

AskCI — Ireland's Generative-AI Chatbot for Citizens Information

AI in the Public Sector · Good practice · Ireland

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

Ireland's Citizens Information Board piloted AskCI in December 2025, a generative-AI chatbot answering questions on public services strictly from verified citizensinformation.ie content, built with the government's central digital office; usage results are not yet published.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-13

[Citizens Information Board, with the Office of the Government Chief Information Officer \(OGCIO\)](#) — accessed 2026-09-13

[Citizens Information Board: Try our new AI-powered chatbot, AskCI](#) — accessed 2026-09-13

[About AskCI — Citizens Information](#) — accessed 2026-09-13

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