

# RTR's AI Service Desk — Austria's Regulator-Hosted Advisory Hub for the AI Act, With an Open Baseline Survey of 700+ Employers

AI in the Public Sector · Good practice · Austria

Quality score: 53/100

Evidence strength: Moderate

### Summary

Austria's regulator RTR runs an AI Service Desk with an advisory board, events and an open survey of 700+ firms on AI in HR (two thirds use it). Impact on compliance is unmeasured; no sandbox powers.

### 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 2026-10-06

RTR-GmbH (Rundfunk und Telekom Regulierungs-GmbH) — accessed 2026-10-06

RTR AI Service Desk — accessed 2026-10-06

RTR press release (1 Feb 2024) — accessed 2026-10-06

Survey on AI in HR (OTS press release, 15 Apr 2025) — accessed 2026-10-06

AI Mission Austria — accessed 2026-10-06

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