

AI-Powered Semantic Triage for IT Support Tickets — Madeira's Regional Informatics Directorate

AI in the Public Sector · Good practice · Portugal

Quality score: 60/100

Evidence strength: Observational / pre–post

Summary

Madeira's IT directorate (DRI) deployed a BERT + Random Forest triage system on 12,843 support tickets (2022-2024), reaching 83% accuracy, cutting repeat complaint categories 27% and raising classification efficiency 32%, per a peer-reviewed case study funded by Portugal's PRR.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-05

[Direção Regional de Informática \(DRI\), Governo Regional da Madeira](#) — with ISTAR-IUL and VIPA (Funchal) — accessed 2026-08-05

[Applied Sciences \(MDPI\) — Proactive Complaint Management in Public Sector Informatics Using AI](#) — accessed 2026-08-05

[Direção Regional de Informática da Madeira](#) — accessed 2026-08-05

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