Artificial Intelligence (AI) in Government
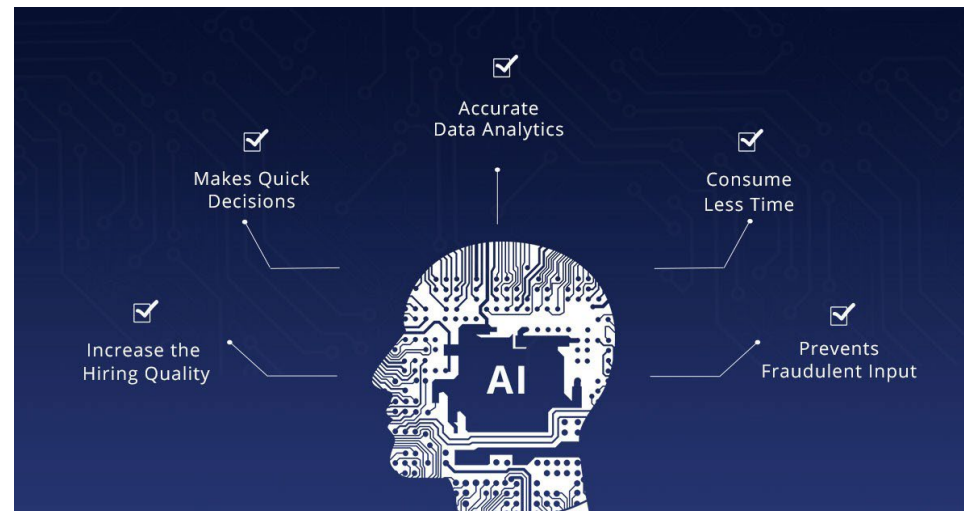
Jennifer Buaas
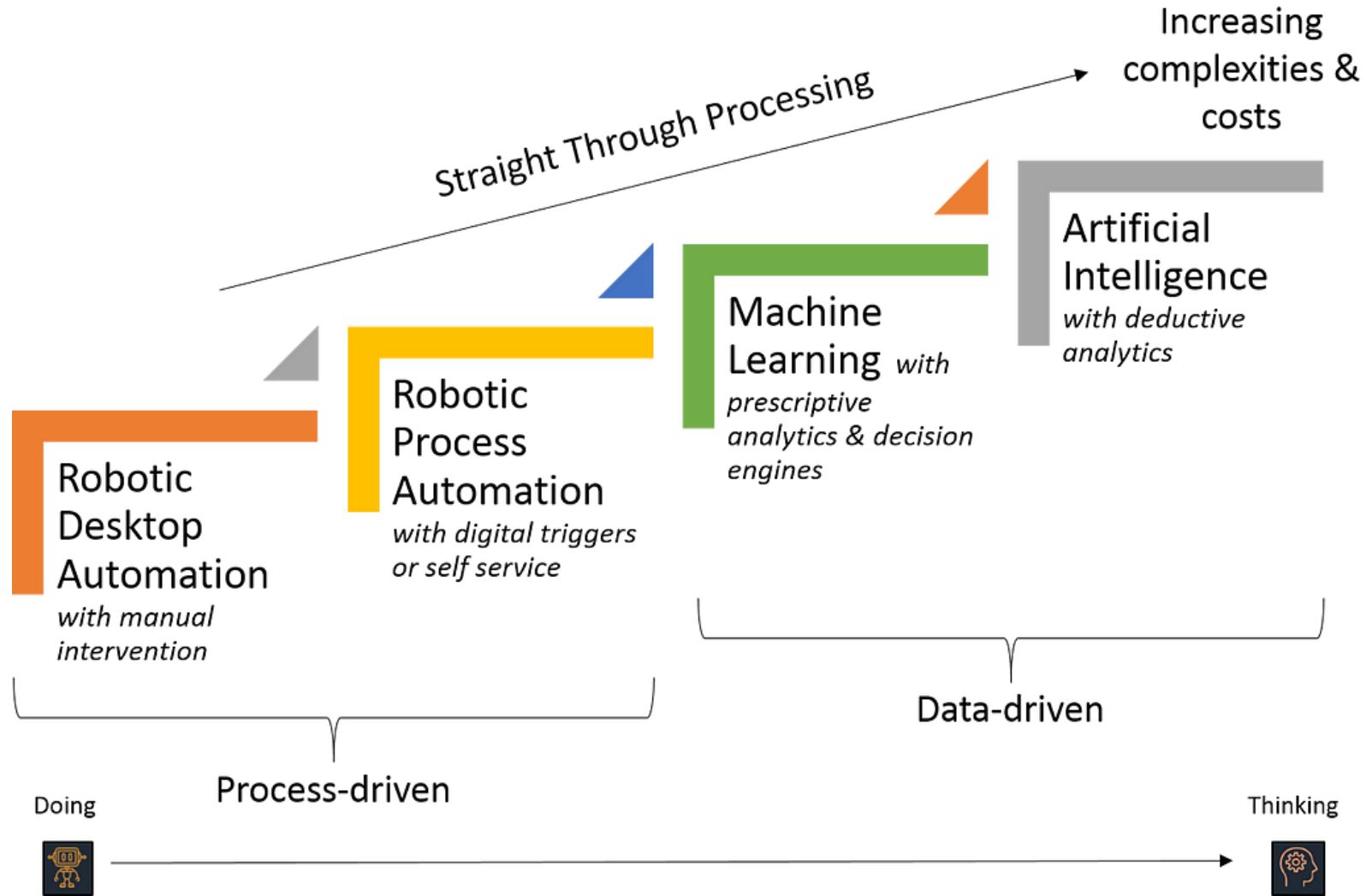
Deputy CTO, DIR

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What is AI

Artificial Intelligence (AI) refers to the computational techniques that simulate human cognitive capabilities. AI will transform most, if not every aspect of humanity, which presents a range of challenges and opportunities.

Government is seeking clarity, education, and guidance:
- what AI as a technology is,
- what it can and cannot do, and
- how does it apply to my organization.

How does it all fit together?

Myths about Artificial Intelligence

| Myth	Reality
AI will replace humans in the workplace.	AI is more likely to replace tasks within a job, not the entire job itself.
AI can think like a human and learn on its own.	AI uses mathematical models and finite computing power to process information.
AI is always more objective than humans	AI applications are a product of data and algorithms combined into models. Data is collected, prepared, and managed by humans. Combining it with algorithms may still produce unfair and biased results.
You can just buy AI solutions that will work across the board.	Identifying AI use cases and the data required for them can be specific and localized.
A large team of data scientists is required to implement an AI project.	Developing AI solutions might require only a couple of people a few weeks, or it could take years with a large team. It all depends on the nature of the objective, data, and required technical infrastructure and integration.

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What does artificial intelligence offer to government?

What are some AI applications/use cases in government?

- Fraud, Waste and Abuse
  - Identifying fraudulent workers compensation claims
  - Finding patterns of fraud in Medicaid claims

- Constituent Services
  - Personalized education
  - Payment verification
  - Predicting contagious disease spreads
  - Resolving public health related inquiries
  - Traffic operations optimization to reduce congestion

- Public safety
  - Predicting crime and optimizing enforcement presence
  - Autonomous transit
  - Social media based threat prediction

ARTIFICIAL INTELLIGENCE IN GOVERNMENT
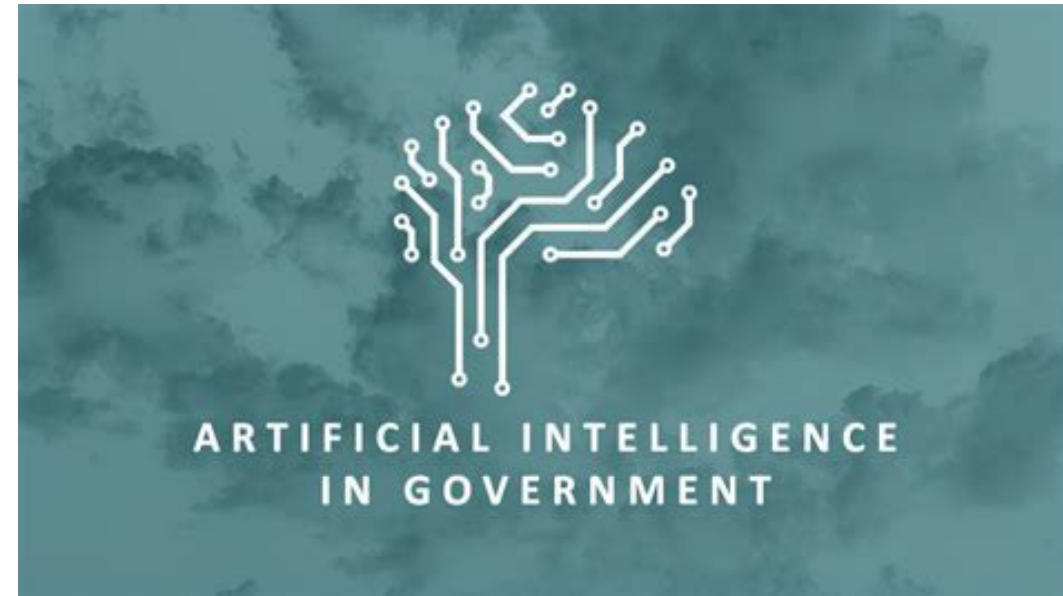
Identifying AI use cases in your organization

- How to select which AI use cases to pursue?
  - Focus on agency mission
  - Find the right data
  - Identify a champion
- Framing the problem for an AI project
  - User interviews
  - Market research
- Prioritizing projects
  - Impact
  - Effort
  - Fit

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What are the challenges of AI in the public sector?

- Employment
  - concerned about the impact of AI on human jobs in government
  - governments need to ensure that humans focus on higher value-added tasks
- AI biases
  - AI algorithms may contain biases due to prejudices of the algorithm development team or misleading data
- Explainability
  - It is not easy to explain how all AI algorithms arrive at their outcomes
- Accountability
  - new laws about companies' AI algorithms' accountability
- Difficulty of transformation
  - Age of public servants
  - More ambiguous/complex KPIs
  - Number of stakeholders

Considerations for state governments when implementing AI

- Data privacy and security
- Ethical considerations
- Transparency

Overall, AI has the potential to revolutionize the way state governments operate. By carefully considering the above factors, state governments can implement AI in a way that benefits their citizens and protects their interests.

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How can DIR support your agency?

- AI Center of Excellence
- AI User group
- AI Best practices

Artificial Intelligence (AI) best practices for Texas public sector

Purpose and Scope

The purpose of this document is to establish best practices and considerations for Texas public sector entities, which includes state agencies, institutions of higher education, and local government organizations. Texas public sector entities should establish guidelines for the responsible development, procurement, and use of artificial intelligence (AI) within their organizations and departments. This guide is designed to help these entities understand and navigate the broad implications of AI across diverse sectors such as healthcare, education, transportation, and more. This document applies to state government organizations considering or using AI technology, including but not limited to, machine learning algorithms, robotic process automation, computer vision systems, and generative AI.

1. Transparency

Government use of AI should be transparent and justifiable. Agencies and users should be able to disclose what AI systems they are using, the data used to build those systems, the algorithms and logic involved, and the purpose/application of the systems. Public sector entities should establish a mechanism for external stakeholders to understand, monitor, and audit these AI systems. Entities should carefully review and document AI systems involving automated

Generative AI Responsible Use Policy Playbook

Contact us!

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Thank You

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Texas Department of Information Resources

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