

■ AI Use Case Report

CGI AI Launch Pad | DIR AI Day 5

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Generated:	January 11, 2026 at 08:26 PM

■ AI-Generated Use Case Recommendations

Use Case 1: Automated Document Completeness Check

Problem it helps with: Staff spend significant time manually reviewing permit applications to ensure that all required documents are included, leading to slowdowns and errors.

Potential value: Time savings and increased consistency in application review.

How it might work: An AI tool could assist by automatically scanning submitted applications to check for the presence of all necessary documents. This would help quickly identify missing items before manual review.

Next steps: Further assessment required to understand data quality and integration needs before implementation.

Use Case 2: Historical Application Pattern Analysis

Problem it helps with: The agency has thousands of past application PDFs that are difficult to search and analyze for patterns, making it hard to gain insights.

Potential value: Improved insight and decision support for future permit processing.

How it might work: AI could be employed to analyze historical application data, extracting and summarizing key patterns and trends, helping to inform policy adjustments and resource allocation.

Next steps: Further assessment required to determine data structuring and analysis capabilities.

Use Case 3: Consistency Enhancement in Application Review

Problem it helps with: Inconsistencies occur when different staff members review the same applications, leading to errors and rework.

Potential value: Increased consistency and service quality in the review process.

How it might work: AI could provide standardized checklists and guidelines based on past successful reviews, assisting staff in maintaining consistent evaluation criteria across different reviewers.

Next steps: Further assessment required to ensure alignment with existing practices and human oversight mechanisms.

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