Leveraging AI in State Government Operations

Presentation to the Committee on Government

Affairs

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Introduction

- Overview of the executive branch's AI initiatives

- Our efforts with AI are focused on modernizing state operations to improve efficiency, accuracy, and service delivery. We are currently implementing AI in various capacities across multiple state agencies to streamline processes and enhance decision   -making capabilities.

- Focus on regulation and operational improvements

- We emphasize creating a regulatory framework to ensure AI is used responsibly. This includes establishing guidelines and policies that protect citizen data, promote transparency, and ensure ethical AI practices.

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Overview of AI in State Government

- Leveraging AI for efficiency and service delivery

- AI technologies are helping us automate repetitive tasks, reducing manual effort and freeing up staff to focus on more strategic initiatives. For example, AI-driven chatbots handle common inquiries, allowing human agents to tackle more complex issues.

- Ensuring robust governance and compliance

- We are committed to a governance model that ensures compliance with all relevant regulations. This involves regular audits, compliance checks, and collaboration with legal and ethical advisory bodies to maintain the highest standards of operation.

Regulatory Framework

- October 2023 guidelines on safe AI use

- In October 2023, we introduced comprehensive guidelines to ensure AI technologies are implemented methodically and responsibly. These guidelines cover areas such as data privacy, security, ethical use, and transparency.

- https://it.nv.gov/uploadedFiles/itnewnvgov/content/Governance/AI%20Guidelines.pdf

- Collaboration with advisory bodies

- We work closely with experts in the fields to review and recommend our AI policies continually. This collaboration ensures that our AI initiatives comply with current laws and ethical standards, fostering public trust and accountability.

Current AIApplications

- DETR: Enhancing unemployment claims process with generative AI

- The Department of Employment, Training, and Rehabilitation (DETR) uses generative AI to streamline the unemployment claims process. This AI helps analyze claims data more quickly and provides interactive guidance to users, improving both efficiency and user experience.

- Pilot programs in traffic management and public health

- We are running pilot programs in various areas, including traffic management, where AI optimizes traffic signals to reduce congestion, and public health, where AI analyzes data to predict and respond to health emergencies more effectively.

Benefits and Risks

- Benefits: Increased efficiency, better service delivery, enhanced job satisfaction

- AI automation allows us to handle more tasks with greater speed and accuracy, leading to better service delivery. Employees benefit from reduced repetitive work, allowing them to engage in more meaningful and fulfilling activities.

- Risks: Data privacy and security concerns

- The integration of AI brings challenges, particularly around data privacy and security. We address these by implementing robust data protection measures, regular security audits, and strict compliance with privacy regulations to ensure sensitive information remains secure.

- Leading the strategy and understanding how the state manages its data, Jason Benshoof, our states first Data officer is approaching classifying data and strategize how data can be useable and secured.

Ongoing and Future Initiatives

- Commitment to workforce training and reskilling

- We are dedicated to providing continuous education and training for our workforce to adapt to AI and automation technologies. This includes workshops, online courses, and hands-on training sessions to keep our employees up-to-date with the latest AI developments. Our State's Ai and emerging technology working group is tasked with recommendation and facilitating the conversation across state agencies.

- Expanding AI applications across more government operations

Legislative Collaboration and Support

- Importance of continued legislative backing

- Sustained legislative support is vital for the success of our AI initiatives. This includes providing necessary funding and enacting policies that support the ethical and effective use of AI in government operations.

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Conclusion

- Recap of AI's potential and current achievements

- In summary, AI has the potential to transform state government operations by improving efficiency, accuracy, and service delivery. Our current AI applications, such as those in DETR and other pilot programs, are already showing promising results.

- Call to action for ongoing support

- To fully realize the benefits of AI, we need your continued support. This includes not only financial investment but also your commitment to policies that foster innovation and ensure the ethical use of AI.

Open floor for questions from the committee

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