



Project idea form - small projects

Version 2.1

Registration no. (filled in by MA/JS only)

Project Idea Form

Date of submission 03/06/2025

1. Project idea identification

Project idea name Smart Permitting through AI and E-Governance

Short name of the project PermitAI

Previous calls yes ☐ no ☒

Seed money support yes ☐ no ☒

2. Programme priority

1. Innovative societies

3. Programme objective

1.2. Responsive public services

4. Potential lead applicant

Name of the organisation (original) Viimsi Vallavalitsus

Name of the organisation (English) Viimsi Municipality

Website www.viimsi.ee

Country EE



Type of Partner	Local public authority
	municipality, etc.

Contact person 1

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Which organisation(s) in the planned partnership take part in a project within the Interreg Baltic Sea Region Programme for the first time? Please list the respective partners.

oncampus GmbH,

5.1 Specific challenge to be addressed

The project tackles the challenge of fragmented, inefficient, and bureaucratic service delivery processes in local municipalities, which are increasingly unable to meet the expectations of residents in a digital age. In many municipalities across the Baltic Sea region, public services—especially permit applications—are managed through a patchwork of disconnected systems or paper-based processes. This creates unnecessary complexity, delays, and administrative burden for both key target groups: local residents and municipal staff. Residents often struggle with accessing essential local services due to unclear procedures, limited availability (restricted to office hours), and the need to navigate multiple platforms or submit physical forms. This reduces trust in public institutions and creates inequality in access—especially for people with limited mobility, digital skills, or time. On the other side, local government administrators face inefficiencies caused by siloed data systems, duplicated work, and a lack of tools for automation or data-driven decision-making. The growing complexity of public service needs—especially in urbanizing or digitally aware communities—has outpaced the capacity of outdated systems and processes. Finally quickly evolving large language model technology is something that has not yet been embraced by local governments as a tool. By integrating open-source e-services platform with innovative automatic permit issuance functionality, the project directly

addresses this challenge. It simplifies internal processes for administrations, cuts redundant work, and offers residents faster, more transparent, and more accessible services—thus responding to public needs in a more cost-efficient and user-oriented manner.

5.2 Focus of the call

The project strengthens the capacity of small municipalities and rural areas in the Baltic Sea region by providing an open-source, cost-efficient e-services platform that simplifies and automates public service delivery. Many smaller local governments face fragmented, paper-based processes and lack resources to digitalize services, which limits access and increases inequality for residents. By enabling 24/7 access to essential services, reducing bureaucracy, and eliminating reliance on expensive third-party systems, the platform utilising the power of up-to-date AI models supports equal access to public services regardless of location or administrative capacity. Cross-border cooperation ensures knowledge exchange and adaptability to diverse local needs. This helps bridge the digital gap, enhances institutional resilience, and promotes more cohesive regional development.

6. Transnational relevance

The challenge of fragmented, inefficient, and inaccessible public services is shared by many local governments across the Baltic Sea region—especially in small municipalities and rural areas. These challenges are not unique to one country but are rooted in broader structural issues such as outdated administrative processes, lack of digital infrastructure, and limited resources for innovation. Transnational cooperation allows local governments to develop, test, and implement a shared open-source e-services platform that can be adapted to different national contexts. By working together, interest groups can exchange knowledge, avoid duplicating efforts, and co-create solutions that are more robust, scalable, and aligned with the region's digitalization goals. This collaboration helps build a common foundation for responsive public services across borders, supporting regional cohesion, digital transformation, and administrative innovation in a way that no single municipality could achieve alone.

7. Specific aims to be addressed

Building trust that could lead to further cooperation initiatives

This project strengthens trust between local governments and residents by making public services more transparent, accessible, and user-friendly through automation and digitalization. By involving local public authorities directly in co-designing and testing the AI-enabled system, the project fosters ownership and mutual learning. The use of open-source solutions and shared development efforts creates a foundation for ongoing collaboration and replication across borders. This trusted cooperation model encourages future joint initiatives in digital governance and service innovation within the Baltic Sea region.

Initiating and keeping networks that are important for the BSR

N/A

Bringing the Programme closer to the citizens

The project brings the Interreg Baltic Sea Region programme closer to citizens by directly improving how they interact with local governments through accessible, automated, and transparent digital services. By simplifying everyday processes like permit applications, the project demonstrates the tangible benefits of cross-border cooperation in people's daily lives. Involving citizens and local authorities in the design and testing phases ensures the services meet real community needs. Clear communication and visibility of results help showcase how EU cooperation improves public services at the local level.

Allowing a swift response to unpredictable and urgent challenges

N/A

8. Target groups

The project's primary target groups are local public authorities and local inhabitants of Viimsi Municipality, both directly impacted by complex and fragmented public service processes. Local authorities manage permitting and service delivery, facing administrative burdens from disconnected systems. They will be actively involved in co-designing, testing, and implementing the automated permit system, enabling more efficient, transparent, and responsive services. Local inhabitants, as end users, experience these challenges firsthand and will provide essential feedback to ensure the system meets community needs, improving access and usability. Their engagement fosters trust, digital inclusion, and awareness of how Interreg Baltic Sea Region cooperation benefits citizens. Together, these groups will drive the development and sustainability of practical, user-focused solutions ready for replication across the region.

Please use the drop-down list to define up to five target groups that you will involve through your project's activities.

Please define a field of responsibility or an economic sector of the selected target group

Specify the countries and regions that the representatives of this target group come from.

1. Local public authority	Local public authorities manage public services such as permitting, land use, and infrastructure, playing a key role in delivering efficient, transparent, and citizen-friendly administration.	Project will focus on Estonian, Swedish and XXX (3rd partner) local public authorities
2. Interest group	Local municipal inhabitants as interest group.	Project will focus on Estonian, however Swedish and German ones will be also engaged in the municipalities where partners are situated in.

9. Contribution to the EU Strategy for the Baltic Sea Region

Please indicate if your project idea has the potential to contribute to the implementation of the Action Plan of the EU Strategy for the Baltic Sea Region (<https://eusbsr.eu/implementation/>).

yes ☒ no ☐

Please select which policy area(s) of the EUSBSR your project idea contributes to most.

PA Innovation

The MA/JS may share your project idea form with the respective policy area coordinator(s) of the EUSBSR. You can find contacts of PACs at the EUSBSR website (<https://eusbsr.eu/contact-us/>).

☐ If you disagree, please tick here.

10. Partnership

Viimsi municipality, Estonia, Lead Partner - Viimsi has actively invested in digital innovation to improve local governance and public service delivery. It has developed and piloted the VAAL platform, which integrates various administrative tools, registers, and digital services into a unified system tailored to local needs. With hands-on experience in digitalization, citizen engagement, and managing complex municipal services, Viimsi is well-positioned to lead transnational cooperation on scalable, open-source e-service solutions. Viimsi VAAL system will serve as a testbed within this project for automatizing permit issuing in such way that permits will be created automatically without intervention from



officials.

Dalarna University, Sweden, Partner - Dalarna University in Sweden has strong expertise in e-government, digital service design, and public sector innovation, with a focus on applying digital tools to improve accessibility and efficiency in local governance. The university has participated in several EU-funded projects addressing digital transformation and citizen-centric public services, particularly in rural and small municipality contexts. Their interdisciplinary approach combines technology, social science, and public administration, making them a valuable partner for developing and testing inclusive, user-friendly e-service solutions. Partners role within this project application will be developing suitable AI/large language model system to automatize Viimsi VAAL systems permit issue functionality.

oncampus GmbH, a subsidiary of Lübeck University of Applied Sciences, is a leading provider of digital education solutions in Germany. With over 22 years of experience, oncampus specializes in developing and delivering online degree programs, MOOCs, and professional training courses, focusing on scalable and inclusive digital learning. The company has also contributed to innovative projects like IMPact Digital, which explores personalized and automated digital consulting for international students, demonstrating their expertise in creating adaptive and user-centered e-learning environments. Partners role for the project will be user experience design and front end development of the provided system. User experience design will be vital and innovative aspect of the project, since this will be done through interaction with target groups.

11. Workplan

Workpackage 1 Automatization of permit issue system

Activity 1.1 – Research and Co-Design of Automated Permit System Local public authorities will be actively involved in mapping current permitting processes and identifying opportunities for automation. Together with Dalarna University, they will co-develop use cases and provide input for training a large language model (LLM) tailored to interpret local regulations. This activity ensures that the system reflects real administrative needs and complies with legal and operational requirements.

Activity 1.2 – Development and Pilot Implementation. This activity focuses on developing and integrating the automated permit system into the VAAL platform, including the LLM functionality. Target groups will participate in iterative testing, pilot use, and validation of the system to ensure usability and accuracy. Public authorities will also help shape user interfaces and data exchange protocols to fit day-to-day workflows.

Activity 1.3 – Knowledge Sharing and Dissemination. Local authorities and other target groups will participate in workshops, webinars, and demonstration events to learn from pilot results and provide feedback. This activity also promotes the broader uptake of the solution across the Baltic Sea region through communication materials and peer learning sessions, enabling replication and capacity building in other municipalities.



12. Planned budget

ERDF budget (planned expenditure of partners from the EU)	EUR 500,000.00
Norwegian budget (planned expenditure of partners from Norway)	EUR XXX
Total budget (including preparatory costs)	EUR 500,000.00

13. Project consultation

Please indicate if you wish to have a consultation (online meeting) with the MA/JS to discuss your project idea

yes ☒ no ☐

14. Questions to the MA/JS

Questions related to the content of the planned project

Does the idea roughly fit the Interreg BSR criteria for small projects?

Questions related to budgeting and expenditure

(max. 1.000 characters incl. spaces)

Any other questions

(max. 1.000 characters incl. spaces)

15. Additional information

(max. 1.000 characters incl. spaces)

Your account in BAMOS+

Please remember that to officially submit your application you need to access our electronic data exchange system BAMOS+. More information about the process of applying for your account in BAMOS+ you will find here:

<https://interreg-baltic.eu/gateway/bamos-account>