

WienKI — Vienna's In-House Generative AI Platform for 70,000 City Employees, 2,500 Active Users After Two Years

AI in the Public Sector · Good practice · Austria

Quality score: 47/100

Evidence strength: Moderate

Summary

Vienna permitted generative AI in its administration in 2023 and relaunched its in-house platform as WienKI in 2025. The city reports 2,500 active users and 104,062 chats among ~70,000 staff; no outcome evaluation has been published.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
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 2026-10-03

[City of Vienna \(Wien Digital / Magistratsdirektion\)](#) — accessed 2026-10-03

[Wien Digital Leistungsbericht 2025 — KI in der Stadt Wien](#) — accessed 2026-10-03

[EC Public Sector Tech Watch — WienKI](#) — accessed 2026-10-03

[Digitales Wien — Red Hat Innovation Award 2025](#) — accessed 2026-10-03

[wien.ORF.at — Bedienstete der Stadt dürfen KI nutzen](#) — accessed 2026-10-03

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