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CASE STUDY · MARLUC SYNOPSIS

Swedish Government Offices restricts AI chatbots

IMPLEMENTED 2026 · GOVERNMENT AND PUBLIC SERVICES · SWEDEN · BAND E · CLAIMED ONLY

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From 26 October 2026 the Swedish Government Offices blocked staff browser access to ChatGPT and Claude on security grounds, steering staff to Microsoft Copilot and to an AI assistant platform from Intric. The Tax Agency and the National Board of Institutional Care had already brought in similar blocks. No results of AI use are reported.

ABOUT THIS SYNOPSIS

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Facts and figures are as reported by the sources listed below, which may be incomplete, self-reported or out of date. Check the original source before relying on any figure.

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NOTICE WORDING LAST UPDATED 16 NOVEMBER 2026

AT A GLANCE

No measurable effect: no results reported.

AI used: Generative AI assistants: Microsoft Copilot and an AI assistant platform giving access to several language models.

Implemented: 2026. Grade: band E, No measurable effect, Claimed only.

Headline result, as reported: Browser access to ChatGPT and Claude blocked on Government Offices computers from 26 October 2026; Copilot remains approved

1 · The case

The facts, as reported by the 4 sources listed at the end. Where a source is silent, the field says "Not reported".

Organisation

Regeringskansliet (Government Offices of Sweden). The Swedish Government's chancellery: the Prime Minister's Office, the Ministry for Foreign Affairs and ten ministries. About 5,100 staff, per Intric's release. Canvas block: 8. Governance and risk. Also 6. Data and technology, 5. People and skills.

Business challenge

The challenge. The Government Offices' digital director said staff use of AI services without agreements, known as shadow IT, could have consequences for information security. Officials were concerned that sensitive information entered without an agreement could be stored and used for training, per Euronews. A review earlier in 2026 at the Swedish Transport Administration had found "problematic" uses of AI platforms for government work, per Euronews and TechRadar.

How it was addressed. From 26 October 2026 the browser interfaces of ChatGPT and Claude can no longer be reached from Government Offices computers. In an email to SVT, the Government Offices said all staff have access to Microsoft's AI tool, and that through Intric staff still have access to the ChatGPT and Claude language models. Copilot remains approved after a review in which the Government Offices raised its security, per SVT. Intric says its platform lets staff build AI assistants on the agency's own data, runs on Swedish infrastructure and includes cloud and on-premises installation. [1] [2] [3] [4]

Who implemented it

Microsoft (Software vendor): Supplies Copilot, approved for all staff.
Intric (Software vendor): Supplies the AI assistant platform through which staff reach ChatGPT and Claude models.

Technology (SEAM pillar E)

SEAM types: T1 Chat assistants, T4 RAG / vector search over your own data. Deployment: Mixture. Vendors and products: Microsoft, Intric, OpenAI, Anthropic, Microsoft Copilot, Intric AI platform, ChatGPT models, Claude models.

Where it was built in: Copilot available to all staff; the Intric platform lets staff build assistants on the agency's own data, with cloud and on-premises installation, by Intric's account.

What changed

Before: staff could reach public chatbot websites from work computers. After: browser access to ChatGPT and Claude is blocked; staff use Copilot, and selected staff reach the same language models through the Intric platform, under agreements. [1] [2] [3] [4]

What it cost

Not reported

What it saved

Not reported [1] [2] [3] [4]

Governance and control

The Government Offices decided which AI services are approved: Copilot after a security review, and ChatGPT and Claude only through the Intric platform. The Tax Agency and the National Board of Institutional Care had already brought in blocks, and the Enforcement Authority was considering one, per SVT. Copilot is covered by a security agreement between Microsoft and the Swedish government, per Euronews.

S2 · Accountable owner · Claimed
The decision was explained by Mikael Wettercrantz, director of digitalisation at the Government Offices, per Euronews. [2]

A1 · Safe use · Claimed
Staff may use only approved AI services; browser access to ChatGPT and Claude is blocked, by the Government Offices' statement to SVT. [1]

A2 · Human in the loop · Not reported
Not reported.

A3 · Monitoring and assurance · Not reported
Not reported.

A4 · Vendor AI · Claimed
Copilot passed a security screening and is covered by a security agreement with the Swedish government, per Euronews; the Government Offices raised its security after a review, per SVT. [1] [2]

A5 · Agent controls · Not reported
No agents described.

A6 · Standards and regulation · Not reported
Not reported.

What worked, what did not, what is unproven

WORKED

– Not reported

DID NOT

– Unmanaged use of public AI services: a review at the Transport Administration found problematic uses earlier in 2026, and the decision followed that review, per Euronews.

UNPROVEN

– How much staff use the approved tools and what they gain from them.

– Which security changes were made to Copilot: Not reported.

– Whether the block reduces unapproved AI use or moves it to other devices.

Timeline

Jul 2026 Intric announces it has won the contract to supply an AI platform to the Government Offices [4]

Oct 2026 Ekot reports the planned block; the Government Offices confirms it to SVT by email [1]

Oct 2026 Browser access to ChatGPT and Claude ends on staff computers on 26 October [2]

2 · Grade and SEAM assessment

MarLuc's opinion, made on the evidence above. How cases are graded: marluc.co.uk/case-studies/how-we-rate

Level of change and impact

Claimed: Not applicable. Grade: E, No measurable effect. Proof: Claimed only. Level of change: Not graded.

No level assessed: band E, no results reported. The change concerns which AI tools staff may use; how work is done is unchanged in the sources.

Graded E, no results reported. The case is a change in which AI tools staff may use: public

The SEAM view and lessons learnt

The Government Offices channelled AI use through tools covered by agreements and blocked public chatbot websites. That closes a data risk but says nothing yet about value: no source reports how staff use the approved tools or what they gain. For any large organisation tightening AI access, the restriction works best alongside clear approved routes and some measure of whether people use them.

1. Give staff an approved route to AI before blocking public tools.
2. Put data agreements in place before sensitive work reaches any AI service.
3. Track use of approved tools so blocked demand does not move elsewhere.

Evidence

Score 1 of 4. Self-reported: the Government Offices' own statements, reported by SVT and Euronews, and the supplier's release; nothing on effects.

Evaluation method. Self-reported: the Government Offices' statements to SVT and comments by its digital director; no evaluation of AI use published.

Sources disagree. SVT, quoting the Government Offices, says staff reach ChatGPT and Claude models through Intric, a company; Euronews describes a special platform for AI assistants developed by Swedish authorities. TechRadar says Copilot remains in use with much tighter security controls; SVT says only that security was raised after a review.

Status. In force from 26 October 2026, per SVT and Euronews.

3 · Original sources

Read these in full. To challenge a fact or a grade, use the contact form at marluc.co.uk or the link on https://marluc.co.uk/case-studies/regeringskansliet-blocks-chatgpt-claude-keeps-copilot

[1] SVT Nyheter: AI-tjänster spärras på Regeringskansliet (Swedish)
https://www.svt.se/nyheter/inrikes/ai-tjanster-sparras-pa-regeringskansliet

[2] Euronews: Swedish government blocks ChatGPT and Claude, here's why
https://euronews.com/2026/10/26/swedish-government-blocks-chatgpt-and-claude-heres-why

[3] TechRadar: ChatGPT and Claude blocked by Swedish government over "problematic" security concerns
https://www.techradar.com/pro/security/chatgpt-and-claude-blocked-by-swedish-government-over-problematic-security-concerns

[4] Intric: Intric wins procurement with the Swedish Government Offices for sovereign AI platform
https://intric.ai/en/news/n/intric-wins-procurement-with-the-swedish-government-offices-for-sovereign-ai-plat

Regeringskansliet (Government Offices of Sweden) website: https://www.regeringen.se

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