UNE pilots ‘The AI Lab’ project to explore responsible AI in case processing

The Immigration Appeals Board (UNE) is piloting ‘The AI Lab’ project to understand whether artificial intelligence can contribute to safe and efficient case processing. The project consists of two main activities:

- A group of up to 20 experienced case officers will use Copilot Chat as a support for carefully selected case preparation tasks, such as writing the case's background in draft decisions. The rest of the case processing takes place in the usual way.
- Developing internal services, for example to anonymise decisions and translate documents.

Prior to the launch of the pilot project, UNE mapped risks, provided training and put in place routines.

The pilot is carried out in the following types of cases: family immigration, asylum cases from Ukraine and the Middle East, cases of revocation of citizenship, and cases concerning work, studies and expulsion.

The UNE recently updated the privacy policy on une.no with the following text: "In some cases, we can use AI systems as a support tool to clean, structure and draft a description of cases. AI is not used to support decision-makers in their assessment of the case. We have solutions, frameworks and routines that ensure a responsible and controlled use of the AI systems, in accordance with the regulations."

Source(s)

- Immigration Appeals Board | Utlendingsnemnda (4 May, 2026), Pilot med KI-verktøy i UNE [Pilot with AI tools at UNE], https://www.une.no/aktuelt/arkiv/2026/pilot-med-ki-verktoy-i-une/

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