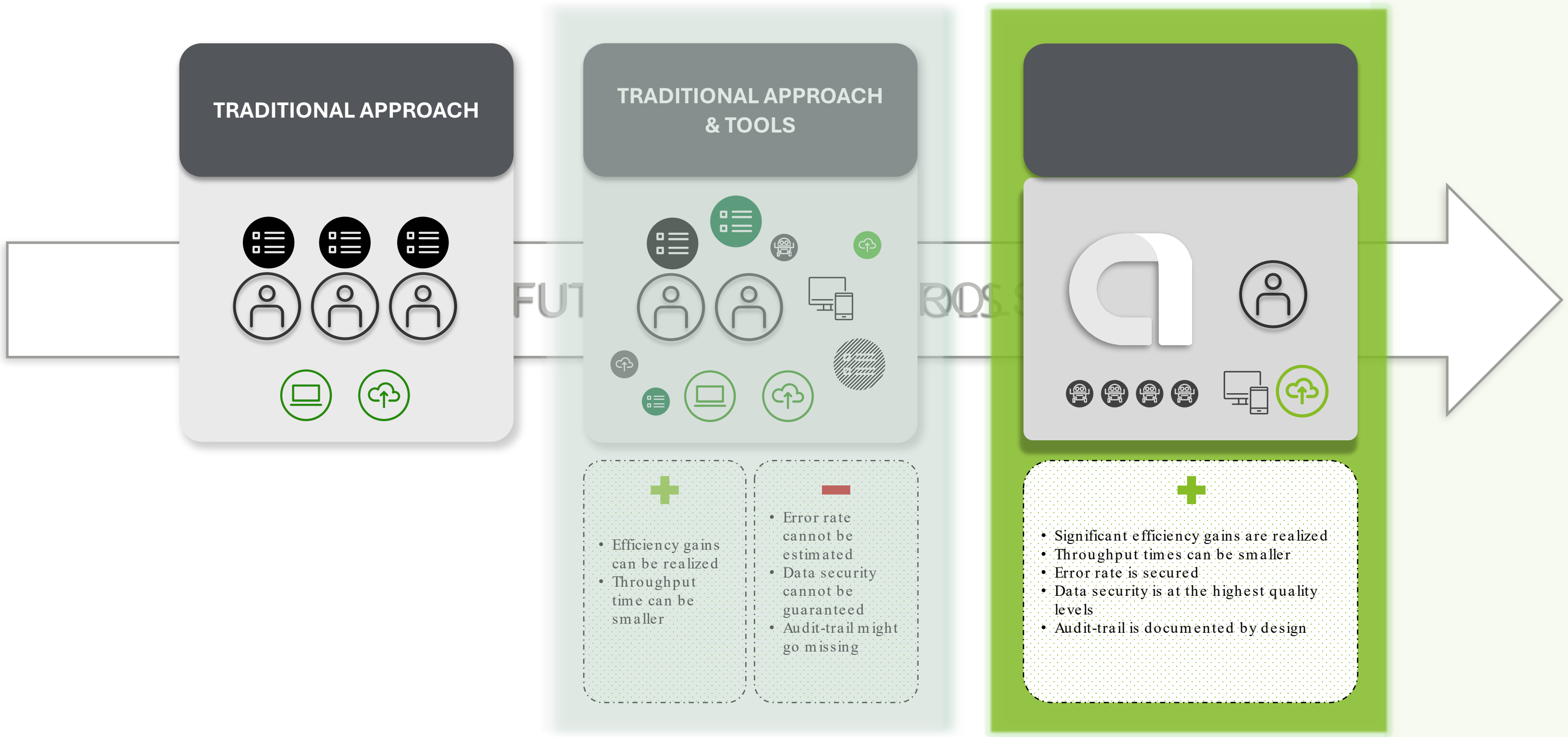
Tom Blockmans

Inspector of Finance

Flemish Audit Authority on European Structural Funds

CATE architecture

Quality and efficiency by design, tailor made to your needs

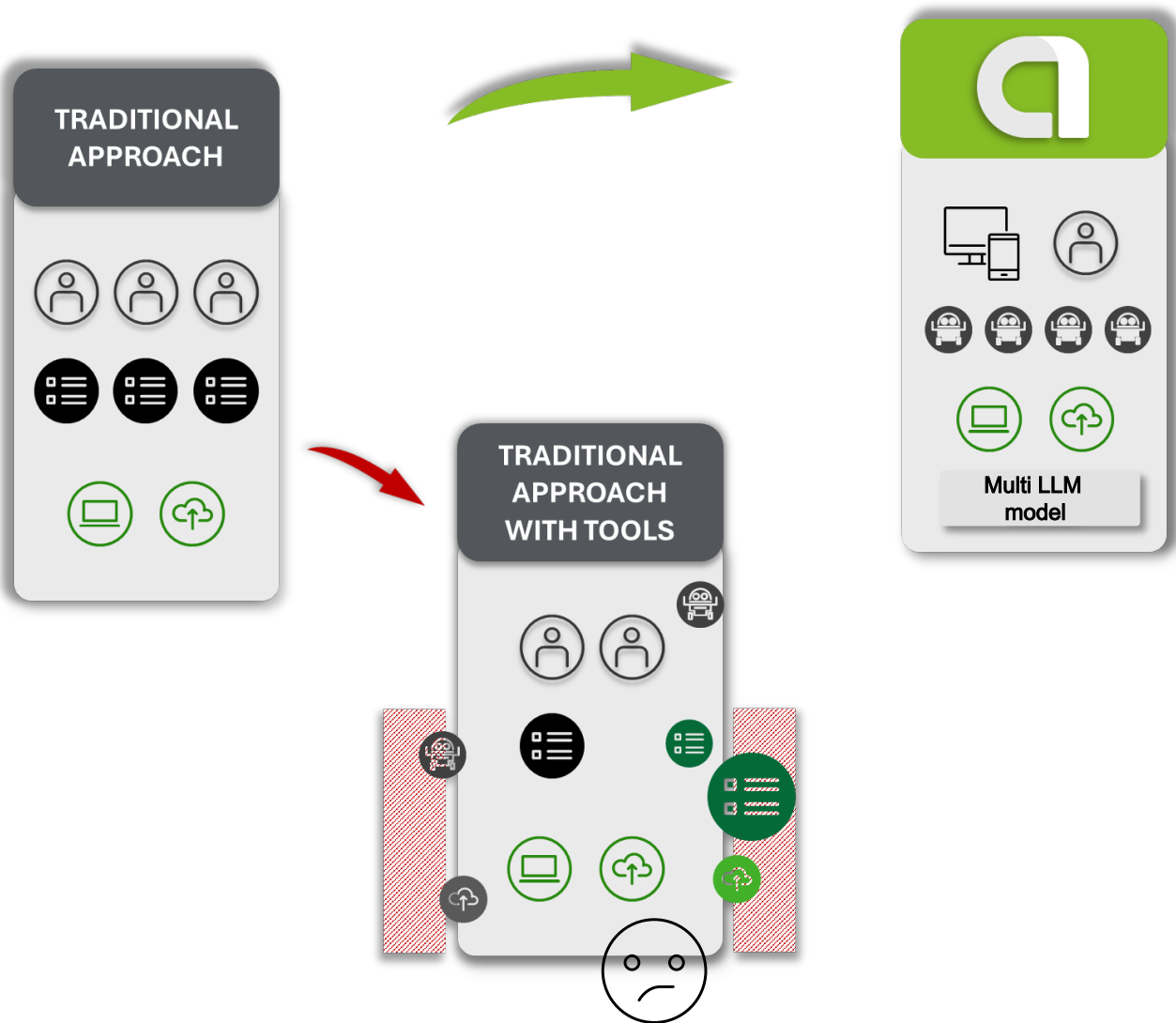


WHY CATE + Agentic AI architecture?

The future of controls: robust, secure and at scale

FROM USE CASE TO PRODUCTION

Using AI in controls on an industrialized scale



CATE+AgAI value proposition

- Significant **efficiency** gains realized
- **Error rate** is secured at a low level
- **Data security** at highest quality levels
- **Audit-trail** is documented by design
- Complementarity CATE/Agents

NOT ONES, BUT ALWAYS

Agentic AI

Power Platform as front -end



Agentic AI

A network of Agents



acate

C Continuous Auditing based on Technological Evolution



The core idea of CATE is to rethink the way controls are performed today, by leveraging Astechnology to its maximal extent and statistical assurance. We aspire ahigher quality at a lower cost .

A STRONG PARTNERSHIP



Deloitte.

JOINT
INVESTMENT

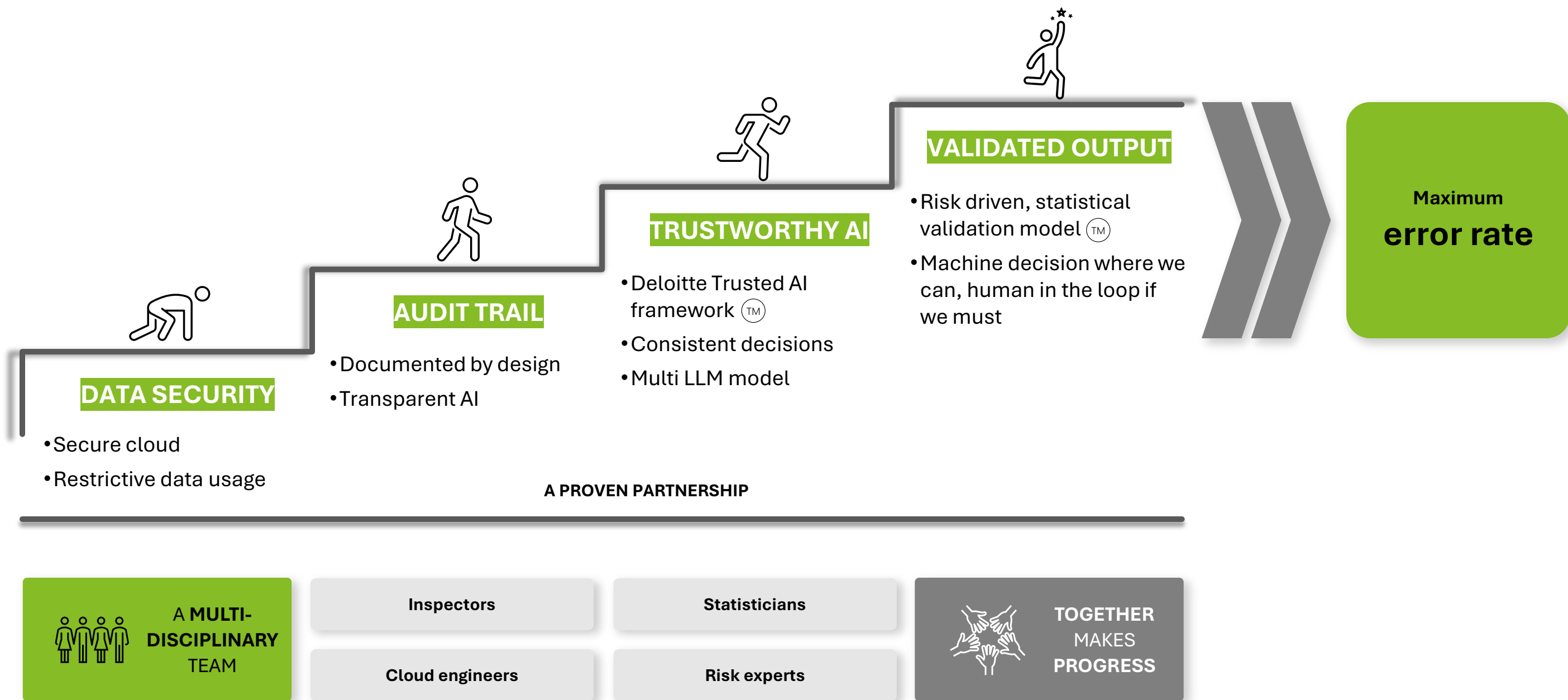
€ **7** million



OUR VALUE PROPOSITION

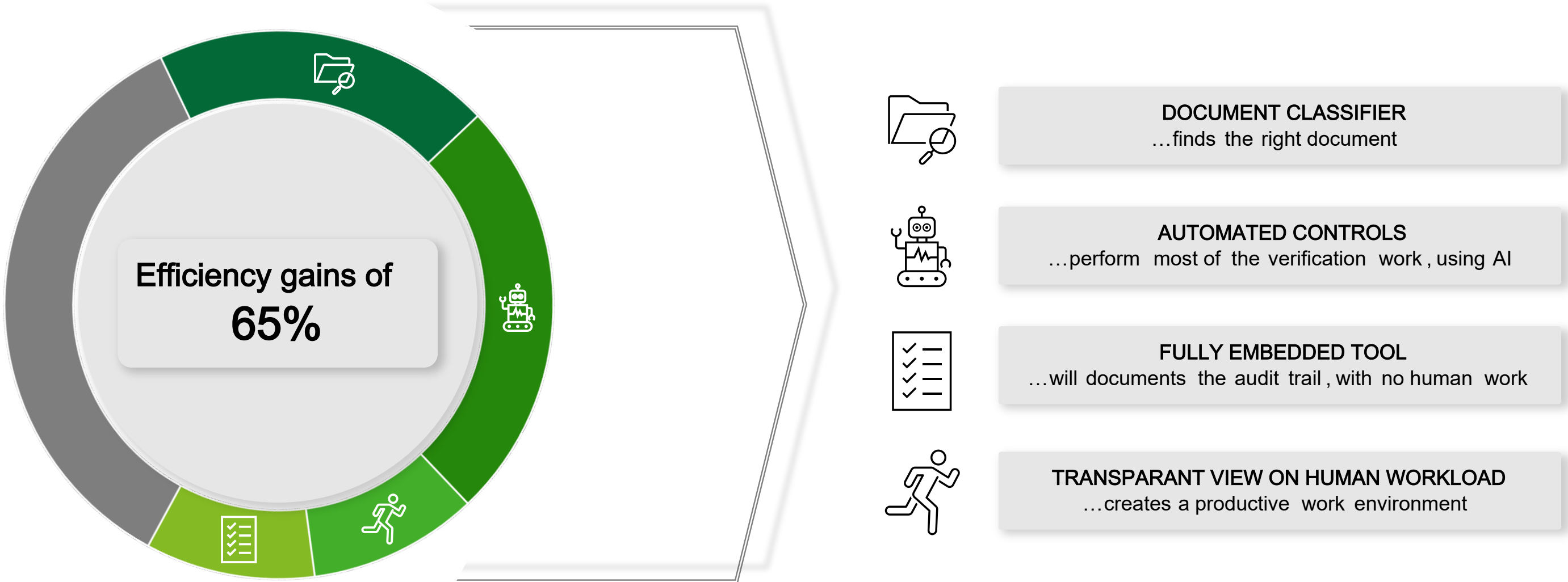
Our value proposition

Quality by design, a new standard



Our value proposition

Next level productivity, an aspired efficiency gain of 65%



Our value proposition

Take away the boring stuff, and leverage human skills



*“Let humans
be humans, AI
will handle the
rest”*

CATE will take most decisions autonomously,
and needs humans for:

human in the loop
fixing problems that AI can't

quality assurance
overviewing quality standards



THE CATE ASPIRATION
“Making human work more impactful”

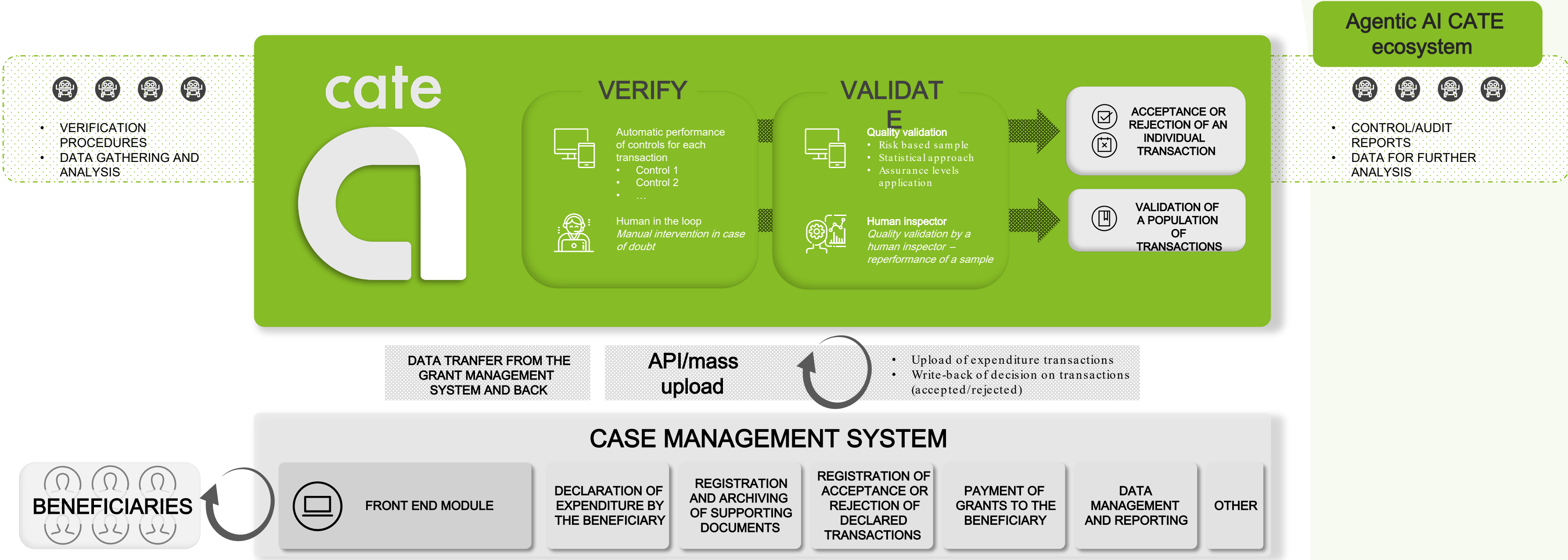
Inspectors time spend can be optimized by focusing more on **high value-added** work and less on repetitive tasks, the work for inspectors is more **meaningful**



CATE ARCHITECTURE

CATE architecture

Quality in the core, efficiency by design, tailor made to your needs



LLM-based modelling approach developed for various document types

Phase 2 document types scope

The following document types have been selected based on the current list of controls. The addition of new automated controls in the future, potentially relying on additional document types, will require an update to the document type classifier.

- Request for proposal
- Proposal
- Award letter
- Award report
- Contract
- Email
- Invoice
- Payslip
- Purchase order
- Other declarations and certificates
- (Blank)

Page-level document type classification



- Why LLMs?
 - 1. Proven performance** in understanding documents
 - 2. Faster development** – lower need for labelled data
 - 3. Commercialisation accelerator** – easy generalization towards documents from other countries and unseen examples
- LLM assigns a document type to every page, using adjacent pages as context

Post-processing

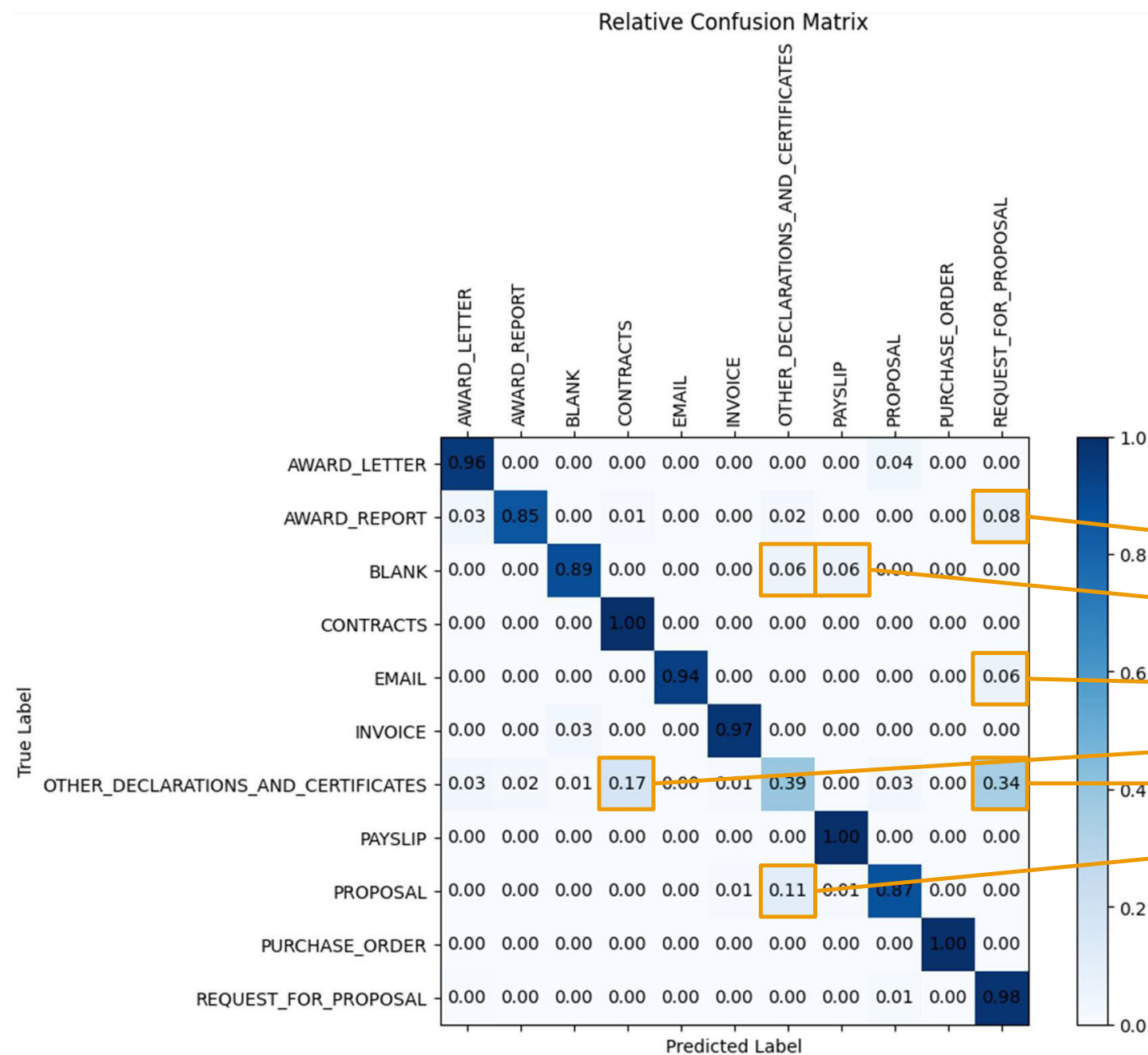


- Rule-based corrections on predictions to improve performance
 - (if needed) splitting of documents
 - (if needed) AI-based document type instance detection
- (Example: transaction usually has multiple proposals from different bidders attached)*
- Logging results (split of documents, identified document types, etc.) in data audit trail



The classifier achieved a weighted average accuracy of 82% and a correlation of 0.80, indicating strong performance in identifying various document types

The performance was evaluated on a held-out test dataset of 105 multi-page documents (983 pages in total) containing different document types.



PERFORMANCE RESULTS

82% accuracy
0.80 correlation

All **errors made** (wrong classifications) were analysed in depth and were found to **have minimal to no impact on the controls in Check**. This was validated during the Technical Status Meeting (15/04). If the errors have an impact on the automation of controls in Phase 3, or when underperformance of the model is observed during continuous monitoring, a model improvement iteration will be performed.

Risk aggregation

Example

CHECK

Control 1

0.98

Control 2

0.86

Control 3

0.96

RISK

Project partner reputation

0.58

days until end of project

0.86

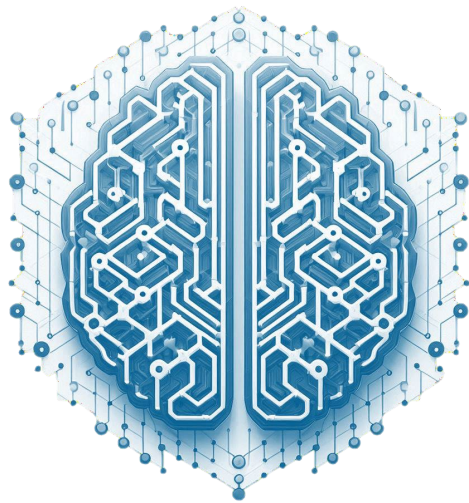
...

Transaction amount

0.48

Context | Contextual features in RISK module add complementary information on the transaction risk to the risk assessment

RISK
AGGREGATION



Risk aggregation

CATE offers a library of contextual features, similar as controls in Check, that can be easily enabled and configured per programme

CONTEXTUAL FEATURE LIBRARY

	# days until end of project	Project partner reputation	Transaction amount	...	Contextual feature <i>i</i>	...	Contextual feature <i>N</i>
INTERREG VI	✓	✗	✓		✗		✗
ESF	✓	✓	✗		✗		✓
KMSKA OPENING	✗	✗	✗		✓		✗

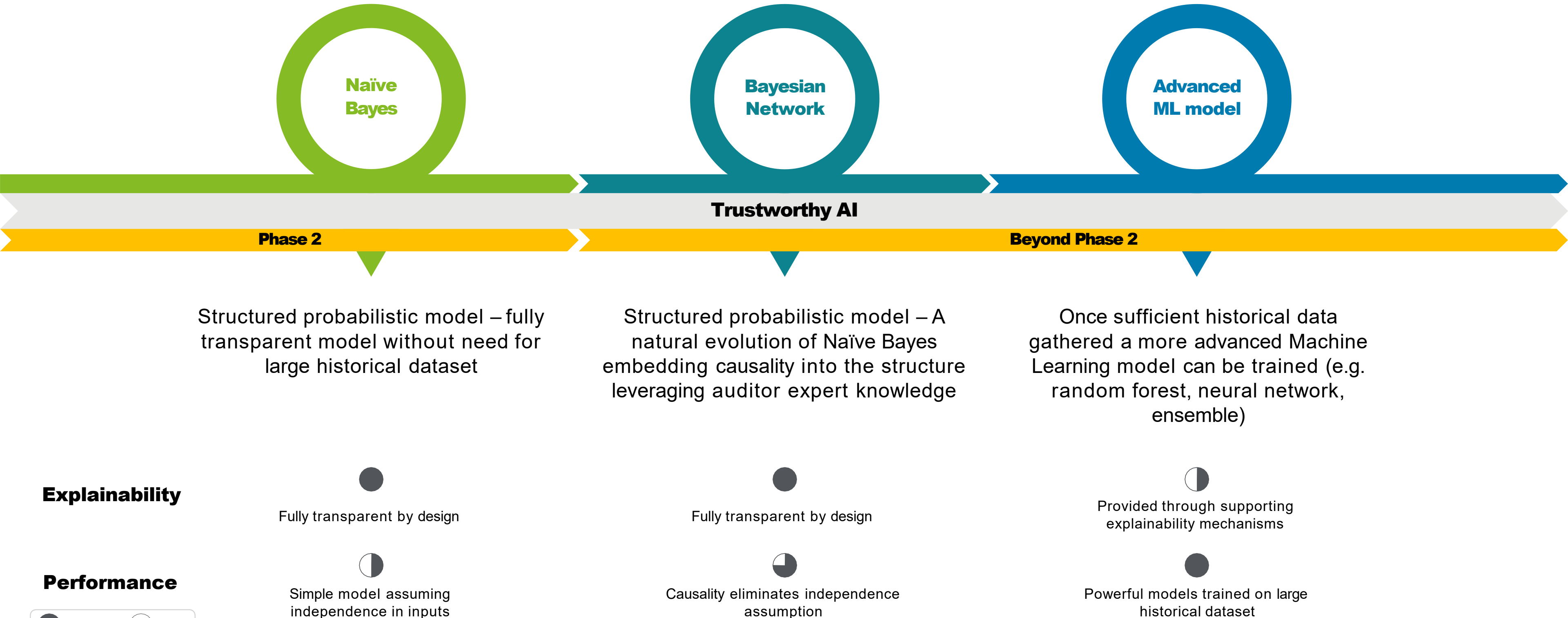
Our vision for the contextual features in the Risk Module is that CATE provides a built-in library of existing and automated contextual features that can be easily enabled and configured per programme. This is similar to the controls in Check.

During the onboarding of a new programme, existing contextual features can be enabled and configured towards the specific needs of the programme. If a required feature does not exist yet, it can be added to the library and made available to other programmes.

The above configuration is for illustrative purposes



During Phase 2, a Naïve Bayes model will be developed to calculate risk scores



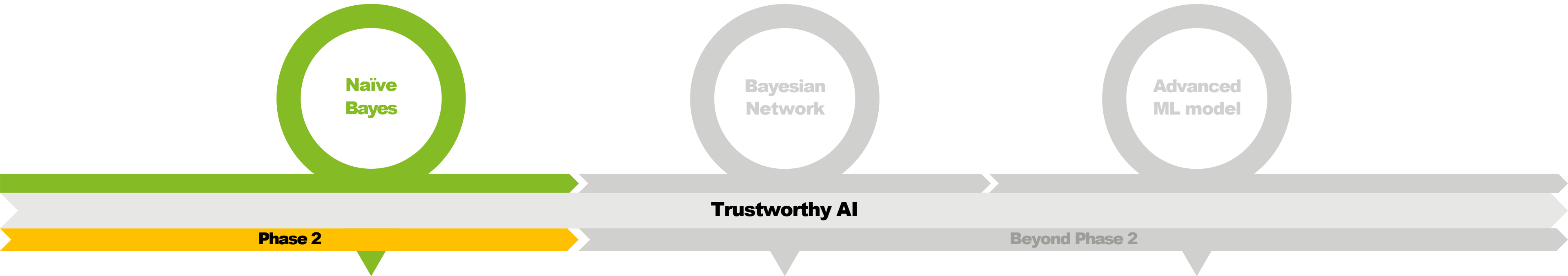
Explainability

Performance

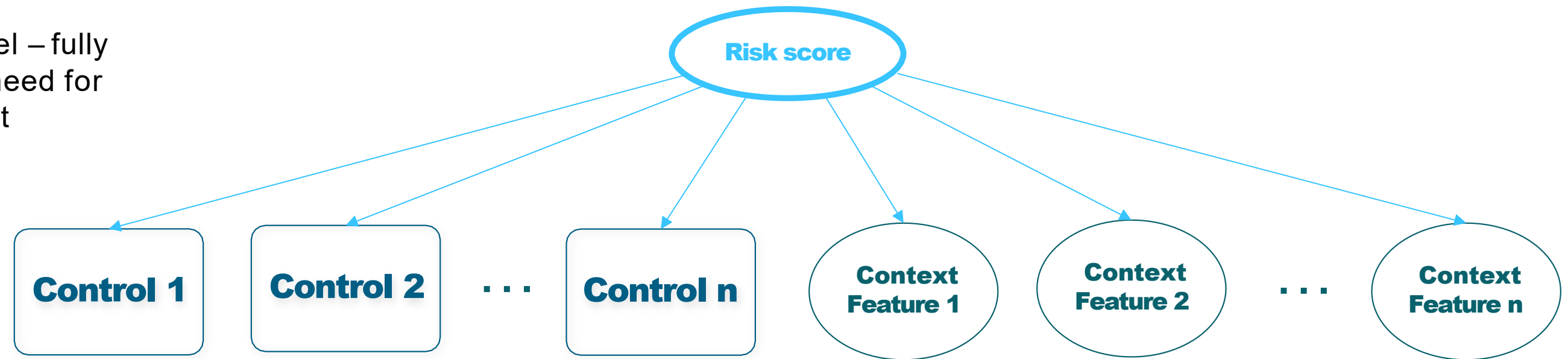
● Strong ○ Weak



Explainability of the calculated risk score at the core



Structured probabilistic model – fully transparent model without need for large historical dataset



Explainability



Fully transparent by design

Fully transparent by design

Provided through supporting explainability mechanisms



Risk UI will be a lean informational dashboard, no user interaction is required

Cost line

• FLC Partially Accepted - in Review

Nullam quis risus eget urna mollis ornare vel eu leo.

Check

Risk

Assure

Final Conclusion

Documents

History

Risk Score

87.23%

LOW RISK

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt.

Risk Features

Feature	Parameter value	Importance
Risk Feature text here	-0.84	-0.84
Risk Feature text here	0.75	0.75
Risk Feature text here	1	1
Risk Feature text here	-0.17	-0.17
Risk Feature text here	0.3	0.3

Model Info

Version model: 102.010.7
Published: 00000
Model: name

Model-dependent visual supporting explainability

KPI design re-used from other modules.

- Risk score shown as a percentage. (higher = better)
- Categorization (low/medium/high) follows thresholds from Assure.

The achieved risk score and key features will be explained to users via an explanation field.



Risk UI will be a lean informational dashboard, no user interaction is required

Interreg > Cross care > 12735-127

Cost line

• FLC Partially Accepted - in Review

Nullam quis risus eget urna mollis ornare vel eu leo.

Check

Risk

Assure

Final Conclusion

Documents

History

Risk Score

87.23%

LOW RISK

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt.

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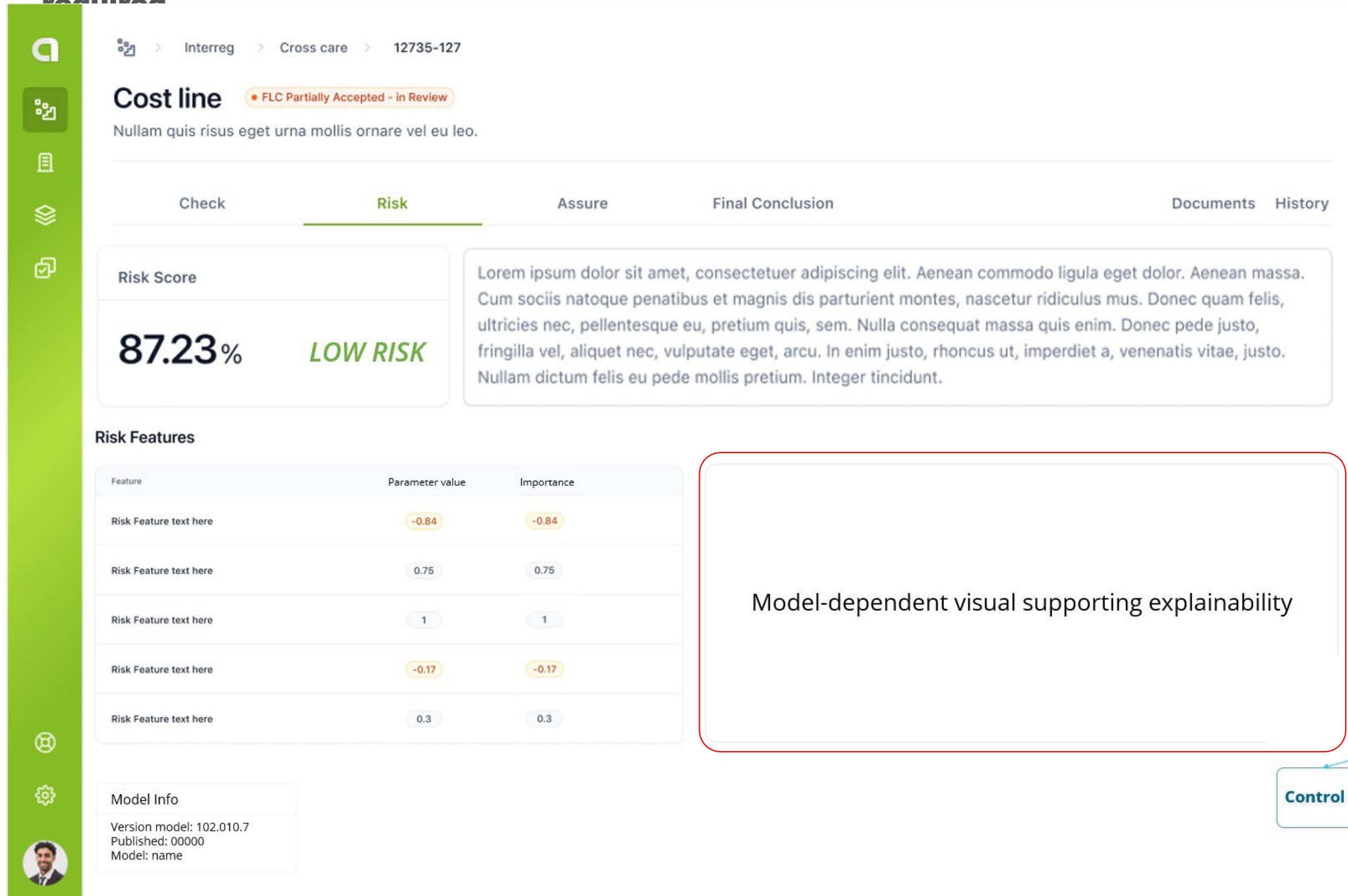
Version model: 102.010.7
Published: 00000
Model: name

Model-dependent visual supporting explainability

Risk parameters are shown in more detail, providing full transparency.



Risk UI will be a lean informational dashboard, no user interaction is required



Model-dependent visual supporting explainability

Explainability provided through an explanation field and a graph.

(Exact visual used will be model-dependent and can vary in the future.)





Risk UI will be a lean informational dashboard, no user interaction is required

Interreg

Cross care

12735-127

Cost line

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Nullam quis risus eget urna mollis ornare vel eu leo.

Check

Risk

Assure

Final Conclusion

Documents

History

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LOW RISK

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Model-dependent visual supporting explainability

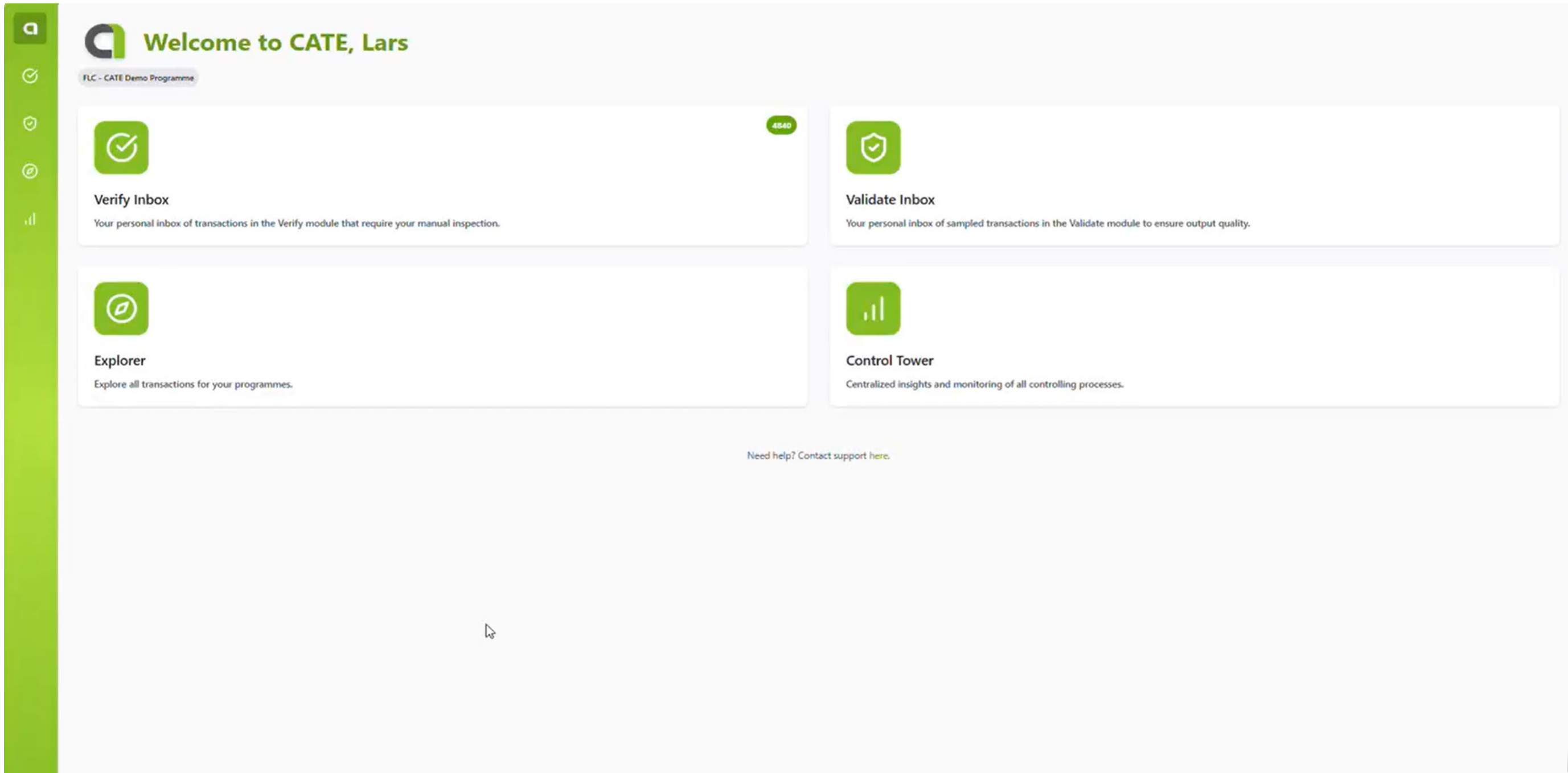
Model Info

Version model: 102.010.7
Published: 00000
Model: name

As multiple models will be developed in the future, CATE will provide transparency on the used model. Detailed model versioning information will always be provided.

CATE architecture

Demo CATE | Validate & Verify





THE CATE+AI AGENTS APPROACH

CATE architecture

Agentic AI CATE ecosystem



“Accelerate development with low-code/no-code tools, deliver solutions fast, without coding”

powered by:


CATE architecture

Demo CATE with agentic AI

Power Apps | Financial Audit

SANDBOX

Search, Add, Filter, Refresh, Settings, Help, User

Home, Recent, Pinned, Audits, Audit requests, Audit Details, Invoices, Subsidies, Balance Sheets, Company Positions

Active Audit requests

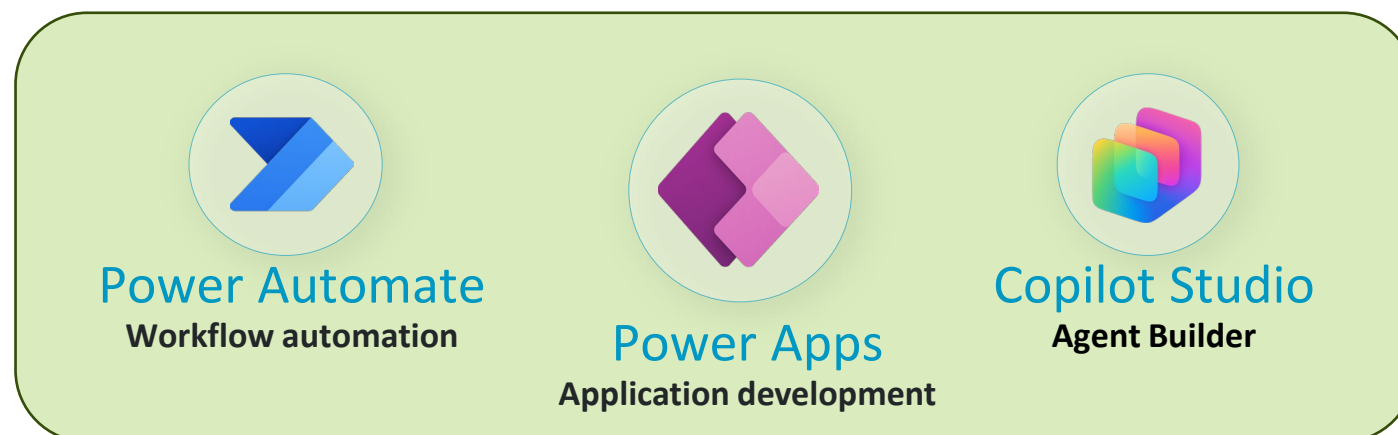
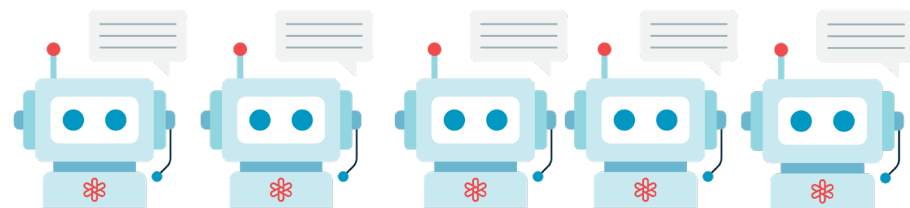
Request ID, Company Name, Enterprise number, Department, Created On

202501002	CEGEKA	0882419490		10/2/2025 6:53 AM
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Agents start the subsidy process when company name and number are entered.

Agentic AI

A network of Agents



Power Platform

Key capabilities

- **Bridge the gap between users and CATE**
Enable seamless interaction and integration
- **Connect your custom front -end to CATE**
Leverage flexibility to match your user experience
- **Build with modular components around CATE**
Use ready-made building blocks for automation and UI creation
- **Accelerate development with low code/no -code tools**
Deliver solutions fast, without coding

*THERE ARE DECADES WHERE NOTHING HAPPENS, AND
THERE ARE WEEKS WHEN DECADES HAPPEN*

ВЛАДИМИР ИЛЬИЧ ЛЕНИН

QUESTIONS