



AI Summit Roundtable Topics Summary

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AI Summit Roundtable Workshop – Tables & Topics

Tables & Topics

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Why we are here:

Explore the integration and ethical considerations of Artificial Intelligence (AI) in government operations and services to enhance decision-making, service delivery, and policy development.

Questions for participants to consider:

- How can AI be leveraged to improve government services and operations?
- What is “responsible AI” in context of your topic?
- How can cross-sector collaborations be fostered to advance responsible AI use in government?
- What measures can be taken to ensure equitable outcomes for Washington residents?

What comes next?

Following the conclusion of the event, we will collect and capture the valuable insights, discussions, and recommendations generated during the workshop and share a summary with all participants. The information gained will be used to further this discussion with the AI Community of Practice.

Executive Summary

The AI Summit Roundtable Workshop was designed to cover 30 diverse topics for exploration and discussion. Due to varying levels of interest, some topics were merged. The workshop featured two 30-minute sessions, during which participants were invited to join different tables to ensure a variety of discussions. These sessions yielded robust conversations and several interesting insights. Regrettably, not all tables documented their discussions, so this summary includes only those that did capture notes.

AI Capabilities - chatbots/virtual assistance

The discussion suggested a phased approach by tackling manageable components, initiating pilot programs, and ensuring collaboration between business and IT professionals from the start. The conversation highlighted the rapid evolution of AI and the dynamic landscape of vendors and technologies, which poses challenges, especially with security often trailing behind development. The session also covered the enhanced capabilities of AI in chatbots, offering significant improvements in conversational abilities and decision-making, and concluded that while AI promises to innovate and automate processes, further discussions are necessary to fully explore its potential and implications.

Biometrics

The roundtable discussion on government uses of biometrics emphasized broadening traditional applications, such as using biometrics for easier verification processes like vehicle ignition locks. Key priorities included adopting biometrics where user acceptance is high, leveraging existing technology without new data collection, and ensuring the technology's accuracy. The group also tackled challenges in fairness, stressing the importance of transparency, consent, purpose-specific data use, and organizational accountability in implementing biometric technologies.

Generative AI Application Ecosystem

The roundtable discussion on AI and application ecosystems highlighted the importance of data integrity and security, advocating for responsible AI practices and transparency about AI usage. It emphasized the potential of AI to enhance government services through chatbots, improved training processes, and accessibility services, while also stressing equitable access and the bridging of the digital divide. Furthermore, the necessity for cross-sector collaboration and cautious, informed deployment of AI technologies was discussed to ensure benefits are broadly and responsibly leveraged.

GIS

The discussion highlighted the integration of AI with GIS to enhance the interpretation of imagery for practical applications like detecting infrastructure issues and environmental monitoring. Key uses include land management through AI-generated scripts and evaluating land use patterns with AI, though concerns about privacy and ethical use were prominent, especially regarding data collection's impact on vulnerable communities. Overall, the potential of AI and GIS to address both

environmental and societal challenges was emphasized, with a strong call for responsible and ethical technology use.

Governance

Discussions on governance and policy highlighted the unique challenges and ethical considerations of AI, emphasizing the importance of equitable, transparent use and the scrutiny of AI data sources. Participants acknowledged the rapid evolution of technology and the need for adaptive governance frameworks to keep pace, underscoring the necessity for clear regulatory guidelines and cross-sector collaborations to facilitate responsible AI implementation. The consensus was that building a transparent and bias-free governance system is crucial for developing trust and practical applications of AI technology.

Healthcare benefits delivery

The roundtable discussion on the integration of AI and machine learning in healthcare highlighted their transformative potential to enhance service delivery, with applications ranging from predictive modeling and scan interpretation to automated administrative tasks. The discussion also emphasized the need for ethical considerations, responsible data management, and privacy safeguards amid AI's increasing role in healthcare. Concerns were raised about the implications of technology on privacy, data integrity, and maintaining the human element in healthcare services.

Human Resources/Recruiting

The discussion highlighted the use of AI to streamline HR processes in government, focusing on improving efficiency, enhancing communication, and handling data effectively while maintaining a commitment to fairness and diversity. Key points included the use of AI to automate initial candidate assessments and communication tasks, and the importance of responsible AI in recruitment to minimize bias and protect personal information. The sessions also emphasized the need for ongoing policy development and cross-sector collaboration to ensure ethical AI use and equitable outcomes in HR practices.

Law Enforcement

The roundtable discussion highlighted the diverse applications and implications of AI in law enforcement and other sectors such as DevOps and environmental management, emphasizing its role in enhancing efficiency, emergency responses, and situational awareness. Concerns about AI biases and the potential for false interpretations were discussed, with a strong focus on ethical considerations, such as preventing over-policing and ensuring equitable crime reduction. The conversation also stressed the need for cross-sector collaboration and transparent governance to manage AI responsibly and ensure fair outcomes across all communities.

Open Data

Participants identified data governance as a key challenge in implementing AI and Open Data, such as inventorying and categorizing data to protect it and make it available where it's needed. One agency shared about their use of AI with their datasets to significantly reduce time to market on delivering an FAQ-based chatbot. Another agency shared that their staff spends a significant amount of time fact-checking their chatbot even when it is restricted to their datasets. There is a critical need

for strict data handling protocols to ensure accuracy and security, especially in sensitive government applications where decisions can significantly impact public services.

Risk

The discussion focused on managing risks associated with AI, particularly in training, emphasizing the importance of thoroughly testing AI in controlled environments and staying current with technological advancements to mitigate potential risks. Participants noted the necessity of understanding AI's capabilities versus its actual functionalities, citing the risks of overpricing, integration complexities, and security vulnerabilities like hacking. Overall, the dialogue advocated for a cautious approach to AI integration, continuous risk analysis, and the development of tailored disaster recovery plans to address the multifaceted technical, ethical, and regulatory challenges posed by AI technology.

Service Delivery

The roundtable discussion on IT service delivery emphasized the potential of AI to enhance government operations through the centralization of data access, while highlighting the necessity of responsible AI implementation and cross-sector collaborations. Key areas of focus included developing AI systems that ensure privacy, security, and equitable access to services, and addressing challenges related to data integration and management. The dialogue stressed the importance of eliminating bias, ensuring accurate and timely updates in line with legal changes, and fostering effective partnerships between state agencies, the private sector, and communities to achieve equitable outcomes in service delivery.

Workforce Impacts

The roundtable discussion on workforce impacts examined how artificial intelligence is reshaping public sector roles, emphasizing the need for enhanced training, skill development, and effective change management to integrate AI effectively. Key themes included the expansion of workforce roles related to AI, the implementation of AI-driven services, and the importance of psychological safety as employees adapt to technological advancements. Overall, the conversation highlighted the transformative potential of AI, underscoring the necessity for strategic training, security measures, and fostering a supportive environment for employees as they navigate the evolving landscape.

Key reoccurring themes:

- **Ethical and Responsible AI Use:** Emphasized across all discussions, with a focus on minimizing bias, ensuring privacy, and managing data responsibly to protect vulnerable communities and maintain public trust.
- **Enhancing Efficiency and Service Delivery:** AI's role in improving operational efficiency and service delivery is highlighted, including its application in healthcare, law enforcement, HR, and general government operations.
- **Adaptive Governance and Regulatory Frameworks:** The need for adaptive governance that can keep pace with the rapid evolution of AI technology is a recurring theme, stressing the importance of clear regulatory guidelines and cross-sector collaborations.

- **Privacy and Data Integrity Concerns:** Concerns about privacy, data integrity, and the potential for AI to infringe on individual rights were frequently mentioned, particularly in the contexts of healthcare, law enforcement, and general data collection.
- **Cross-Sector Collaboration:** The importance of fostering partnerships between public and private sectors to leverage knowledge, establish ethical standards, and ensure equitable outcomes in AI implementations was repeatedly underscored.
- **Training and Change Management:** The necessity of continuous training, skill development, and effective change management to help the workforce adapt to AI-driven changes and secure environments was highlighted in several sectors.

Topic Summaries

AI Capabilities - chatbots/virtual assistance - Facilitator: Paul Aneja - DSHS

Enabling AI in Washington state:

- Begin by addressing smaller, manageable components rather than attempting to tackle entire enterprise challenges all at once.
- Implement pilot programs and experiments.
- Include both Enterprise Architecture (EA) and security from the start.
- Ensure a collaborative approach involving both business and IT professionals.

Key Challenges:

- AI is evolving at an exponential rate.
- The landscape of AI vendors and technologies is constantly changing.
- AI development moves quickly, while security design often lags behind.

AI Capabilities in Chatbots:

- AI significantly enhances chatbot functionalities.
- It allows for advanced conversational capabilities, decision trees, and specific AI engines.
- The needs and use cases for AI in chatbots are highly diverse.

Benefits of AI:

- Promotes innovation and efficiency.
- Speeds up processes and operations.
- Encourages a more data-driven approach.
- Complements and augments human work.

The discussion concluded that AI offers transformative opportunities to innovate and automate processes. However, a thorough exploration of this topic requires more discussion and consideration of various perspectives.

Biometrics - Facilitator: Matt King - WaTech

The notes from the roundtable discussion highlight several key aspects of government uses of biometrics for authentication and verification. The discussion expanded on traditional uses to explore broader applications, such as ignition locks for regulated commercial vehicles. The group prioritized:

User Willingness: Focus on use cases where individuals are likely to adopt biometric solutions willingly in exchange for simpler interactions.

Technology Leverage: Utilize existing technologies that do not require the collection of new biometric data. For example, using FaceID or collecting facial templates once for multiple uses.

Accuracy Requirements: Emphasize the use of highly accurate biometric technologies to ensure reliability.

Challenges were also discussed, particularly regarding the fairness of biometric uses. The group questioned whether these uses benefit the organization or the customer, and if they might be universally beneficial yet unfair to some individuals. Surveillance technology was cited as an example where societal benefits might conflict with individual expectations and fairness.

For successful implementation, the focus was on adhering to privacy and fair information principles. This involves ensuring transparency, obtaining consent, using data solely for its intended purpose, and holding organizations accountable for appropriate use of biometrics. Understanding incentives and returns on investment is also crucial in addressing the tension between organizational and individual benefits.

Generative AI Application Ecosystem - Facilitator: Jerry Driessen - Info-Tech

The roundtable discussion focused on several key aspects of optimizing employee residential experiences and enhancing government services through AI and application ecosystems:

1. **Data Integrity and Security:** Emphasized the importance of starting with an understanding of the existing data model and ensuring data quality ("garbage in, garbage out"). Discussions included the security of data sources and the necessity of aligning data policies with actual capabilities.
2. **AI Applications and Privacy:** Considered how AI can improve service delivery without violating privacy, emphasizing AI's potential in offering qualified suggestions for services. The dialogue also covered the need for equitable access, addressing the digital divide, and the capability of AI to bridge language barriers and simplify complex terminologies.
3. **Vendor Transparency:** Raised questions about vendors' claims regarding their AI technologies, stressing the need for clear definitions and understanding of what AI entails when claimed by vendors.
4. **Enhancing Government Services Through AI:** The group discussed application ecosystems that could improve government services, such as chatbots for cross-service suggestions, AI-assisted training and onboarding (internal education), and knowledge management. They also highlighted the importance of accessibility and translation services to improve service timing and democratic participation.
5. **Responsible AI:** Touched on the principles of responsible AI deployment, urging caution against rapid, unchecked adoption. Key points included the importance of transparency about AI use to consumers, developing a balanced data strategy that supports responsible AI, and the need to challenge norms in AI applications.
6. **Cross-Sector Collaboration:** Noted the value of cross-sector collaboration, sharing vetted tools, and providing access to smaller agencies to leverage AI benefits broadly and responsibly.

Overall, the discussion underscored the critical balance between leveraging technological advancements and ensuring responsible, secure, and equitable access to AI-driven services.

GIS - Facilitator: Joanne Markert, WaTech

The discussion focused on the integration of AI and GIS (Geographic Information Systems) to enhance human intelligence in interpreting GIS imagery for various practical applications. It was discussed how AI training can assist in detecting infrastructure problems such as road cracks, the impact of proximity to streams on pollution levels, and identifying safety concerns on roads due to factors like hills and flooding. The use of generative AI to write scripts for GIS applications is cited as a good example of technology aiding in Earth intelligence, especially in land management tasks such as measuring spectral light, analyzing tree canopy chlorophyll levels, and monitoring environmental changes.

A top use case mentioned is leveraging AI and GIS for land management, including observing and analyzing land use patterns and environmental indicators. Concerns were raised about the irresponsible use of technology, such as the "AirTag following feature" on iPhones, and its implications for privacy and ethical data use. The group questioned how these technologies, while useful, might impact overburdened communities when collecting data without a clear understanding of its applications or consequences.

Further discussion on the potential for AI and GIS to evaluate property features, like air conditioning units, with high resolution, pointing out that such detailed observations might lead to privacy concerns or issues regarding the prioritization of reviews and approvals for city or county permits.

The conversation also explores how GIS could help understand and address social issues, such as identifying homeless populations to optimize the delivery of mobile services to these areas. Yet, this raises significant privacy concerns regarding tracking individuals without consent.

In summary, the conversation underscores the immense potential of combining AI with GIS for environmental and societal benefits, stressing the importance of responsible use, ethical considerations, and the need for clear guidelines to protect privacy and ensure that the technology serves the public good without unintended negative consequences.

Governance - Facilitator: Zack Hudgins, WaTech

During the roundtable session, there were no participants at Table 15, where the discussion on governance was to take place, led by Zack Hudgins. He moved to Table 14, and assisted Angela Kleis with the discussion of policy. Both policy and governance discussions were covered. There was a focus on responsible AI values, emphasizing the need for equity, understanding biases, and recognizing the impact of AI use cases.

The discussion highlighted the importance of scrutinizing the sources of AI data, including the origins of the data, its intended use, consent for use, and compliance with training policies. There was a consensus that policymakers don't usually look at data sources for other IT solutions like web browsers or spreadsheets, but that AI technology was inherently different. There was agreement that it is impossible to fully and completely "unlearn" AI models.

While there are some implications for the workforce, the private sector at the table expressed their primary concern as a need for clear regulatory guidelines to maximize where they innovate with certainty for implementation. The difficulty of settling on accepted definitions, and ethical data use seemed to be two challenges worth investigating more. There was agreement that cross sector use cases would facilitate practical implementation and agreed to policy and use guidelines.

There was general recognition that technology evolves much faster than policy discussions and governance oversight, necessitating adaptive oversight structures and frameworks not tied to single use cases. Methods for addressing changing situations within AI implementation would be most useful in a policy discussion.

In a subsequent session, the focus shifted to the practicalities of implementing AI responsibly, again probing the need for ethical use, consent from those that provided data, understanding of the data used, and general awareness of bias, or the potential of bias in AI models. There was agreement that trust in AI would be difficult to measure or establish if transparency was not built into the governance policies used for any regulation. The difficulty of policy frameworks keeping up with the pace of rapidly evolving AI technology was also discussed.

The overarching theme of both sessions was that clear guidelines, and collaborative use cases would be most helpful in developing AI implementation, if a transparent and bias free value system was built into governing policy and oversight.

Healthcare Benefits Delivery - Facilitator: Crystal Schienbein - Dept. of Veteran Affairs

The roundtable discussion revolved around the integration of artificial intelligence (AI) and machine learning (ML) within public health and healthcare systems, emphasizing both the potential benefits and concerns associated with these technologies. Key themes from the discussion include:

1. **Predictive Modeling:** AI's role in standardizing care routines through predictive modeling, aiming for consistent and optimized patient care.
2. **Interpretation of Scan Data:** Leveraging machine learning for the interpretation of medical scans, advocating a "trust but verify" approach to ensure accuracy.
3. **OneWashington Website Application:** An AI-driven application process on a centralized website to guide customers to appropriate services and agencies based on their inputs, offering a personalized checklist of recommendations.
4. **Social Determinants of Health:** Utilizing social media, biometric data, and customer inputs to assess social determinants affecting health outcomes.
5. **AI as a Knowledge Base:** Implementing AI-powered tools similar to Alexa to provide healthcare staff with a comprehensive knowledge base.
6. **Preventative Alerts in Healthcare:** Using AI in conjunction with other technologies for early detection and alerting of healthcare conditions in hospital settings, noting the potential for false positives.
7. **Data Architecture and Sharing Strategy:** AI assistance in refining data architecture and enhancing data sharing strategies across different governmental levels, with a focus on standardizing data privacy and classification.
8. **Concerns Over Monetization:** The ethical, responsible use of AI in public service was highlighted, particularly regarding the monetization of AI and the integrity of data methods.

9. **Reducing Manual Processes:** The potential for AI and ML to automate manual processes, allowing healthcare staff to focus more on human interactions and less on paperwork.
10. **Identifying Misconduct:** Analyzing social media, biometric, and video data to identify unethical practices within the medical field.
11. **Medical Board Review Processes:** Utilizing AI to improve and standardize the review processes of medical boards, enhancing inter-state communication and regulation concerning licensing and ethical behavior.
12. **Staff Retention and Onboarding:** Applying AI to improve methods for retaining existing employees and onboarding new healthcare staff, focusing on roles and responsibilities.

Overall, the discussion underscored the transformative potential of AI and ML in enhancing healthcare delivery, ethical considerations, and the importance of responsible data management, while also highlighting concerns about the implications of technology on privacy, data integrity, and the human aspect of healthcare services.

Human Resources/Recruiting - Facilitator: Brian Mark - WaTech

Overall, the discussion emphasized using AI to streamline HR processes in government while maintaining a careful balance with ethical considerations and human oversight to ensure fairness and diversity.

Efficiency Improvement: AI could expedite the candidate review process in HR by automating first-tier inquiries and generating FAQs, reducing the workload from high recruitment needs and turnover.

Communication Enhancement: AI can auto-generate emails aligned with recruitment numbers and candidate interests, supporting streamlined communication.

Data Handling: Proactively identify applicants using online job boards and resumes, and automate the tracking and management of attrition rates, including permissions for onboarding processes.

Concept of "Responsible AI" in Recruitment:

Bias Reduction: AI should be used to minimize bias in reviewing applications, without entirely replacing human judgment, especially in assessing cultural fit or soft skills.

Ethical Considerations: Responsible AI involves not allowing AI to make final decisions on hiring, protecting personally identifiable information (PII), and ensuring diversity metrics are embedded in AI processes.

Applicant Experience: AI could improve the applicant experience by handling procedural tasks, allowing human panels to focus on engaging with candidates and evaluating responses more effectively.

Fostering Cross-Sector Collaborations:

Knowledge Sharing: Promote the sharing of challenges and solutions between government and industries already using AI in HR, to learn and adapt best practices.

Policy Development: Update and refine policies to enhance the accessibility and responsible use of AI in government HR operations.

Ensuring Equitable Outcomes:

Bias Removal: Constantly work towards removing bias in AI processes to ensure equitable treatment of all applicants.

Diversity Considerations: Implement measures to maintain diversity of thought in the hiring process, acknowledging that AI systems can sometimes lead to homogenized applicant pools.

Law Enforcement - Facilitator: Jessica James - WaTech

The roundtable discussion explored the multifaceted implications of AI in law enforcement, along with its applications across various sectors including DevOps and environmental management. The conversation delineated AI's potential to augment efficiency, enhance emergency responses, and improve situational awareness through advanced data analysis and automation. Key highlights include:

- **Understanding AI in Law Enforcement:** AI's role was outlined as pivotal in accelerating emergency management responses and disaster readiness, with its ability to learn and adapt from data being emphasized.
- **Leveraging AI in Law Enforcement:** The discussion covered AI's preventative capabilities in identifying potential threats through surveillance pattern recognition, its utility in post-disaster search and rescue via drone footage analysis, and its efficiency in automating police report writing. However, concerns were raised about biases and the possibility of false interpretations leading to unfair treatment.
- **Responsible AI:** Ethical considerations were at the forefront, including the avoidance of over-policing, ensuring equitable crime reduction efforts, recognizing and mitigating built-in biases, and maintaining public trust through privacy and responsible governance.
- **Cross-Sector Collaboration:** The need for cooperation between public and private sectors to enhance AI governance, with a focus on bias mitigation and data sharing, was underscored.
- **Equitable Outcomes:** The discussion stressed the importance of acknowledging and actively governing AI biases to ensure fairness for all residents, alongside the necessity for transparent AI usage to prevent disproportionate impacts on specific populations.
- **AI Across Sectors:** Beyond law enforcement, AI's potential to revolutionize state operations through automation and efficiency in fields like natural resources and DevOps was highlighted. Challenges such as data integrity, security, and the responsible use of AI were acknowledged, with an emphasis on the significance of data provenance and the benefits of merging data across sectors for comprehensive analysis.

The sessions collectively recognized AI's transformative potential across different sectors while emphasizing the critical need for responsible usage, ethical governance, and efforts to achieve equitable outcomes through collaboration and education.

Open Data - Facilitator: Cathi Greenwood - WaTech

Key data governance challenges identified included inventory, security, availability, and protection. Participants highlighted the use of large language models (LLMs) with agency datasets to enhance chatbot development, significantly reducing time to market compared to traditional methods. However, strict guardrails are necessary to ensure only public data is published. Participants identified that AI has strong potential to facilitate data aggregation without compromising personally identifiable information (PII). To adopt AI, agencies must have the appropriate willingness, data sharing agreements (DSAs), and platforms to manage and provide access to data. The discussion also covered challenges in maintaining data accuracy, emphasizing the need for thorough validation to prevent errors in critical decisions affecting public services. Another participant shared their agency's use of AI to streamline grant application processes, particularly for underserved communities, by interpreting complex manuals and laws.

Risk - Facilitator: Randy Holt - Department of Health

The discussion centered on identifying and managing risks associated with AI, particularly in the context of training. The dialogue unfolds with various participants highlighting the challenges and considerations essential for responsibly integrating AI technologies:

1. **Understanding and Testing Unknown Vectors:** The necessity of understanding and testing AI in unknown or unforeseen circumstances is emphasized. Developing a controlled environment or "sandbox" for AI testing, along with classifying data and considering the costs to users, is seen as critical for mitigating risks.
2. **Learning from Data:** The process of learning from data can reveal unexpected insights. However, caution is advised regarding how AI dependencies are integrated, the risks of overpricing, the importance of staying current with AI advancements, and the regulatory implications of deploying AI solutions, such as chatbots that interact with EU citizens, which are considered part of the entity and subject to specific integration risks.
3. **Inspection and Reality of AI Technologies:** There's a warning about the discrepancy between the perceived capabilities of AI technology and its actual functionalities, with deepfakes mentioned as an example of the technology's potential for deception.
4. **Training and Adoption Risks:** The lack of adequate training and the risks associated with not adopting AI or not addressing security concerns such as hackers are discussed. Additionally, the importance of conducting risk analysis, having disaster recovery plans specifically tailored for AI, and considering AI's impact on job fields are highlighted as essential components of a comprehensive approach to AI risk management.

Overall, the conversation underscores the multifaceted risks of AI technology, from technical and ethical challenges to regulatory and security concerns, advocating for thorough testing, continuous learning, and cautious integration to navigate these complexities.

Service Delivery - Facilitator: Kristy Schreiner - Department of Ecology

The roundtable discussion on IT service delivery focused on harnessing artificial intelligence (AI) to enhance government operations and services, while emphasizing the necessity of responsible AI

implementation and fostering cross-sector collaborations for the advancement of these goals. Key insights from the discussion include:

1. Improving Government Services with AI:

- The potential of AI to centralize access to data and information across state services was highlighted, suggesting the creation of a single portal for both employees and citizens to easily retrieve answers and information.
- Concerns were raised about identifying necessary sources, integrating various data systems, and formulating a comprehensive data management strategy.

2. Responsible AI:

- Emphasis was placed on eliminating bias and ensuring equality, alongside the importance of privacy and security in AI systems. Questions were raised about the necessity of personal identifiable information (PII) for providing services and the integration of federal and state laws to protect collected data.
- The need for AI solutions to provide accurate, timely, and regularly updated information in line with changes in regulations, laws, and policies was also discussed.

3. Cross-Sector Collaborations:

- The role of education and communication in bridging the gap between state agencies and the private sector was discussed, highlighting the importance of understanding organizational dynamics and fostering collaboration to leverage industry knowledge and lessons learned.
- The strategy involves both vertical and horizontal integration of insights and feedback from end-users to WaTech and vice versa.

4. Equitable Outcomes for Residents:

- Strategies to eliminate bias and ensure equitable access to services for all residents, regardless of their technology access or connectivity, were discussed. This involves working with local entities and understanding inherent biases to mitigate them effectively.
- Engaging with communities through outreach and leveraging trusted institutions like schools to understand and overcome barriers to service delivery were suggested as key to achieving equitable outcomes.

Overall, the discussion underscored the critical importance of developing AI systems that are not only efficient and effective but also responsibly designed and implemented to ensure privacy, security, and equity. The collaboration between government, private sectors, and communities was identified as essential to advancing these objectives and ensuring that the benefits of AI in government service delivery are fully realized and equitably distributed.

Workforce Impacts – Facilitator: Dan Renfroe – WaTech IE&E Program

The notes from the roundtable discussion on workforce impacts focused on various aspects of how artificial intelligence is shaping the workforce, particularly in public sector roles.

Round 1 Highlights:

- Discussion centered on **enhancing employee skills** through learning initiatives, training, certifications, and mentoring, particularly for contingent labor.
- There is an emphasis on **workforce expansion** in new roles related to AI and security.
- Considerations were made for **improving service delivery** through AI-driven multi-lingual services and AI-assisted call centers.
- The need for **effective change management** and knowledge transfer to current staff to adapt to new technologies and methods was underscored.

Round 2 Highlights:

- There was a strong theme of **reinventing state human resources** to adapt to changes brought by AI, including retraining staff and providing incentives to retain them.
- Discussions addressed how to **train front-line staff** to use AI tools effectively and to ensure these tools add value.
- The concept of **psychological safety** was prominent, recognizing the need for ensuring that employees feel secure in their roles as they evolve with technological advancements.
- A call for **realistic expectations and communications** about the future directions of AI integration.
- The potential of AI to **integrate data across systems** was noted, alongside the challenges of training large language models and the costs involved.
- Concerns were raised about **security risks**, such as AI hacking and the misuse of AI in creating deep fakes from public records.
- The discussion also touched on starting AI implementations in **lower-risk back-office functions** and the need for more vendor partnerships to leverage expertise and mitigate risks.

Overall, the discussion underscored the transformative impact of AI on the workforce, emphasizing the need for strategic training, change management, and the creation of a secure and psychologically safe working environment as roles and tasks evolve.