

THE N A I O P U L S E

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About the N A I O Pulse

Welcome to the N A I O Pulse, a living stream of insights from Malaysia's National AI Office (NAIO). Each release captures the heartbeat of artificial-intelligence policy and innovation. Whether you're a policymaker, industry leader, researcher, or simply curious, the N A I O Pulse is your adaptable guide to navigating—and shaping—the next frontier of trustworthy, transformative AI.

INSIGHTS

AI GOVERNANCE

AI is transforming governance by improving public services, decision-making, and operational efficiency. While governments worldwide are adopting AI to better serve citizens, its use must be guided by transparency, fairness, accountability, and ethical oversight.

[See inside page >](#)



BUILDING A TRUSTED AI NATION THROUGH GOVERNANCE AND EXECUTION

At the 9th NextBigTech Asia 2026: Kuala Lumpur Series, Sam Majid, Head of the National AI Office (NAIO), outlined Malaysia's progress in translating its national AI ambitions into practical implementation through effective governance, strategic execution, and responsible innovation.

[See inside page >](#)

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AI GOVERNANCE

Artificial intelligence is rapidly changing how governments operate and deliver services to their citizens. From chatbots that handle routine enquiries around the clock, to systems that detect fraud and predict who may need support before a crisis occurs, AI is becoming a core part of modern public administration.

The benefits are significant. AI can process large volumes of data quickly, improve access to services, reduce operational costs, and help governments respond more effectively to the needs of their people. It also enables a more proactive approach to governance, allowing authorities to identify risks early and intervene before problems escalate. Countries around the world, from Finland and Canada to Australia and Brazil, are already putting these tools into practice across a wide range of public services.



At the same time, the adoption of AI in government is not without its challenges. Questions of fairness, transparency, oversight, and accountability must be carefully considered to ensure that these systems serve all members of society equally and responsibly.

The following sections explore how AI is being used across key areas of governance, from public engagement and data management to fraud detection, predictive care, and public safety, drawing on real-world examples from across the globe to examine both the opportunities and the responsibilities that come with it.

AI IN GOVERNANCE: SELECTED USE CASES FROM GLOBAL DEPLOYMENTS



HELSINKI CITYSCAPE

1. PUBLIC ENGAGEMENT AND SERVICE DELIVERY

- The City of Helsinki uses AI-powered virtual assistants to improve citizen services and support city employees in various ways such as, department-specific information, administrative and financial services, support for new residence, internal employee supports, integrated healthcare and social services, multilingual communication and future self service capabilities.¹
- Chatbots are the most common AI tools used in social service agencies, providing 24/7 support and reducing staff workload by answering routine questions. For example, Belgium's "Ori" helps with unemployment inquiries, Finland's "FPA-Folke" assists users in multiple languages to apply for benefits, Canada's CRA chatbots guide users through complex information, Australia's digital assistants support online claims, and Austria's "OSC Caro" helps with services such as childcare allowances.²
- AI helps governments engage citizens and deliver services more efficiently through tools like chatbots and sentiment analysis, such as analysing 21 million public comments in the United States. It also enables faster, personalised services as seen in the UK, where AI streamlined 2 million web pages and processed 30,000 pension claims in two weeks, while reducing costs and improving transparency.³

1. <https://www.ibm.com/case-studies/city-of-helsinki>

2. https://www.oecd.org/content/dam/oecd/en/publications/reports/2024/06/using-ai-to-manage-minimum-income-benefits-and-unemployment-assistance_b11ccde4/718c93a1-en.pdf

3. <https://documents1.worldbank.org/curated/en/746721616045333426/pdf/Artificial-Intelligence-in-the-Public-Sector-Summary-Note.pdf>

AI IN GOVERNANCE: SELECTED USE CASES FROM GLOBAL DEPLOYMENTS

2. PUBLIC ENGAGEMENT AND SERVICE DELIVERY

- This study examines how Artificial Intelligence (AI) improves Management Information Systems (MIS) by enhancing data processing and information management. Using a systematic literature review, the results show that AI reduced data processing time by 66%, increased decision-making accuracy by 29%, and reduced operational costs by 20%, helping organisations manage information more efficiently and support better governance.¹
- AI is used to process large volumes of unstructured data that would be too time-consuming for human workers to handle manually. For example, Natural Language Processing (NLP) in Canada scanned over 10 million caseworker notes within weeks to identify individuals whose benefits were wrongly terminated. AI also supports information management by pre-filling application forms using existing data, such as tax or employment records, making the process faster and easier for applicants.²
- AI automates and streamlines processes, which make up 57% of use cases, to handle large volumes of administrative work, while 45% of applications support decision-making, forecasting, and policy evaluation through advanced data analysis. AI also enhances access to public information, such as systems like Greece's DidaktorikaAI with 50,000 publications, and strengthens governance through fraud detection and auditing (30% of cases). Overall, strong data governance is essential to ensure AI systems are reliable, accurate, and support better public sector decision-making.³
- Data processing is shifting from traditional systems to real-time, unified, and autonomous models that handle large amounts of unstructured data like files and digital content. AI enables continuous data processing instead of batch systems, while intelligent agents automate the entire data lifecycle, from collecting and classifying data to detecting anomalies and generating predictive insights. It also improves efficiency in specialised tasks, strengthens data control through metadata, and integrates diverse data sources. In more advanced systems, AI can even manage core government functions, with humans focusing on oversight and ethical decision-making.⁴

¹https://www.researchgate.net/publication/385236923_Employing_Artificial_Intelligence_in_Management_Information_Systems_to_Improve_Business_Efficiency

²https://www.oecd.org/content/dam/oecd/en/publications/reports/2024/06/using-ai-to-manage-minimum-income-benefits-and-unemployment-assistance_b11ccde4/718c93a1-en.pdf

³https://www.oecd.org/en/publications/governing-with-artificial-intelligence_795de142_en.html#:~:text=Introduction,privacy%2C%20transparency%2C%20and%20representation

⁴<https://kpmg.com/be/en/insights/technology/data-insights/data-governance-in-the-age-of-ai.html#:~:text=The%20ideal%20model%20integrates%20AI,structured%20to%20unstructured%20data%20management>

AI IN GOVERNANCE: SELECTED USE CASES FROM GLOBAL DEPLOYMENTS



3. ASSESSING ELIGIBILITY AND FRAUD DETECTION

- This study shows how AI helps manage large amounts of unstructured data more efficiently, improving data processing and information management under AI governance. For example, NLP systems can quickly analyse millions of records to detect errors, such as wrongly terminated benefits, while also supporting automated form filling using existing data. These findings show that AI strengthens governance by enabling faster, more accurate data handling and better oversight of information¹.
- In AI-driven governance, systems for eligibility assessment and fraud detection have shifted from manual sampling to analysing entire populations of data to spot anomalies and suspicious patterns. For example, the UK's Department for Work & Pensions uses AI to detect fraudulent benefit claims by identifying inconsistencies in income or unusual claim behaviour, while tools like the EU's DATACROS analyse over 70 million companies to flag risks such as corruption, and Brazil's Alice tool screens procurement in real time. AI also maps relationships to uncover conflicts of interest or collusion, improving transparency. However, safeguards such as human review, bias mitigation, and clear audit trails are essential to ensure fair and accountable decision-making².
- Eligibility assessment and fraud detection have evolved into scalable and proactive systems that use risk scoring, identity verification (KYC), and predictive analysis to detect unusual behavior. AI can identify both known and new fraud patterns, monitor and block suspicious transactions in real time, and support compliance like anti-money laundering. Compared to traditional methods, it handles large data volumes, reduces errors, and continuously adapts to new fraud tactics³.

¹https://www.researchgate.net/publication/386455849_Leveraging_AI_to_Improve_Eligibility_Verification_and_Fraud_Detection_in_Health_and_Human_Services_Agencies_Public_Sector

²https://www.oecd.org/en/publications/governing-with-artificial-intelligence_795de142-en/full-report/ai-in-fighting-corruption-and-promoting-public-integrity_60f5c50a.html#:~:text=Integrity%20actors%20%E2%80%94%20such%20as%20anti-up%20with%20the%20digital%20evolution

³https://www.oecd.org/en/publications/governing-with-artificial-intelligence_795de142-en.html#:~:text=Introduction,privacy%2C%20transparency%2C%20and%20representation

AI IN GOVERNANCE: SELECTED USE CASES FROM GLOBAL DEPLOYMENTS

4. PREDICTIVE ANALYTICS FOR PREVENTATIVE CARE

- AI is increasingly used to identify people at risk of poverty or long-term benefit dependency by analysing large datasets and predicting potential problems early. This allows governments to take preventive action, such as targeting support for those at risk of homelessness or unemployment, prioritising jobseekers who need more help, and tailoring social programs more effectively. Some systems also combine multiple data sources to assess risk levels and detect unusual patterns, while others help individuals understand their future financial situation¹.

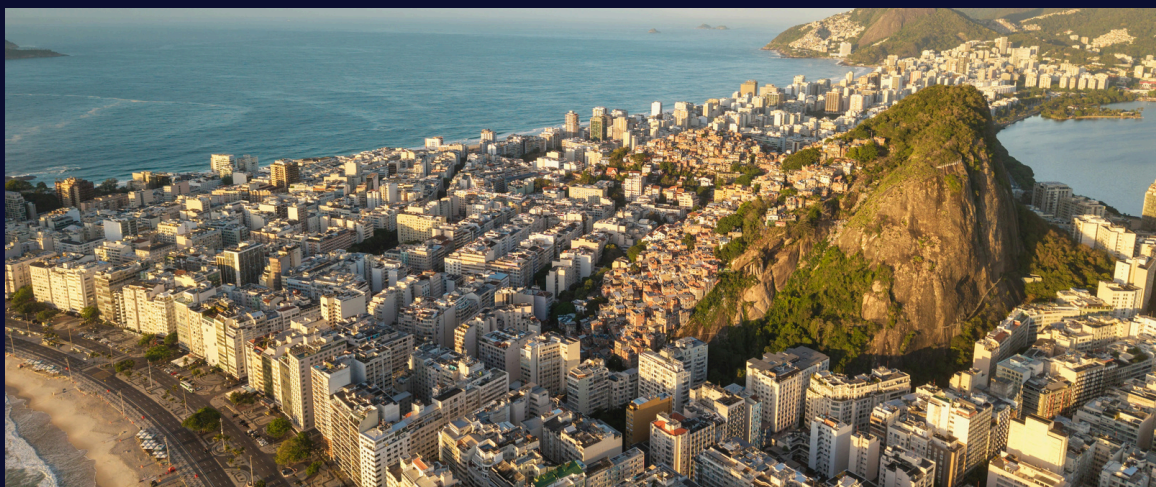


- AI is used in social protection systems to identify people at risk of poverty or long-term benefit dependency by analysing large datasets and predicting potential problems early. This helps governments move from reacting to issues to preventing them, such as identifying risks of homelessness or unemployment, targeting support to vulnerable groups, and forecasting future needs. Public employment services use AI to profile jobseekers based on factors like education and work history to provide tailored support, while integrated systems combine data to assess risk levels and detect unusual patterns. Some tools also help individuals understand their future financial situation, making support more proactive and effective².

¹ https://www.oecd.org/content/dam/oecd/en/publications/reports/2025/12/harnessing-artificial-intelligence-in-social-security_d03136ef/b52405c1-en.pdf

² <https://pmc.ncbi.nlm.nih.gov/articles/PMC7571461/>

AI IN GOVERNANCE: SELECTED USE CASES FROM GLOBAL DEPLOYMENTS



RIO DE JANEIRO

5. PUBLIC SAFETY AND CRIME

- AI improves disaster risk management by helping governments predict, prepare for, and respond to natural hazards more effectively. It can analyse weather and environmental data to forecast events like wildfires, identify weak infrastructure at risk of collapse, and use real-time data from satellites and social media to track disasters and guide evacuations. After disasters, AI can quickly assess damage using images, reducing response time from weeks to just days and making recovery efforts faster and more efficient.¹
- AI is increasingly used in public safety to improve efficiency and accuracy, with the potential to reduce crime by 30%–40% and cut emergency response times by 20%–35%. It helps predict crime patterns and deploy police strategically (e.g., Vancouver), while tools like facial recognition in Singapore and apps like CrimeRadar in Rio de Janeiro enhance surveillance and risk awareness. AI also improves operations through drones, real-time data sharing, and robotic systems, making responses faster and safer. Beyond crime, it supports public health and safety, such as mask monitoring in Paris and drowning detection in Singapore, and strengthens border security by assessing traveler risk and monitoring infrastructure.²

1. https://www.oecd.org/en/publications/governing-with-artificial-intelligence_795de142-en/full-report/ai-in-law-enforcement-and-disaster-risk-management_99fc1804.html#:~:text=AI%20can%20be%20used%20in%20law%20enforcement,**Enhancing%20safety%2C%20emergency%20response%2C%20and%20crime%20prevention

2. <https://www.deloitte.com/global/en/industries/government-public/perspectives/urban-future-with-a-purpose/surveillance-and-predictive-policing-through-ai.html>

ABOUT THE SOURCE

This overview was generated with the help of AI. It's supported by info from across the web and Google's Knowledge Graph, a collection of info about people, places and things. Generative AI is a work in progress and info quality may vary

SHAPING TRUSTED MEDIA IN THE AGE OF AI



Artificial Intelligence is rapidly transforming the way media and digital content are created, distributed and consumed. From automated translation and content support tools to AI-generated visuals, audio and video, emerging technologies are opening new possibilities for creativity, accessibility and newsroom efficiency.

At the same time, the rise of generative AI and synthetic media is also reshaping conversations around authenticity, transparency and trust within today's information environment. As digitally generated content becomes increasingly sophisticated and harder to distinguish from authentic material, concerns surrounding misinformation, manipulated media and responsible content practices are becoming more prominent across the global media landscape.

Against this backdrop, there is growing international attention on the need for more responsible and human-centred approaches to AI adoption in media and journalism. While AI can support productivity and enhance content workflows, meaningful human oversight remains important, particularly in areas involving editorial judgment, contextual understanding, fact verification and ethical decision-making.

Globally, governments, media organisations, technology companies and international institutions continue to develop ethical guidance, technical standards and governance approaches to encourage more trusted, transparent and accountable use of AI across media and digital communication ecosystems. Globally, governments, media organisations, technology companies and international institutions continue to develop ethical guidance, technical standards and governance approaches to encourage more trusted, transparent and accountable use of AI across media and digital communication ecosystems.

SHAPING TRUSTED MEDIA IN THE AGE OF AI

The following are selected international references relevant to ongoing discussions on AI in media governance.

1. UNESCO – REPORTING ON ARTIFICIAL INTELLIGENCE: A HANDBOOK FOR JOURNALISM EDUCATORS

This handbook supports journalists, educators and media practitioners in understanding AI and reporting on AI-related developments responsibly, including the broader ethical, social and governance implications of AI technologies within journalism and media environments.¹

2. EU AI ACT – TRANSPARENCY AND DEEPFAKE LABELLING

The EU AI Act introduces transparency obligations relating to AI-generated and manipulated content, including deepfakes and certain forms of synthetic media. Article 50 outlines disclosure-related provisions involving AI-generated content and synthetic media transparency requirements.²

3. PARTNERSHIP ON AI (PAI) – RESPONSIBLE PRACTICES FOR SYNTHETIC MEDIA: A FRAMEWORK FOR COLLECTIVE ACTION

This framework focuses on the responsible development, creation and sharing of synthetic media, including AI-generated and AI-modified audiovisual content. It outlines practices relating to disclosure, consent, accountability and harm mitigation across the synthetic media lifecycle.³

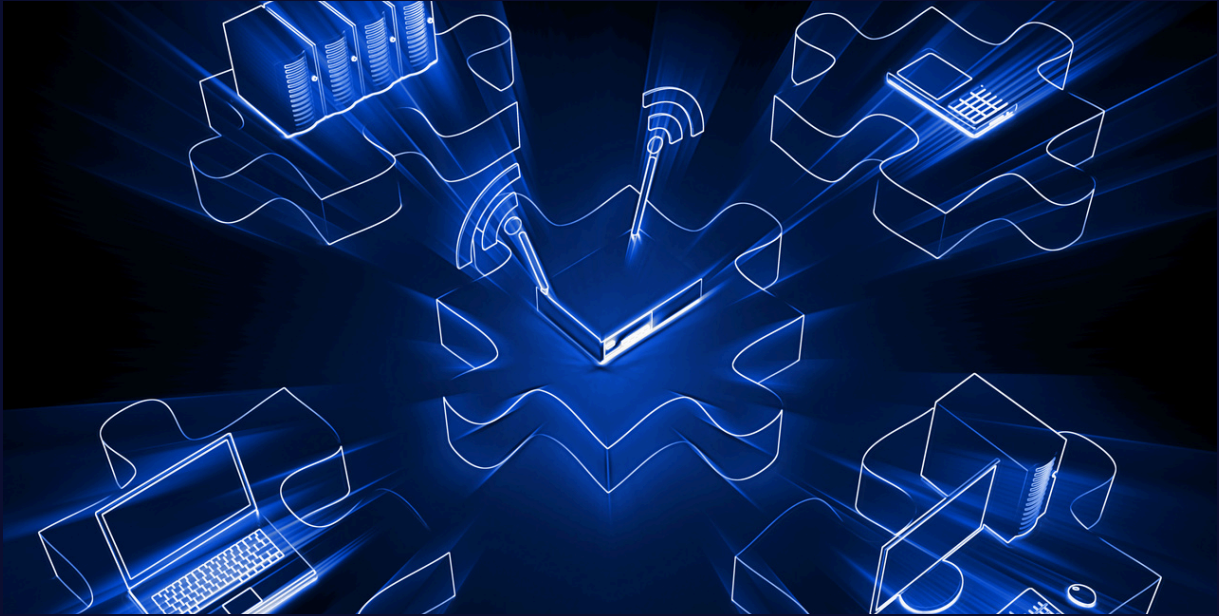


¹ <https://www.unesco.org/en/articles/reporting-artificial-intelligence>

² <https://artificialintelligenceact.eu/transparency-rules-article-50/>

³ <https://syntheticmedia.partnershiponai.org/#/landing>

SHAPING TRUSTED MEDIA IN THE AGE OF AI



4. THE COALITION FOR CONTENT PROVENANCE AND AUTHENTICITY (C2PA)

C2PA is an industry-led initiative that promotes technical standards for establishing the origin and edit history of digital content. Its Content Credentials approach supports greater transparency and provenance tracking for digital media assets.¹

5. REUTERS INSTITUTE — GENERATIVE AI AND NEWS REPORT 2025

This report examines public perceptions of generative AI in journalism and news production, including perspectives relating to trust, transparency and expectations surrounding AI-generated content within media environments.²

6. ASSOCIATED PRESS (AP) — NEWSROOM AI GUIDELINES

The Associated Press has introduced newsroom guidance on the responsible use of AI tools within journalism workflows, including considerations relating to editorial oversight, verification and AI-generated content practices.³

¹ <https://c2pa.org/>

² https://reutersinstitute.politics.ox.ac.uk/sites/default/files/2025-10/Gen_AI_and_News_Report_2025.pdf

³ <https://www.ap.org/solutions/artificial-intelligence/>

PLANMALAYSIA'S AI WAY FORWARD: NAVIGATING THE FUTURE OF URBAN PLANNING

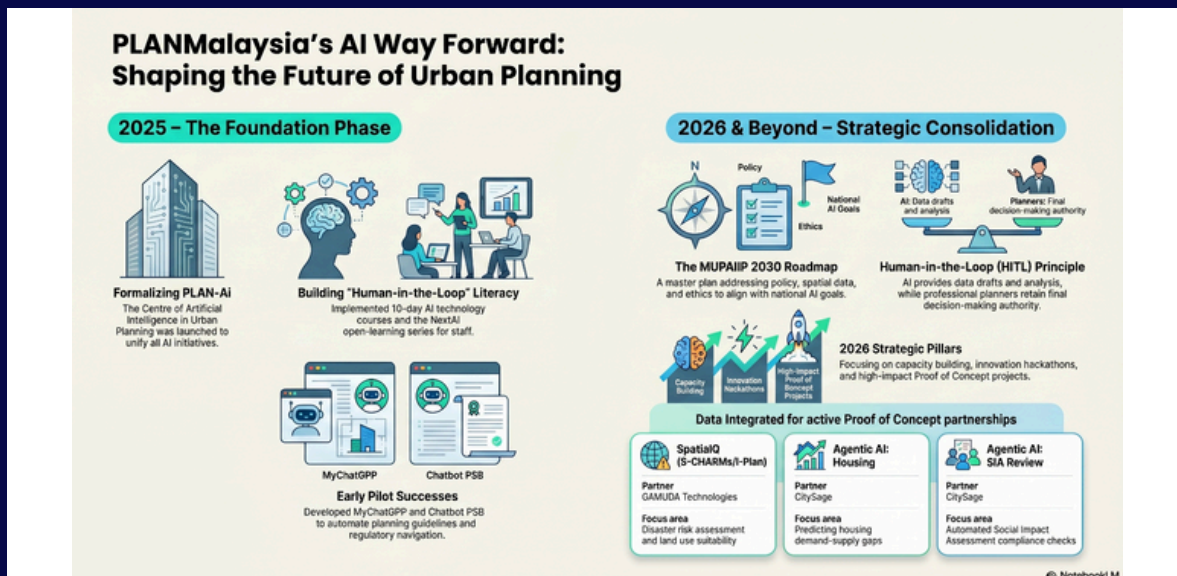
BY:

**CENTRE OF ARTIFICIAL INTELLIGENCE IN URBAN PLANNING (PLAN-AI),
PLANMALAYSIA**

INTRODUCTION: THE DAWN OF AN AI-DRIVEN URBAN FRONTIER

The landscape of urban and rural planning in Malaysia is undergoing a fundamental shift. For decades, PLANMalaysia has anchored its decision-making in data through Geographic Information Systems (GIS), spatial analysis, and smart city initiatives. However, the rapid rise of Artificial Intelligence (AI) has opened a new chapter, offering the potential to enhance technical precision and operational efficiency on an unprecedented scale.

As we move into 2026, PLANMalaysia is no longer merely exploring the concept of AI; it is institutionalising it. By transitioning from a phase of “foundational exploration” to one of “strategic consolidation”, the department is positioning itself as a leader in public sector digital transformation. This journey is not about replacing human judgement, but about empowering urban planners with sophisticated “AI trainers” to stay ahead of the complexities of modern urbanisation.



2025: LAYING THE FOUNDATIONAL BRICKWORK

The year 2025 served as the “Foundation Phase” for AI within PLANMalaysia. The focus was squarely on building the structural, intellectual, and technical base required for a sustainable AI ecosystem.

PLANMALAYSIA'S AI WAY FORWARD: NAVIGATING THE FUTURE OF URBAN PLANNING



CENTRE OF ARTIFICIAL INTELLIGENCE IN URBAN PLANNING (PLAN-AI), OFFICIALLY LAUNCHED BY THE SECRETARY GENERAL OF THE MINISTRY OF HOUSING AND LOCAL GOVERNMENT (KPPT) ON 26 SEPTEMBER 2025.

INSTITUTIONALISING INNOVATION

The most significant milestone was the formalisation of the Centre of Artificial Intelligence in Urban Planning (PLAN-Ai), which was officially launched by the Secretary-General of the Ministry of Housing and Local Government (KPPT) on 26 September 2025.

The entity was established to serve as the official coordinating mechanism for all AI initiatives within PLANMalaysia, ensuring that innovation does not occur in silos but progresses in a unified and strategic direction.

CAPACITY AND LITERACY: BUILDING THE "HUMAN-IN-THE-LOOP"

Recognising that technology is only as effective as the people who guide it, PLANMalaysia invested significantly in human capital development:

- **Structured Training:** The Short-Term AI Technology Course for Urban Planners, conducted over two weeks between August and September 2026 under JPA funding, provided participants with hands-on exposure to AI applications. The programme included technical visits to Microsoft and Google, culminating in a graduation session celebrating participants' achievements in advancing AI capabilities for urban planning.
- **Strategic Masterclasses:** Collaborations with training institutions, professional bodies, and strategic partners delivered high-level insights into AI-driven digital transformation, strengthening both technical expertise and leadership perspectives across the organisation.

PLANMALAYSIA'S AI WAY FORWARD: NAVIGATING THE FUTURE OF URBAN PLANNING

- The NextAI Series: Developed in collaboration with the Malaysian Institute of Planners (MIP), this open-learning platform brought together internal staff, industry players, and representatives from various agencies. Through its online course format, the initiative fostered a culture of continuous digital learning and cross-sector knowledge sharing.



SHORT-TERM AI TECHNOLOGY COURSE FOR URBAN PLANNERS (2 WEEKS), HELD IN AUGUST-SEPTEMBER 2026 UNDER JPA FUNDING—FEATURING HANDS-ON LEARNING, TECHNICAL VISITS TO MICROSOFT AND GOOGLE, AND A GRADUATION SESSION CELEBRATING THE PARTICIPANTS' ACHIEVEMENT IN ADVANCING AI CAPABILITIES FOR URBAN PLANNING.

CAPACITY AND LITERACY: BUILDING THE "HUMAN-IN-THE-LOOP"

In 2025, internal teams developed pilot applications to prove the utility of AI in daily operations:

MyChatGPP:

A specialised chatbot serving as a reference tool for urban planning guidelines.

Chatbot PSB:

Designed to assist in navigating provisions and key considerations related to the proposed Urban Redevelopment legislation, supporting clearer understanding and interpretation of regulatory requirements.

Administrative Automation:

Early experiments in using AI for document summarisation and basic report generation demonstrated immediate efficiency gains.

PLANMALAYSIA'S AI WAY FORWARD: NAVIGATING THE FUTURE OF URBAN PLANNING



THE 2026 STRATEGY: FROM EXPLORATION TO CONSOLIDATION

If 2025 was about planting seeds, 2026 is about nurturing the growth through a structured “Consolidation Phase”. This phase is defined by four strategic pillars designed to make AI adoption systematic, safe, and high-impact.

PILLAR 1: CAPACITY BUILDING AND AI WORK CULTURE

PLANMalaysia aims to bridge the competency gap between departments by identifying “AI Navigators” in every division. These champions will lead the adoption of a structured training model that moves from basic literacy to advanced professional applications, ensuring that AI becomes a standard tool in the planner’s toolkit.

In 2026, agencies such as the Ministry of Works Malaysia, Ministry of Energy Transition and Water Transformation, Forest Research Institute Malaysia, Immigration Department of Malaysia, Perak State Secretary’s Office, and Selangor State Treasury have engaged PLANMalaysia to deliver internal AI exposure sessions. These collaborations not only extend the department’s impact across the public sector but also provide valuable learning opportunities for AI Navigators.

PILLAR 2: PRACTICAL APPLICATIONS AND INNOVATION

To move beyond simple chatbots, PLANMalaysia will host the PLAN-Ai Hackathon 2026. This event will act as a pressure cooker for developing prototypes that solve specific planning challenges, such as automating repetitive tasks like technical data visualisation and preliminary analysis.

PLANMALAYSIA'S AI WAY FORWARD: NAVIGATING THE FUTURE OF URBAN PLANNING

PILLAR 3: PROOF OF CONCEPT (POC) AND STRATEGIC PARTNERSHIPS

Real-world testing is critical to avoid "innovation for innovation's sake." In 2026, PLAN-Ai will engage in highly controlled, short-term (3-6 months) Proof of Concept projects with industry leaders.

KEY 2026 POC INITIATIVES:

Project	Partner	Focus Area
SpatialQ - S-CHARMs	GAMUDA Technologies	AI-driven disaster risk assessment and rural spatial analysis.
SpatialQ - I-Plan	GAMUDA Technologies	Land use suitability analysis and planning control checks.
Agentic AI: Housing	CitySage	Predicting housing demand-supply gaps and generating structured reports.
Agentic AI: SIA Review	CitySage	Automated compliance checks for Social Impact Assessment (SIA) documents.

These partnerships operate on a "Human-in-the-Loop" (HITL) principle, meaning AI provides the draft and analysis, but the professional urban planner retains the final decision-making authority.

PLANMALAYSIA'S AI WAY FORWARD: NAVIGATING THE FUTURE OF URBAN PLANNING



FOCUS GROUP DISCUSSION (FGD) FOR MUPAIIP 2030, AIMED AT STRENGTHENING THE DIRECTION OF ARTIFICIAL INTELLIGENCE IN URBAN PLANNING—BRINGING TOGETHER DIVERSE STAKEHOLDERS TO DEVELOP AN INCLUSIVE, PRACTICAL, AND HIGH-IMPACT APPROACH TOWARDS DIGITAL TRANSFORMATION IN THE PLANNING SECTOR. CELEBRATING THE PARTICIPANTS' ACHIEVEMENT IN ADVANCING AI CAPABILITIES FOR URBAN PLANNING.

PILLAR 4: MUPAIIP 2030 – THE MASTER PLAN FOR AI

A key priority under the 2026 agenda is the development of the Malaysia Urban Planning AI Implementation Plan 2030 (MUPAIIP 2030), which is currently in preparation. This document is envisioned to serve as a strategic roadmap for integrating AI into urban planning practices in Malaysia.

The formulation of MUPAIIP 2030 is being undertaken with the intention to align with broader national AI directions, including the forthcoming National AI Action Plan led by the National AI Office (NAIO). This ensures that sectoral planning initiatives remain coherent with the evolving national AI ecosystem and governance framework.

PLANMALAYSIA'S AI WAY FORWARD: NAVIGATING THE FUTURE OF URBAN PLANNING

MUPAIIP 2030 WILL ADDRESS SIX VITAL PILLARS:

1. Policy, Governance, and Ethics:

Ensuring AI is used transparently and accountably.

2. Spatial Data and Infrastructure:

Standardising the "clean data" required for AI accuracy.

3. AI Applications:

Identifying high-impact use cases like predictive analytics.

4. Human Capital:

Establishing certification tracks for planners.

5. Phased Implementation:

Setting clear KPIs for 2026, 2028, and 2030.

6. Monitoring and Evaluation:

Measuring the real-world impact of AI on urban growth.

To support its development, a series of Focus Group Discussions (FGDs) are being conducted, bringing together diverse stakeholders to shape a practical, inclusive, and high-impact approach for AI adoption in the planning sector.

CONCLUSION: A FUTURE BUILT ON TRUST AND INTELLIGENCE

The "Made by Malaysia" AI aspiration is not a distant dream; it is currently being built within the halls of PLANMalaysia. By establishing PLAN-Ai as a central hub and crafting the MUPAIIP 2030, the department is ensuring that the transition to an AI-powered future is responsible, ethical, and grounded in professional excellence.

Success in this new era will not be defined by the speed of adoption alone, but by how meaningfully we adapt these tools to create smarter, more resilient, and more liveable cities for all Malaysians. As we lace up our "AI trainers," PLANMalaysia stands ready to outrun the challenges of the future.

AI ASSURANCE BY DESIGN

WHY GOVERNANCE WILL DEFINE THE FUTURE OF AI ADOPTION



BY:

MR G SARAVANAN

ASEAN CTO (CHIEF TRANSFORMATION OFFICER) FOR INFORMED SOLUTIONS UK

FROM AI EXPERIMENTATION TO TRUSTED ADOPTION

Artificial Intelligence (AI) is rapidly expanding into real-world deployment across public services, healthcare, education, infrastructure, and national industries. Yet as organisations accelerate adoption, the challenge is implementing it safely, ethically, responsibly, and sustainably.

As AI systems become more autonomous, adaptive, and embedded into critical services, trust becomes essential. Ensuring fairness, transparency, explainability, accountability, privacy, security, and effective human oversight are now central to successful AI adoption.

This is why global attention is increasingly turning towards AI governance frameworks such as ISO 42001, the world's first international standard for Artificial Intelligence Management Systems (AIMS). ISO 42001 establishes a framework for governing AI responsibly, helping organisations embed accountability, risk management, transparency, human oversight, and continual improvement into the design, deployment, and operation of AI systems.

Importantly, the standard reflects a broader imperative - AI assurance must be intentional and 'by design', with appropriate governance and assurance controls built into the AI delivery lifecycles from the outset.

AI ASSURANCE BY DESIGN

WHY GOVERNANCE WILL DEFINE THE FUTURE OF AI ADOPTION



AI ASSURANCE BY DESIGN

AI assurance by design means embedding governance, oversight, and ethical safeguards directly into delivery practices and operational processes from the outset. It brings together AI-specific safeguards with cybersecurity, data protection, and risk management to create AI systems that are secure, transparent, accountable, and trusted.

Governance establishes the frameworks, principles, and accountability structures required for responsible AI adoption. Assurance is how organisations continuously demonstrate that those controls are functioning effectively in practice.

Importantly, responsible governance should not be viewed as slowing innovation down. Strong governance creates the confidence needed to scale AI safely, sustainably, responsibly, and with agility.

AI ASSURANCE BY DESIGN

WHY GOVERNANCE WILL DEFINE THE FUTURE OF AI ADOPTION

TRUSTED AI IN PRACTICE – EXAMPLES IN THE UNITED KINGDOM

Putting this into practice is particularly important in complex and safety-critical environments, where trust is essential to successful AI adoption at scale.

Across healthcare, environmental management, public safety, and national infrastructure in the United Kingdom, AI is already delivering measurable real-world impact. Examples include:

- AI-driven analytics accelerating clinical trial processes with the [Medicines and Healthcare products Regulatory Agency](#) (MHRA) resulting in the faster delivery of safe and effective treatments;¹
- [Dynamic monitoring of biodiversity change](#) across Scotland's land supported by AI-enhanced environmental intelligence for NatureScot;²
- Advanced analytics supporting the development of an [Early Warning System for Police Force performance](#) nationally with His Majesty's Inspectorate of Constabulary and Fire & Rescue Services; and³
- AI-enabled [learning from Patient Safety Events](#) supporting clinicians across more than 8,000 NHS care settings to use actionable insights strengthening safety culture across the healthcare system.⁴

Delivering trusted AI at scale in these environments requires more than technical capability alone. Organisations need structured, evidence-based approaches to assess where AI can create value, understand organisational readiness, and strengthen the people, data, governance, and operational capabilities needed for responsible adoption.

Combining data science, User-Centred Design, agile delivery, and robust governance frameworks help ensure that AI initiatives evolve into trusted, high-impact solutions that organisations and communities can rely upon.

1. <https://www.gov.uk/government/news/uk-clinical-trial-approval-times-twice-as-fast-with-ai-and-reforms>

2. <https://www.civitech.scot/blog/preserving-scotlands-biodiversity-how-ai-and-geospatial-tech-can-transform-ecosystem-management-and-monitoring-in-protected-areas>

3. <https://www.informed.com/news/hmicfrs-partners-informed-ai-early-warning/>

4. <https://www.england.nhs.uk/patient-safety/patient-safety-insight/learning-from-patient-safety-events/learn-from-patient-safety-events-service/>

AI ASSURANCE BY DESIGN

WHY GOVERNANCE WILL DEFINE THE FUTURE OF AI ADOPTION

THREE PRINCIPLES FOR RESPONSIBLE AI IMPLEMENTATION

GOVERNANCE MUST BE EMBEDDED FROM THE START

AI assurance is most effective when integrated into delivery and decision-making processes from the outset, rather than applied retrospectively after deployment.

TRUST REQUIRES MULTIDISCIPLINARY COLLABORATION

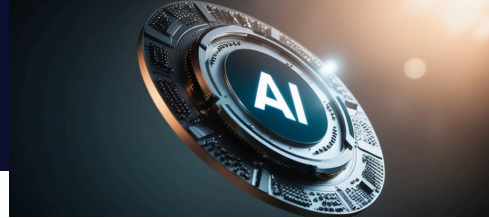
Responsible AI requires data scientists, security specialists, governance teams, delivery teams, and operational leaders to work together rather than in silos.

RESPONSIBLE AI ENABLES SUSTAINABLE INNOVATION

Organisations that operationalise trust, accountability, and transparency will be better positioned to scale AI confidently and responsibly.

Ultimately, the future of AI adoption will not be defined solely by technical capability, but by whether organisations can build systems that people inside and outside organisations trust.

Governance is no longer separate from innovation - it is what enables innovation to scale responsibly.



FROM AI READINESS TO RESPONSIBLE ADOPTION

As AI adoption accelerates across Malaysia and organisations are increasingly recognising that successful implementation requires more than technology capability alone.

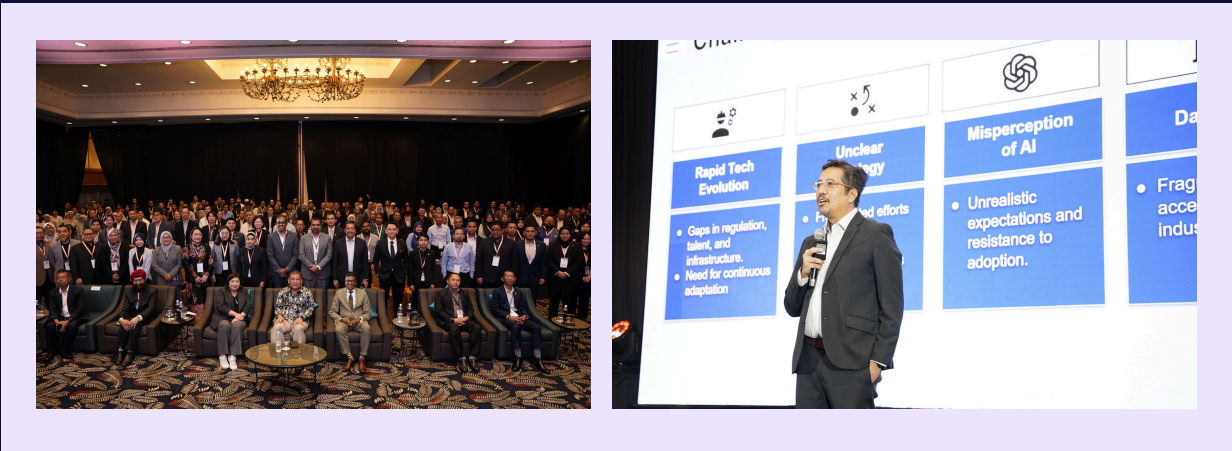
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To support this shift, Informed Solutions is sharing its AI capability programmes focused on responsible AI implementation, governance, AI readiness, and operational adoption certified by international frameworks such as ISO/IEC 42001.

Designed for both public and private sector organisations, the programmes aim to help teams build the practical skills and confidence needed to scale AI safely, responsibly, and effectively.

NAIO UPDATES



BUILDING A TRUSTED AI NATION THROUGH GOVERNANCE AND EXECUTION

At the 9th NextBigTech Asia 2026: Kuala Lumpur Series, Sam Majid, Head of the National AI Office (NAIO), shared insights on “Malaysia’s National AI Roadmap in Action: Governing with Intelligence.”

The session highlighted Malaysia’s aspirations to become an AI Nation and the importance of translating national AI policies into practical, real-world implementation. Sam Majid emphasised that effective governance, strategic execution, and responsible innovation are key to building a trusted and competitive digital economy.

He underscored that AI adoption must be anchored in strong governance frameworks to ensure safety, scalability, and human-centric outcomes across sectors, reinforcing that trust, accountability, and collaboration remain central pillars in Malaysia’s AI journey.

Held under the theme “Intelligent Nation, Healthier Future: Pioneering Trustworthy AI for Governance and Human Well-being,” the conference brought together regional leaders from government, healthcare, and industry to discuss advancements in secure digital infrastructure, zero-trust cybersecurity, predictive governance, and AI-driven public service transformation.

The programme reflects Malaysia’s continued commitment to advancing its AI Nation 2030 agenda through responsible innovation and ecosystem-wide collaboration towards a resilient, future-ready digital nation.

NAIO UPDATES

DRIVING ETHICAL AND RESPONSIBLE AI ADOPTION FORWARD

NAIO recently concluded the consultation sessions for the Voluntary Artificial Intelligence Code of Ethics (AICE) with industry associations and industry players, engaging a total of 17 stakeholders across the ecosystem.



The sessions served as an important platform to gather insights and feedback as we continue refining AICE as a flexible, non-binding framework that complements the development of AI governance in Malaysia.



We thank all participants for their valuable contributions and look forward to the continued collaboration towards a trusted and responsible AI future.

THE SOVEREIGN ALIGNMENT

On 21 May 2026, at the Executive Exchange organised by Red Hat, Sam Majid, Head of the National AI Office (NAIO), joined the panel session “The Sovereign Alignment” to discuss how Malaysia can build a sovereign AI ecosystem that is not only secure and trusted, but also practical, connected, and impactful for the rakyat.

Read more: [The Sovereign Alignment](#)



NAIO UPDATES



AI-FICATION OF EARLY CHILDHOOD: IMPACTS OF A FRICTIONLESS WORLD ON DEVELOPMENT

Reza Ali, Director of Policy at the National AI Office (NAIO), took part in the roundtable discussion on “AI-fication of Early Childhood: Impacts of a Frictionless World on Development” convened by the Institute of Strategic & International Studies (ISIS Malaysia) and CERT on 21 May 2026 at Auditorium, ISIS Malaysia.

During the session, he shared perspectives on how AI governance legislation may operate in protecting children from risks and harms arising from the use of AI during early childhood development, alongside updates on the progress of Malaysia’s AI Governance Legislation under the AI Nation 2030 agenda.

Key discussions highlighted the impact of frictionless AI technologies on attention development, social-emotional learning, and caregiver-child interactions. Participants also emphasised the importance of parental guidance, safer digital design principles, and stronger awareness initiatives to better support children and families in an increasingly AI-driven environment.

The multidisciplinary discussion brought together experts across developmental psychology, public health, early childhood education, data protection, communications regulation, academia, and AI governance.

NAIO UPDATES



GOVERNANCE AND INTEGRITY: HOW AI IS RESHAPING ORGANISATIONAL DEFENSE.

As digital threats evolve at machine speed, strengthening trust, governance, and organisational resilience has never been more critical.

On 22 April 2026, Sam Majid, Head of the National AI Office (NAIO), contributed to the SIDC-MACE Fraud Conference 2026 panel session titled “Governance and Integrity: How AI Is Reshaping Organisational Defense.”

The session explored how emerging AI-driven fraud threats — including synthetic identities, deepfake impersonation, and automated scam operations — are reshaping the risk landscape for organisations, financial institutions, and markets globally.

Held under the theme “Combating Digital Threats and Fraud to Safeguard Organisational and Market Integrity”, the conference convened regulators, law enforcement agencies, financial institutions, capital market intermediaries, and public-listed companies to discuss strategies in combating the next wave of digital and online fraud.

Read more : [_SIDC-MACE Fraud Conference 2026](#)

NAIO UPDATES



AI GOVERNANCE, CAPABILITY, AND THE FUTURE OF MALAYSIAN BUSINESS

Malaysia's AI journey is not driven by technology alone, but by governance, trust, and the deliberate development of national capability.

At the UOB FinLab AI Ready Programme held in Kuala Lumpur, Reza Ali, Director of Policy at the National AI Office (NAIO), outlined Malaysia's strategic direction under AI Nation 2030. He emphasised the importance of transitioning from being an AI consumer to becoming an AI producer.

The session convened SME leaders from the manufacturing, retail, and services sectors to explore how AI adoption must move beyond experimentation and be translated into meaningful organisational capability.

The discussion also highlighted practical governance tools already available to businesses today, including the National Guidelines on Artificial Intelligence Governance and Ethics (AIGE), MY-AI Standards, as well as Malaysia's broader regulatory direction towards enabling responsible and trusted AI adoption.

read more: [AI Governance, Capability, and the Future of Malaysian Business](#)

Call for contributors

NAIO is looking for writers to contribute to the conversation on AI through this publication.

Authors who are interested in submitting an article for the NAIO Pulse should send a title and short summary to the "Editorial Office" (contact us@ai.gov.my) outlining the scope of their proposed article and accompanied by a short profile of the writer.

Accepted proposals will be notified *via* email with submission guidelines attached. Topics should be within the scope of the NAIO Pulse's coverage and address current issues.



The National AI Office (NAIO) upholds responsible and transparent AI practices across communications, media, and creative content. Where AI tools are used, materials continue to undergo human oversight, editorial review, and reasonable verification processes in support of integrity and public trust.

Thank you for being a valued part of the NAIO Community. If you have any question or feedback, please do not hesitate to reach out to (contactus@ai.gov.my)

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