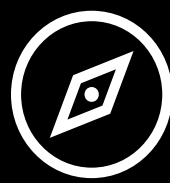


The truth about public sector AI misconceptions



Americans deserve the best experience their government can offer them, whether it's fast and convenient access to services or helpful answers to their questions and concerns. Artificial intelligence (AI) can help support those goals in a way that also empowers public sector employees.

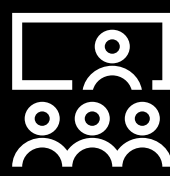
If you're skeptical, it might be because you've heard the following misconceptions:



Myth: There is no clear strategy for AI in the public sector

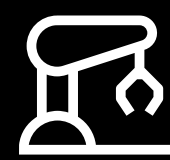


The National AI Research Resource Task Force has established four measurable goals to make the most of AI technology.¹ The task force wants to spur innovation, increase the diversity of talent, improve capacity and advance trustworthy AI. Government agencies and departments can use these goals to inform which AI tools to adopt.



Myth: The public sector lacks sufficient AI expertise

Seven AI research institutes are being developed by the U.S. National Science Foundation (NSF) to explore opportunities using the technology.² For public sector agencies potentially facing recruitment and retention challenges and budgetary pressures, AI workplace applications can help improve employee hiring, foster greater collaboration and strengthen operations.



Myth: There are not enough proven use cases for AI in the public sector



Agencies at all levels of government are already using AI, whether it be to help predict forest fires or reduce IRS waiting times by offering self-service to constituents.³ In fact, when asked what emerging IT area will be the most impactful in the next three to five years, 53% of state CIOs chose generative AI.⁴



Myth: AI may not be applied consistently across different levels of government

The use of AI extends throughout the country, such as helping to enhance situational awareness for first responders. The use of AI is a top 10 priority for the National Association of State Chief Information Officers.⁵ In fact, the group specifically called out the use of chatbots and virtual assistants as important AI tools to explore.



Not enough is being done to address the risks of AI in the public sector



The National Artificial Intelligence Advisory Committee's first report includes recommendations around AI regulation, respecting civil rights, inclusion and more.⁶

The time to make use of AI in government is now. Learn how Verizon can help.