

# Iti — Statistics Estonia's AI Virtual Assistant for Public Data Enquiries

AI in the Public Sector · Good practice · Estonia

Quality score: 47/100

Evidence strength: Descriptive / self-reported

## Summary

Statistics Estonia's chatbot Iti, built with local start-up AlphaBlues and launched in April 2019, answers citizens' and data-providers' questions about population, wages and prices in natural language, freeing staff to handle complex enquiries.

## Key dimensions

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

Evaluated by C-NAPSE

## Data sources

[C-NAPSE web research](#) — accessed 2026-08-07

[Statistics Estonia \(Statistikaamet\)](#) — accessed 2026-08-07

[Statistics Estonia press release](#) — accessed 2026-08-07

[EU JRC AI Watch entry](#) — accessed 2026-08-07

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