LLMoin — Hamburg's Generative-AI Assistant for 40,000 Civil Servants, Reused by Four More German States

AI in the Public Sector · Good practice · Germany

Quality score: 73/100

Evidence strength: Strong

Summary

Hamburg and Dataport built LLMoin, an intranet AI text assistant open to about 40,000 city staff and adopted by four more states. Over 80% of surveyed users are satisfied, and the city's data-protection authority published a case study of its safeguards. Time saved is unmeasured.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-17

Free and Hanseatic City of Hamburg (Senatskanzlei) with Dataport — accessed 2026-11-17

Hamburg Senatskanzlei press release — LLMoin as a nationally reusable model (15 Dec 2025) — accessed 2026-11-17

HmbBfDI — Case study on LLMoin (5 Nov 2026) — accessed 2026-11-17

KI-Syndikat — LLM administrative assistant use case (LLMoin) — accessed 2026-11-17

IT-Planungsrat — Notes on reusing LLMoin (PDF) — accessed 2026-11-17

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