AI in Government

Presentation to the Oregon Joint Committee on Information Management and Technology

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May 2024

The world is changing

Industries are transforming rapidly

The drivers for economic growth are evolving

Technology is at an inflection point

The AI technology is here

Forbes

What ChatGPT And Generative AI Mean For Your Business?

COMPUTERWORLD

Microsoft's new Teams Premium tier integrates with OpenAI's GPT-3.5

MarketWatch

Microsoft's Nadella: AI is taking the computer age from 'the bicycle to the steam engine'

The Washington Post

Meet Windows Copilot, the AI coming to help you understand your PC

techradar pro

Microsoft Fabric looks to offer the next generation of AI analytics for your business

TechCrunch

Microsoft's Azure AI Studio lets developers build their own AI 'copilots'

VentureBeat

Microsoft announces generative AI-powered Copilot 365 to 'change work as we know it'
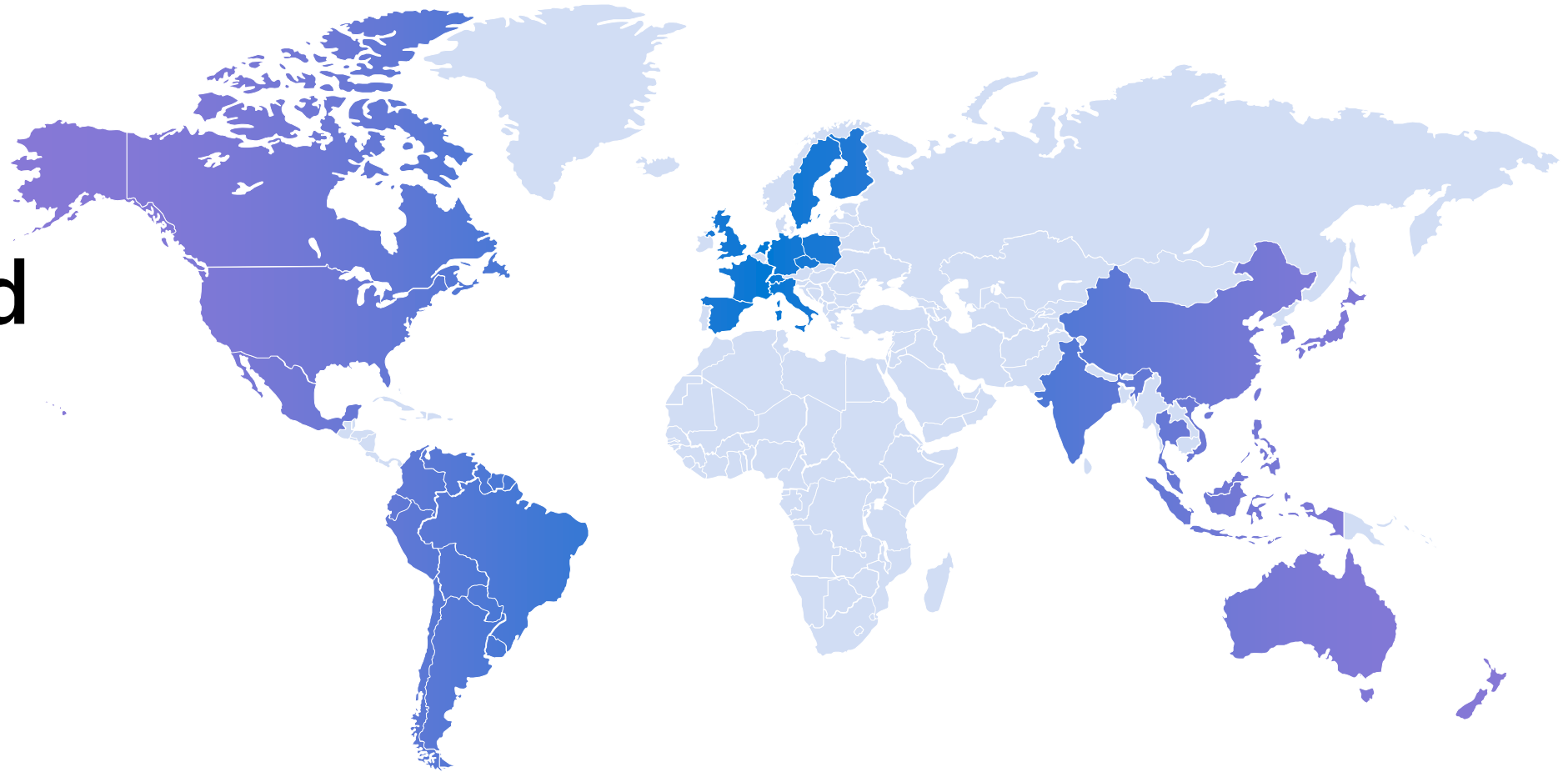
CNN BUSINESS

Real estate agents say they can't imagine working without ChatGPT now

THE VERGE

Microsoft's AI-powered Copilot is getting plug-ins

Work Trend Index
2024

http://aka.ms/wti24

31,000 people across **31** countries
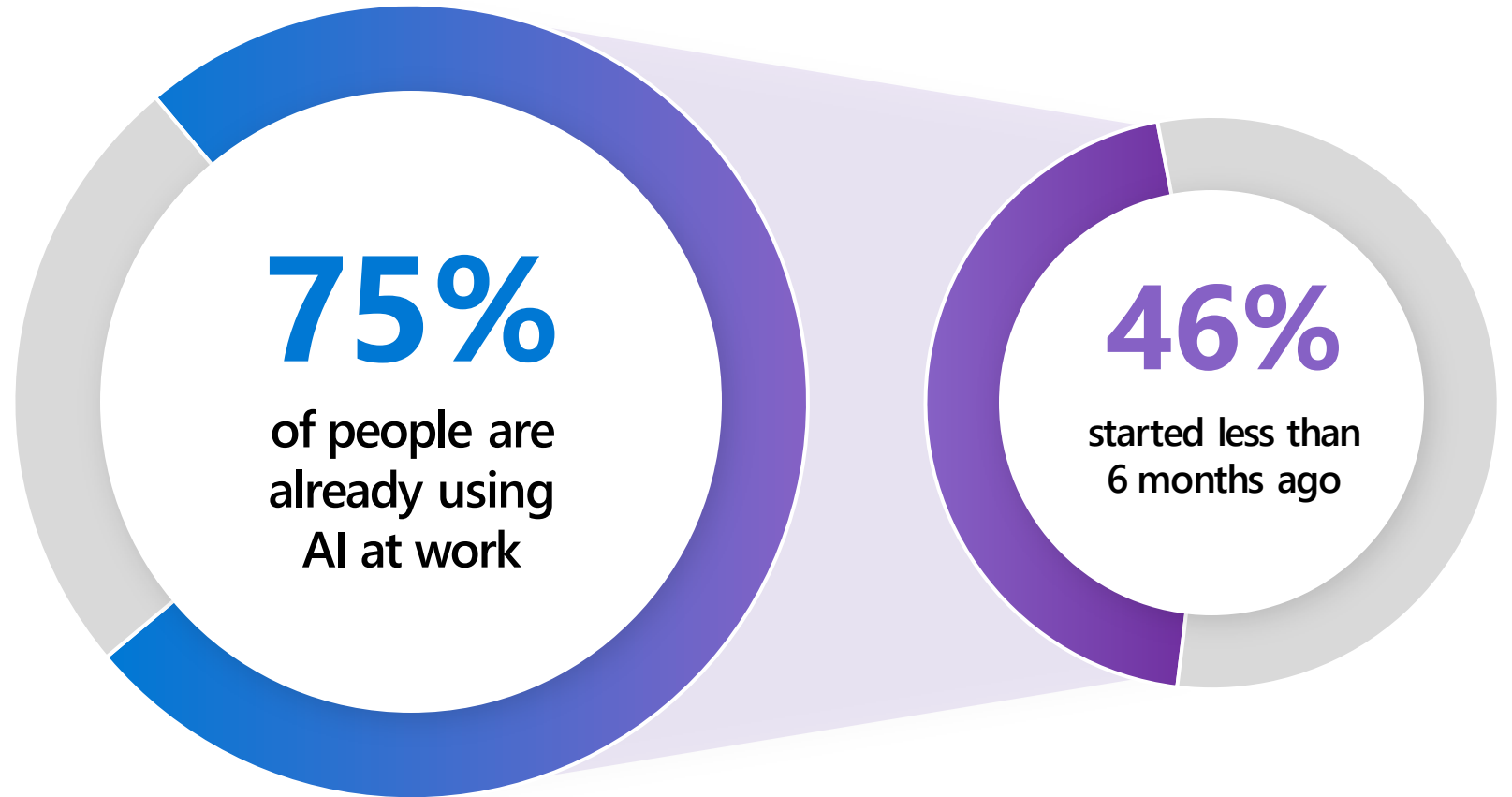
Labor, hiring trends from **LinkedIn**

Productivity patterns of **Microsoft 365**

68%

**struggle with the pace
and volume of work**

AI has come to work

75%

of people are already using AI at work

46%

started less than 6 months ago

78%

of employees are bringing their own AI tools to work

Generative AI offers a new approach compared to traditional AI models

Content generation

Creating a human-like output, including textual, visual, or multimedia content, based on input data or natural language prompts

Summarization

Extracting key themes and insights from a longer piece of text, including answering natural language queries

Semantic search

Going beyond traditional keyword matching by understanding the meaning behind a query and retrieving relevant search results that are semantically related to the user's intent
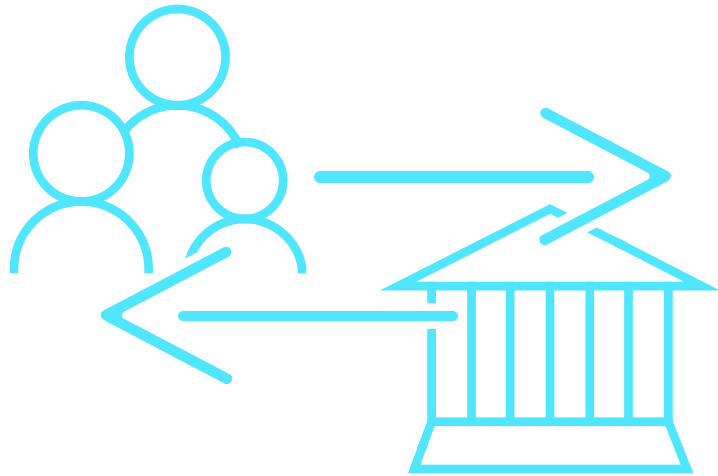
Code generation

Generating code based on a prompt, translating code from one language to another, or reviewing and improving existing code
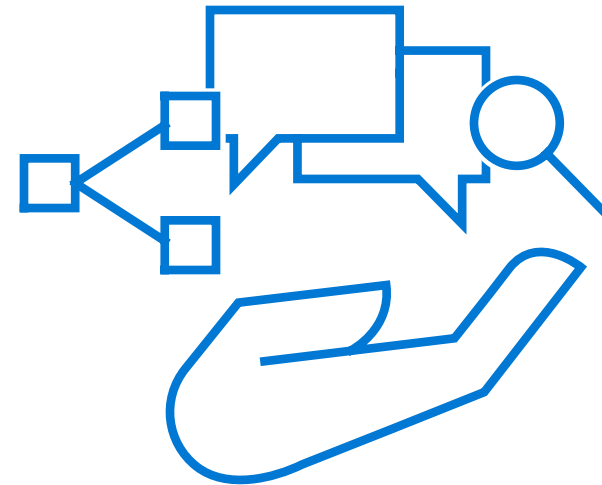
This transformation has two impacts for government

Simplify the constituent experience
when engaging with government services

Empower government employees
with insights at their fingertips

With possibilities across government missions

Public finance & administration

Back-office: Empower public employees with knowledge hubs covering HR, finance and procurement

Procurement: Accelerate government RFP drafting with AI generated drafts

Gov operations & infrastructure

Contact center: Answer inquiries with conversational assistants (domains include transport, DMV utilities, 311 municipal)

Policy and regulations: Simplify rule making by generating drafts and assisting with public correspondence

Public safety & justice

Courts: Accelerate and optimize records keeping and court deliberation with automated case summation.

Law enforcement: Help officers navigate, review, and analyze various collections of evidence

Public health & social services

Social services: Assist in answering questions around health and social services benefits

Child welfare (and other caseworker scenarios): Simplify case management for social workers and improve triage

Technology infrastructure

Support and helpdesk: Manage tickets and answer questions with conversational assistant

App development and cybersecurity: Migrate legacy language apps to the cloud, optimizing code and detecting vulnerabilities

Note: This list is an overview of potential use cases only. Sensitive use cases are subject to a rigorous review process.

New York City is redefining the way small businesses get answers

Try it at http://chat.nyc.gov

Enabling constituents and the city to move at the speed of business

"Government should feel **friendly, not frustrating.**

– **Mayor Eric Adams**

"This is not technology for the sake of technology. This is technology for the sake of **making the lives of New Yorkers easier.**

– **Matthew Fraser,**
Chief Technology Officer

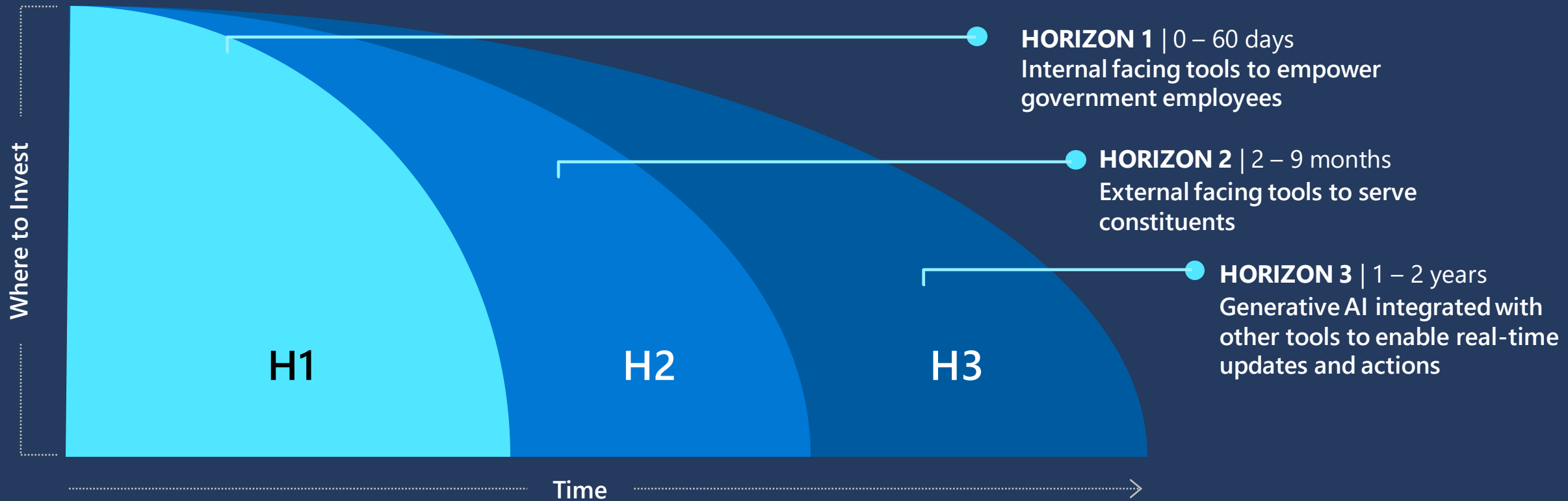"Thanks to the chatbot, your new executive assistant, you will never have to waste time ever again going from page to page looking for the information you want and need. No more googling, no more going to multiple sites and no more broken links. It doesn't put you on hold and **because it's in the city that never sleeps it's available 24/7.**

– **Kevin Kim,**
Commissioner of the Dept. of Small Business Services

The adoption journey for generative AI use cases

See how these horizons play out with a DMV assistant

Where to Invest

H1

H2

H3

HORIZON 1 | 0 – 60 days
Internal facing tools to empower government employees

HORIZON 2 | 2 – 9 months
External facing tools to serve constituents

HORIZON 3 | 1 – 2 years
Generative AI integrated with other tools to enable real-time updates and actions

Time

Example queries

H1: What is the process for vehicle title transfer?

H2: I just bought a motorcycle; how can I legally drive it in this state?

H3: Can you give me an update on my commercial license application?

Our responsible AI principles

Fairness

Inclusiveness

Reliability and safety

Privacy and security

Accountability

Transparency

Microsoft is committed to protecting user data

Your data is **your** data and is protected by comprehensive enterprise compliance and security controls

Your data is **not** used to train the foundation AI models

Microsoft

Roadmap for Government AI adoption

Every government is on its own journey to adopting artificial intelligence solutions. This roadmap defines common steps governments should consider to start responsibly benefiting from AI innovations. They can be performed in any order.

1.

Set direction and prepare the workforce

- Develop a plan for AI. Issue executive orders, resolutions, state policies, or take other actions to direct government to assess and prepare for the responsible adoption of AI.

- Implement an AI training program. Provide officials and employees with a learning program that educates them on how to use the technology, the potential benefits, risks, and approaches for its responsible use.

- Gain experience with generative AI. Start using generative AI technology in low-risk situations, like creating draft documents using Microsoft Copilot and chatbots to facilitate government collaboration.

2.

Implement AI governance

- Define a principles-based approach to AI governance. Consider leveraging an AI governance board to guide the creation of AI principles. Refer to the Microsoft AI Principles for an example.

- Create AI roles and responsibilities. Determine the structure for governance and decision making centrally, within departments, and how they will relate to each other.

- Develop and implement an AI use policy. Define the rules by which government employees will be expected to request, develop, deploy, and use AI solutions – and leverage existing standards where they exist.

3.

Update procurement practices

- Gain trust through certification and compliance practices. Verify that technology providers obtain certifications and attest to compliance and governance standards.

- Create a cloud and AI COE. Bring together a virtual team with experience procuring cloud computing services to share best practices and train colleagues on how to procure cloud and AI services.

- Create procurement guidance for cloud and AI services. Update standards, templates, and guidance to reflect the technical nature of cloud and AI services.

- Leverage AI for procurements. Use AI to streamline the creation and review of proposals – and increase the diversity of bidders.

4.

Review data governance and security

- Assess and automate data governance practices. Ensure government data is properly labeled and secured, and that tools are used to automate the classification and protection of data as it is created.

- Accelerate cloud migrations. Move existing government data to the cloud to benefit from modern data protection and AI solutions.

5.

Foster AI innovation, with trusted technology partners

- Seek input on potential uses. Encourage government departments and agencies to develop AI project ideas and use cases and seek guidance from technology and subject matter experts on how they can be responsibly implemented.

- Hold an AI Discovery event. With leading technology partners, convene technology and mission employees to gain hands-on experience with AI and develop a plan to incorporate it into government systems and services.

- Create sandboxes for testing. Stand up testbeds, or sandboxes, where employees can try using AI technologies in a controlled manner.

- Encourage government pilots. Encourage agencies to conduct pilot projects, starting with low-risk uses to build trust in the technology.

- Scale with success. Share use cases and pilot results across departments. Incorporate learnings, integrate and continue to innovate.

Thank You