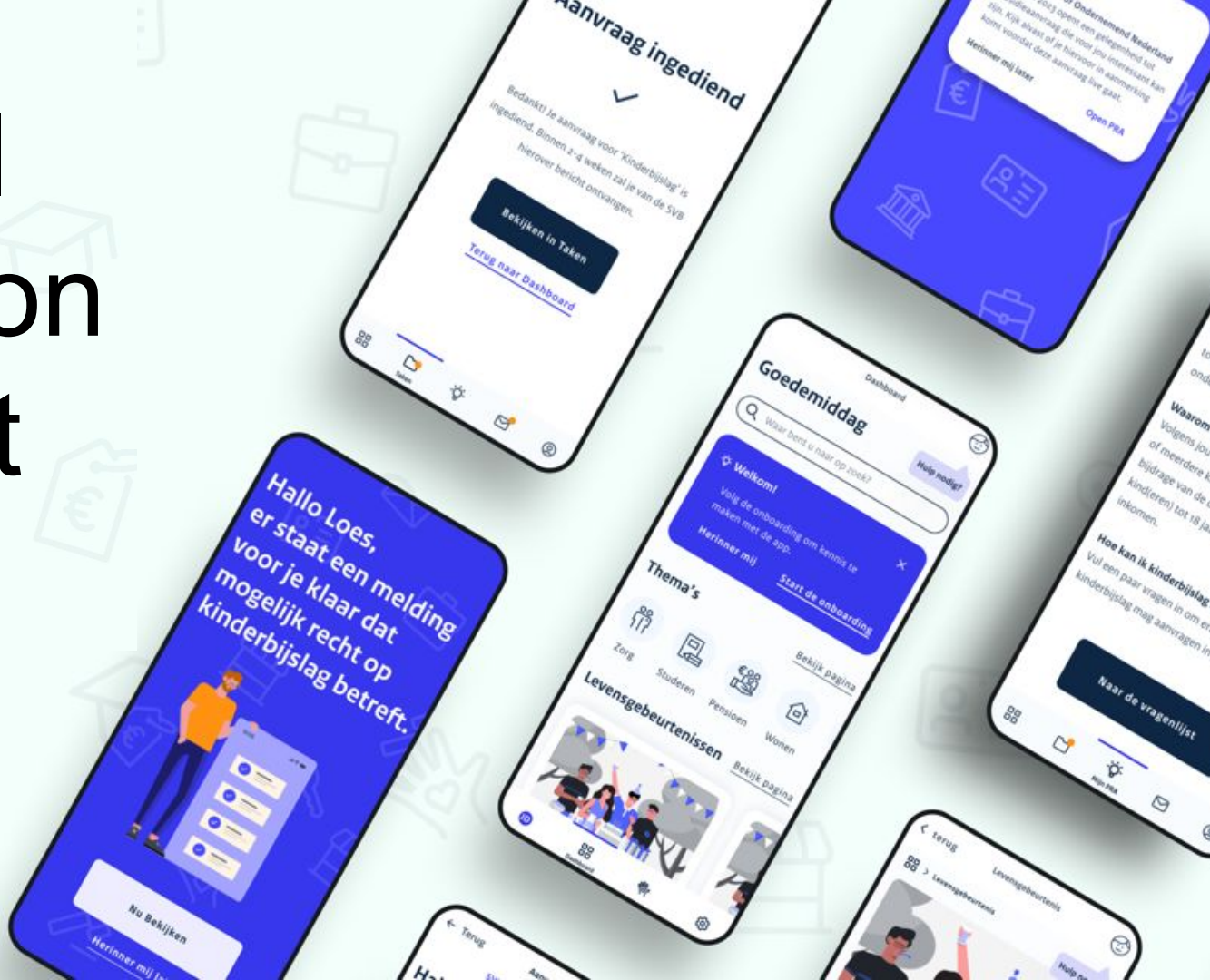


# Personal Regulation Assistant

Project overview  
as of end of 2023

Persoonlijke Regelingen Assistent

ICTU



# Agenda

- The why and history of the PRA
- The what
- Project planning
- The how



Bas Kaptijn



Jet Klaver

- The non usage of services people are eligible to, plays a role in 24% of poverty in the Netherlands.
- People often don't trust official information based on experience and problems in the past
- People don't understand services
- People are afraid of getting into trouble
- People don't know of services, how to find them in relation to their needs / situation
- People feel to get lost in the jungle of government organizations and the services and information they provide
- Lack of adequate support, overview, simple language, inclusiveness

# The Personal Regulation Assistant (PRA) ...

is a free **client side application** with a consistent UX that allows users :

- **Search and find** any service provided by government
- **Explain** services
- **Evaluate eligibility**
- **Monitor eligibility** given a personal profile for **proactive notifications**
- Make it really **easy to formally request** to make use of services
- **Getting help** from a **coach** (1 front window for whole government)
- **Getting help** in case of any perceived conflict through **mediation**
- **Helping others**
- Understand and clearly see how all information provided within the PRA has been related to official laws (**open government and compliance by design**)
- get advice **anonymously, even with personal information**, up until formal requests.

And there are more future functions to add ...



# History

- First ideas about an assistant app in relation to compliance by design using rules as code in 2019
- First working example of compliant by design evaluation of eligibility with Calculemus/FLINT
- High level UX prototyping at Digicampus in 2021
- Prototyping with multiple executive organizations from 2022
- End User Research from 2022 (and still ongoing)
- Evaluation of several RaC methods in 2023 (Calculemus/FLINT, ALEF, OpenFisca etc.)

# Now

- Clickable prototype for a first full-featured horizon milestone end of this year
- Working prototype following soon thereafter
- Innovation project about to be scaled up from 2024

# Search and find

from user's perspective based on:

- need
- life event
- theme
- user profile
- what if scenario...
- ...

Not (only):

*I want to know about the IIT benefit*

But:

*Help, I can't pay my bills!*



# Explain

- From high level to detailed
- **Compliant by design - justification mode**
- Different levels of complexity / style (for example, a “Say it more simple”-function)
- Supporting people with all kinds of different digital accessibilities as much as possible
- Intelligent Q&A search function (using client side AI)



# Evaluate eligibility

← Terug Vragenlijst

Sociale Verzekeringsbank

**Doe de check - Kinderbijslag**

Let op! Sommige gegevens zijn al automatisch ingevuld door PRA, deze kan je nog wel wijzigen.

**5. Ik heb al eerder kinderbijslag aangevraagd**

- Ja, korter dan 5 jaar geleden
- Ja, langer dan 5 jaar geleden
- Nee, nog nooit

**Kom je er niet helemaal uit?**

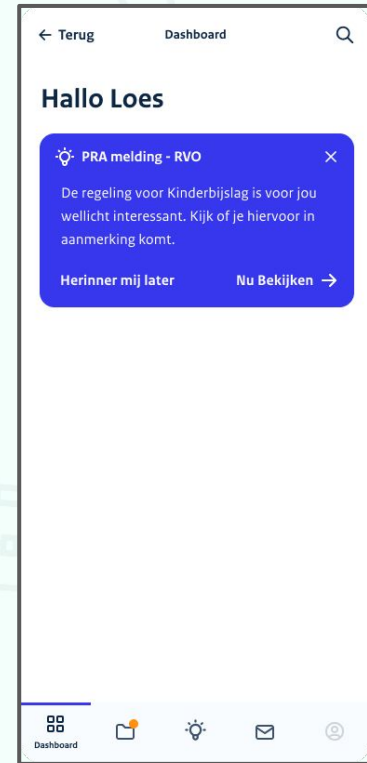
Vorige **Check**

Taken



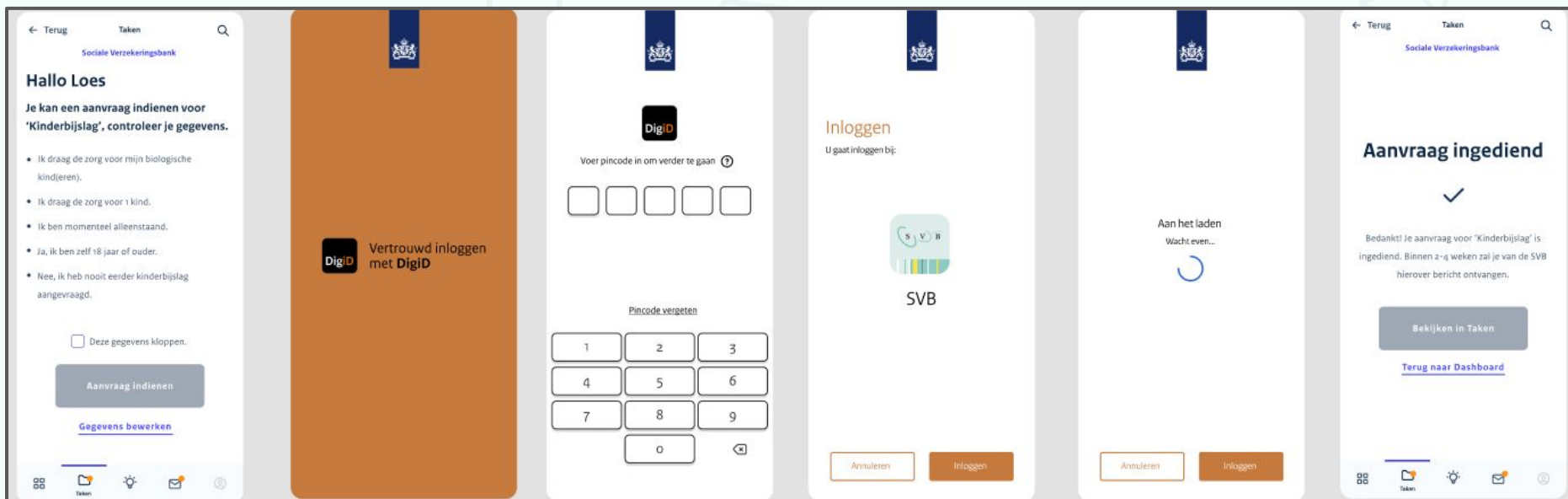
Automatic evaluation of eligibility (as much as possible) for a service based on with real or fictive personal information - user and search profiles

# Monitor eligibility



Eligibility evaluation in the background for proactive notifications

# Formally requesting services



# Getting help

← Terug Vragenlijst

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Ja, langer dan 5 jaar geleden

Nee, nog nooit

---

**Contactpagina**

Heb je hulp nodig of heb je een vraag? Hieronder vind je al onze contactmogelijkheden.

[WhatsApp](#)

[Chatbot PRA](#)

[E-Mail](#)

[Contactformulier](#)

[Telefonisch](#)

## Getting help at any moment:

- through AI chatbot
- through direct human contact in several ways
- without being referred from the one to the other
- easy free access to human help
- easy free access to conflict engagement focused on user needs from their own (perceived) perspective

# Three horizons project planning (summary)

From end of 2023  
Search and Explain,  
passive help, evaluation /  
request functions,  
compliance by design,  
basic user/search profiles  
no SSI

From end of 2024:  
interactive evaluation,  
monitoring,  
and requesting  
based on verifiable  
personal information  
(from VC Wallets 2.0),  
SSI

From end of 2025:  
Scaling up to all services,  
Support for more complex  
situations with interplay of  
multiple regulations,  
AI assistant chatbot  
with avatar,  
Research on  
Automated RaC modelling,  
Usage Statistics,  
...

The focus here is on working and evaluated  
prototypes being input to a parallel scale up  
project starting from mid 2024

# Architecture (schematic iDEA diagram)

(idEA stands for Interactive dynamic Enterprise Architecture : <https://www.noraonline.nl/wiki/Visualisatie> (Dutch only))

