

Mind Meets Machine

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www.italy-croatia.eu



How did we start with the AI tools?

➤ Programme process revision

A MA internal revision of our processes and procedures in order to improve ourselves and our jobs (a lot of ideas come out from an internal focus group)

A need for more **simplification** and **efficacy** linked also to ongoing **system audit** (Description of the Management and Control System revision)

➤ Request to test use of AI in our processes

Coming from our organisation (Veneto Region) and in line with EU and National guidelines for introducing AI in Public Administrations



Two main needs

1

Using advanced tools to make **project eligibility and selection** more efficient and reduce the length of the process

2

Organise data and know-how related to **project monitoring** to allow informed programming decisions (data from JEMS and from internal accounting system, Document repository, office-led internal procedure checks etc.)

The solutions aligned with the regional ICT Department

1

Dedicated tool

Test AI to
automate checks
and provide
support during the
assessment
process (eligibility
and quality)

«KLens»

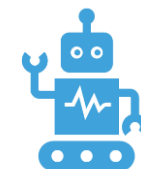
2

Off-the-shelf AI

Test Google Gemini
tools to link
different datasets
and allow requests
at Programme and
project level

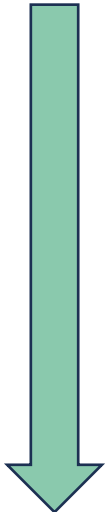
Why did we start with a tool developed by an external supplier?

- **Lack of internal IT expertise** to develop a reliable, deployable product
- A **secure, reliable** environment for internal data
- **Versatile tool** adaptable to various needs and requests
- Available server infrastructure optimized for AI tools
- A proven solution, realized through **1.5 years of R&D**



KLens tailored solution

➤ «Check Lists» Project development

- 
1. **Proof of Concept** (PoC) in July 2025 with Small-scale projects (56 proposals) – first tests on the eligibility checklist of the Programme
 2. **Interoperability with Jems** (via API) in September 2025 to carry out eligibility check on Standard projects (173 proposals) – further tests on eligibility checklist of the Programme
 3. Tests on the support to **quality assessment** (AI «pre-digested» contents taken from Application Forms to ease the work of assessors)

KLens expected benefits



Time reduction

Less duplication and fewer manual tasks in project selection, leading to faster processes and shorter timelines



Quality & Consistency

Better data quality and uniformity thanks to automatic synchronization across systems



In-depth Analysis

Opportunity to explore project themes in greater depth, supporting richer insights and decisions



What is Klens?

➤ **AI applied to documents and processes**

The AI power applies to documents in order to make a machine replicate human managed processes. Documents are hard to handle, AI comes in help on this.

➤ **Do not change your habits!**

No new IT products are needed. Do not change your flow, but integrate them and save time using Klens platform



Interreg



Co-funded by
the European Union

CATCHING THE WAVES
OF COOPERATION

Italy – Croatia

Apps
point

KLens

Dashboard

Repositories

Operators

Apps

← Apps



Eligibility assessment

Active

Run eligibility assessment on project calls



Open



Quality assessment

Active

Run quality assessment on project calls



Open

PB Paolo Bertuzzo



Eligibility checklist app

Eligibility assessment

Apps / Eligibility assessment / 3rd Call for Proposals Small-Scale projects

Search bundles...

ITHR0700574 - COINTOUR

ITHR0700593 - RISE

ITHR0700619 - TADRI

ITHR0700631 - OWIMD

ITHR0700632 - DOMESTIC

ITHR0700637 - VOYAGE

ITHR0700671 - PATH

ITHR0700692 - TRANS MARIS

ITHR0700693 - Sounds of Olives

Summary Template

ITHR0700574 - COINTOUR

Export Excel

Confidence

Lock

[a1] The proposal is the only submitted for the given project?

Check: passed

Reason: No other projects were found with the same lead partner name, partner tax number, and project acronym.

- Lead partner name: Croatian Camping Association

- Partner tax number: 61310603665

- Project acronym: COINTOUR



1



[1]



[a2] The proposal is complete and filled out in all its parts in English language?

Check: passed

Reason: All the required paragraphs ('A.1 Project identification', 'A.2 Project summary', 'B Project partners', 'C.2 Project relevance and context', 'C.3 Project partnership', 'C.4 Project work plan', 'C.5 Project results', 'C.7 Project time plan' which corresponds to 'C.6 Project Time Plan' in the document, 'C.8 Long-terms plan') are present and filled with relevant content, not placeholder text.



1



[a3] The proposal is duly signed by LP's legal representative/delegated person?

Check: passed.

Reason: The signature on the application form is graphical. The legal representative of the Lead Partner, Adriano Palman, is the signatory. The corresponding identity document has been found and is valid. The application form version is 1.0.

✓ ✗

Klens Report for quality assessment

Question

What added value does the cooperation bring?

- The importance of cooperation beyond borders for the topic addressed is clearly demonstrated
- The results cannot (or only to some extent) be achieved without cooperation
- Effective CB activities (and investment if any) are clearly demonstrated (no mirroring).
- Benefit for all PPs and for both side of the border are clearly demonstrated

Search strategy

A summary based on sections C.2.3, C.3, and C.4 of the application form.

Confidence

HIGH

Answer

The project's cross-border cooperation is centered on the transnational nature of pilgrimage routes spanning Italy and Croatia. The partnership comprises four organizations: the Town of Vodice (Lead Partner, Croatia), FestAmbienteSud (Italy), SOCOBA Foundation (Italy), and EMEDEA (Croatia). Each partner contributes specific expertise in areas such as EU project management, cultural heritage, route management, and community capacity building. The project's work plan is designed to innovate spiritual tourism through co-creation, storytelling, and sustainable mobility. Key activities include participatory workshops ("Camino Dialogues") to create a "Camino Treasure List," Youth Media Camps for a digital storytelling campaign, capacity building for local tourism stakeholders, immersive cross-border experiences leading to a "Youth Camino Charter," and the creation of a permanent "Camino Adriatico Hub." This collaborative approach enables the development of joint digital solutions and a shared strategic vision to promote lesser-known routes as an alternative to mass tourism.

Explanation

The answer synthesizes information from the three specified sections. Section C.2.3 explains the value of cross-border cooperation for the project's topic. Section C.3 details the composition and complementary expertise of the partnership. Section C.4 outlines the project's work plan, including its objectives and key activities which are inherently collaborative and cross-border. The summary combines these elements to provide a comprehensive overview of the project's cooperative structure and implementation plan. The confidence is high as all specified sections were available and contained direct, non-conflicting information that was synthesized to form the answer.

Klens documents data masking for sensitive information

Before

REPUBLIKA HRVATSKA
TRGOVAČKI SUD U DUBROVNIKUMBS:090013444
Tt-19/755-2

R J E Š E N J E

Trgovački sud u Dubrovniku po sucu pojedincu Diani Butigan Granić u registarskom predmetu upisa u sudski registar Javna ustanova za upravljanje zaštićenim dijelovima prirode Dubrovačko-neretvanske županije, upis ravnatelja po prijedlogu predlagatelja Javna ustanova za upravljanje zaštićenim dijelovima prirode Dubrovačko-neretvanske županije, Dubrovnik, Branitelja Dubrovnika 41, 04. travnja 2019. godine

r i j e š i o j e

u sudski registar ovog suda upisuje se:

promjena zastupnika ustanove kod subjekta upisa upisanog

pod tvrtkom/nazivom Javna ustanova za upravljanje zaštićenim dijelovima prirode Dubrovačko-neretvanske županije, sa sjedištem u Dubrovnik, Branitelja Dubrovnika 41, u registarski uložak s MBS:090013444, OIB:77404345702, prema podacima naznačenim u prilogu ovoga rješenja ("Podaci za upis u glavnu knjigu sudskog registra"), koji je njegov sastavni dio.

TRGOVAČKI SUD U DUBROVNIKU

U Dubrovniku, 4. travnja 2019. godine



S U D A C

Diana Butigan Granić



Italy – Croatia

Klens documents data masking for sensitive information

After

REPUBLIKA HRVATSKA
TRGOVAČKI SUD U DUBROVNIKUMBS:090013444
Tt-19/755-2

R J E Š E N J E

Trgovački sud u Dubrovniku po sucu pojedincu [REDACTED] [REDACTED] [REDACTED] u registarskom predmetu upisa u sudski registar Javna ustanova za upravljanje zaštićenim dijelovima prirode Dubrovačko-neretvanske županije, upis ravnatelja po prijedlogu predlagatelja Javna ustanova za upravljanje zaštićenim dijelovima prirode Dubrovačko-neretvanske županije, Dubrovnik, Branitelja Dubrovnika 41, 04. travnja 2019. godine

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TRGOVAČKI SUD U DUBROVNIKU

U Dubrovniku, 4. travnja 2019. godine

S U D A C
[REDACTED]

Klens project summarization

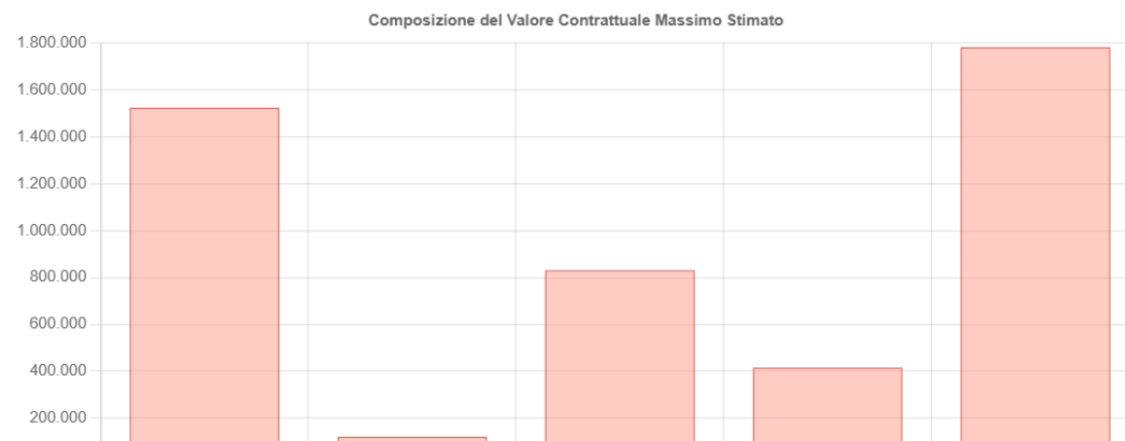
4 Quadro Economico

Il framework finanziario dell'appalto si articola in un importo base per la durata iniziale di 24 mesi, affiancato da una serie di opzioni di estensione sia dei servizi che della durata, che ne definiscono il valore potenziale massimo. La struttura dei corrispettivi è basata su un canone mensile.

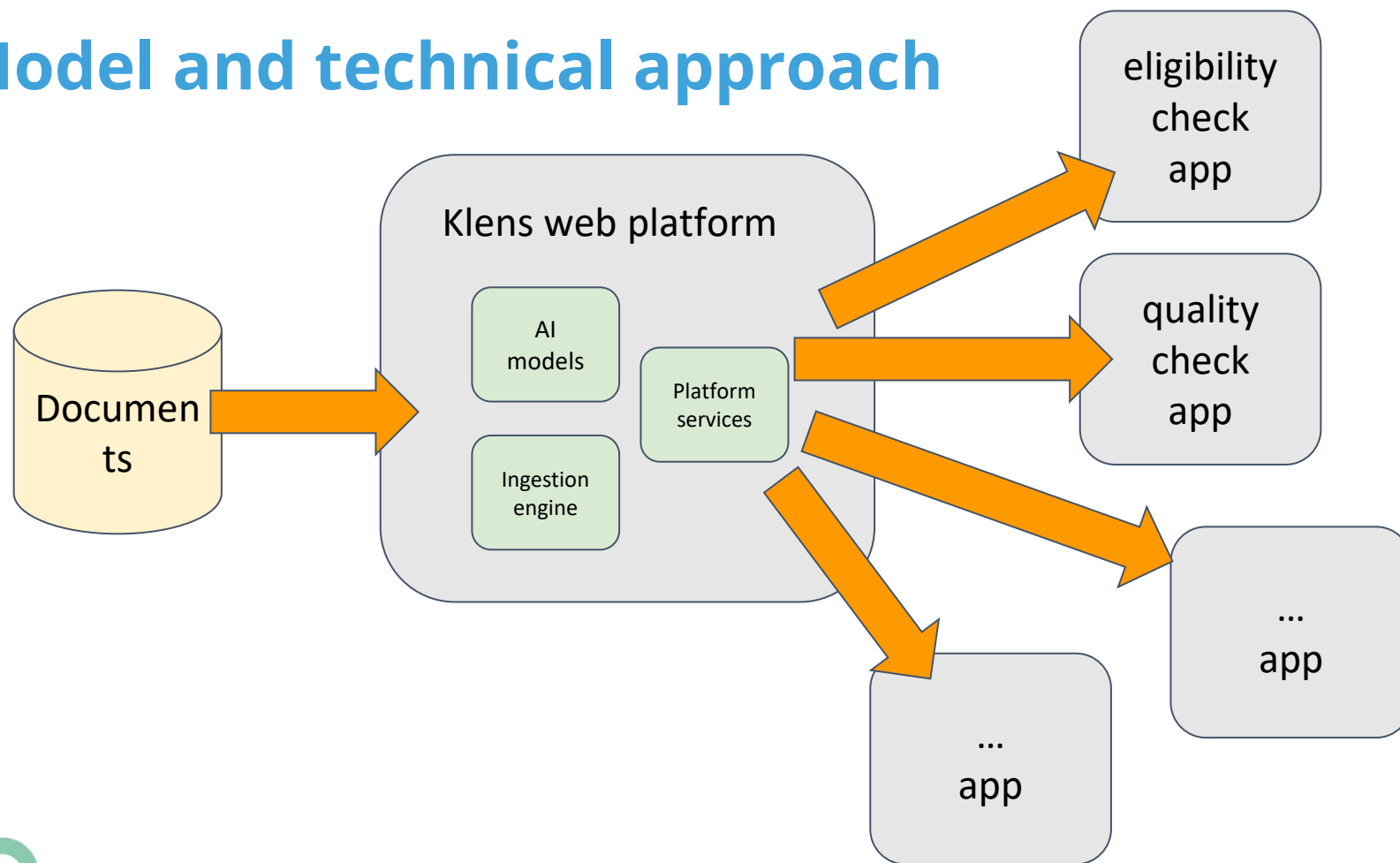
- **Importo Contrattuale Iniziale (24 mesi):** € 1.524.480,66 (IVA esclusa)
- **Valore Massimo Stimato dell'Appalto:** € 4.812.611,00 (IVA esclusa), comprensivo dell'importo base, di tutte le opzioni e del rinnovo.
- **Cauzione Definitiva:** € 76.224,03

Il grafico a barre sottostante illustra la composizione del valore massimo potenziale del contratto, distinguendo tra l'importo base e i valori associati alle diverse opzioni di estensione previste dagli atti di gara. Questo permette di visualizzare l'incidenza economica di ciascuna opzione sul valore complessivo.

Composizione del Valore Contrattuale Massimo Stimato



Model and technical approach



Klens

1

Available as a web application both as cloud “click and go” solution or installed in your data center

2

Integrate your documents sources for documents analysis (FTP, DMS, database, Google Drive, Sharepoint, ...)

Klens

3

Create
customized
apps that
integrates AI
reasoning and
analyzed
documents
data

4

GDPR compliant,
security first
design, no need to
have copies of
documents

First outcomes

➤ KLens results validation

Two assessors helped (valuable contribution) to validate the results through 30 Application Form on a 15 checks list; **450 checks analyzed**

➤ Initial threshold 75% matched

The KLens answers currently align with the Assessor answers (ground truth) at a 75% match threshold; additional tuning will enhance this result further; Human-in-the-loop (HITL) validation provides essential confidence and quality assurance

➤ About 2 minutes to have an entire checklist analyzed

Instead of hours of searching and surfing through the documents, KLens provides the answer in 2 minutes → more time to focus on more complex issue.



AI Challenges



Testing phase

If eligibility is carried out according to a tight schedule it could be perceived as a waste of time by involved staff



Change management

AI introduction in our organization, like every innovation especially in the digital domain, entails the need to work on/ with the people and on the changes to be carried out



Assessor's role

It is currently difficult to imagine that the whole eligibility process could be carried out only by AI. At the moment we are having in parallel AI and assessors' results



Off-the shelf AI

Time-consuming, few results, not fully reliable outcomes



Open Questions



Revising our processes

Given the results it might be promising to modify our checklists to include as many checks as possible that can be dealt by AI.

AI can be useful to highlight the areas where the assessor should concentrate the checks



More prone to complaints?

Are we administrative ready to reference AI tool in our Call of Proposals?

Using AI for eligibility could expose us to more complaints by potential beneficiaries?



Forward looking?

Are Public Entities equipped to manage exponential technological change?

To what extent working now in view of the next programming makes sense considering the speed of developments?



Veneto Region

Area for Economic Policies, Human Capital
and Programming of European Funds
Directorate for Joint Programming
Managing Authority and Joint Secretariat



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