



MIGUEL ALOR · PLAZA CÍVICA

trIAje

*A free, open-source AI-assisted legal guidance tool
for civil society organisations in Peru*

Understand the problem. Understand what people already do. **Then decide where AI can help.**

Innovation, technology and data for the common good

FROM A REAL NEED TO TRIAJE

Andean Civic Ecosystem by **CAUSANTE**



15 conversations with civil society organisations



Legal and regulatory uncertainty



Reliable, accessible and useful legal orientation



**Ground AI in trusted,
verifiable knowledge.**

Curated legal sources - RAG - Source verification - Clarification

THE EXPERTISE THE PROBLEM REQUIRED



Ecosystem



PLAZA CÍVICA

Civic Technology +
Responsible AI



Legal specialists
IALEON

Regulatory expertise



Civil society

User needs

Responsible AI needs assembling the expertise the problem requires.

THREE THINGS WERE HARDER THAN EXPECTED



KNOWLEDGE

Reliable AI depends on reliable knowledge infrastructure.



RESILIENCE

AI services need monitoring and operational resilience.



USABILITY

Quality includes understanding and safe use.

Do not start by designing an AI service.

Design a service people need.

Useful · Accessible · Sustainable · Understandable · Trustworthy

The need comes first. Technology arrives at the moment of need.

RESULTS

Early evidence of reach and use



31

civil society
organisations



10

regions of Peru



~1 in 3

actively used trIAJe
during the bootcamp



+300

legal queries after the
bootcamp

Focus on a problem worth solving

Then use AI to make the service better.

Thank you

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