

The Power of AI in the Federal Sector

Artificial intelligence (AI) has long been misunderstood and is sometimes controversial in both the public and private sectors. But the truth is that if used correctly, secure and trustworthy AI has the potential to transform the way the federal government operates by collecting and analyzing data to optimize workflows and refine decision-making processes. However, many still struggle to infuse AI across their organizations at scale—complex data landscapes limit agility, while data silos and inconsistent data sets can hinder success. To avoid these pitfalls, agencies must carefully plan and prepare before introducing it into their environments.

HOW AI CAN HELP

AI algorithms can help agencies use data to:



1

Improve decision making by increasing the speed and clarity of processes.



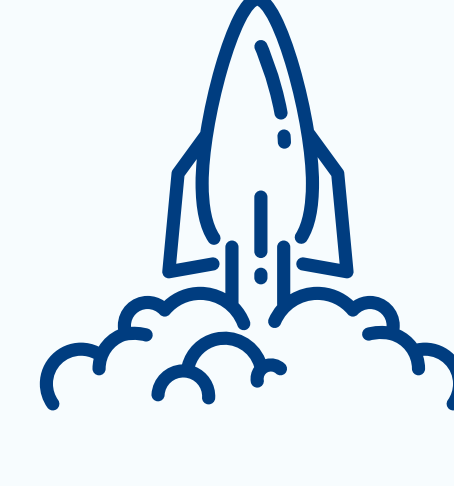
2

Automate key tasks to reduce constraints on employees and serve citizens faster.



3

Cut costs of core governance functions and accomplish more within a limited budget.



4

Prepare for the future to proactively identify upcoming surges in services, or even predict fraud.

OVERCOMING AI HURDLES

Despite its vast potential for success, agencies still struggle with AI adoption. Here are a few tips to overcome key challenges in scaling and adopting AI:

Educate and engage the public and stakeholders to overcome biases or misunderstandings about the technology.

Address skills gaps by ensuring your employees receive proper training to effectively use AI.

Bolster cybersecurity defenses in accordance with current federal guidance to avoid breaches into sensitive data.

Take full advantage of any flexibility in rigid procurement processes and limited budgets.

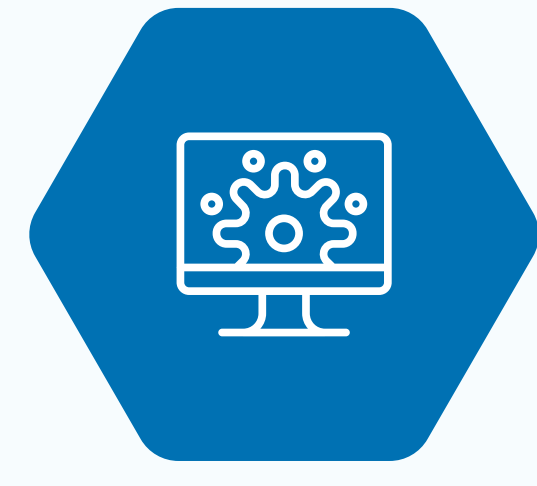


BEST PRACTICES FOR FEDERAL AI IMPLEMENTATION



Refine Strategy

Before adopting automation, agencies must take a step back and evaluate their IT ecosystem. Then, they can create a comprehensive, mission-focused strategy designed to meet their unique needs.



Capacity Build

Once they have developed a strategy, agencies must build out internal capacity to properly incorporate, deploy and maintain the technology. This may include updating computer systems, hiring or upskilling staff and executing new cybersecurity tools.



Maintain Transparency

AI, to many, can be a new and intimidating way of conducting operations. To move forward successfully, agencies must build trust, both internally and amongst the public by providing consistent clarity into operations, demonstrating exactly how AI is working within their organizations and its impact on processes.

PROVEN RESULTS

Nearly half of the country's most prominent federal agencies are accelerating digital transformation with AI, modernizing the delivery of constituent services and improving efficiency and effectiveness within their organizations. Those that are currently using an automation platform have reported improvements in:

45%

45% of federal agencies are using or experimenting with AI or ML tools.

60%

The U.S. government is prioritizing AI for decision-making purposes, with **60% of investments** expected to impact operational decisions by the year 2024.

Facilitating services and communication with citizens

Chatbots answer online inquiries and self-driving vehicles optimize postal delivery, among others.



Management of internal resources

To counteract cyberattacks, provide tools to ensure regulatory compliance and ease the procurement process.



85%

85% of agencies have deployed chatbots or are planning to in the near future.

57%

57% of organizations say that investing in AI, along with ML and automation, has helped prevent cyberattacks.

Prioritizing enforcement action

Food and drug safety testing, facial recognition technology and predictive algorithms.



Collecting and analyzing research

Using distinct algorithms to shape agency policies and review citizen reports.



91%

AI technology correctly predicted adverse drug events **91% of the time**.

30%

AI adoption has the potential to save agency staff **27%–30% of their time**.

It's important for federal agencies to keep up with the innovations of the private sector for them to fully fulfill their missions.

CHOOSING THE RIGHT PROVIDER

Agencies don't have to start their AI journeys alone. Partners like **Presidio Federal and IBM** can help navigate complex challenges by providing the platforms and resources necessary to foster successful, trustworthy AI implementation and drive mission success.

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