**Government Transformation in Action: Interactive Case Study Analysis**

**Breakout Room Activity:** "Transformation Stories"

* Teams analyze real government AI implementations
* Each team gets a different case study

**Analysis Framework Template:**

* What made this implementation successful?
* What challenges did they overcome?
* How did this change the workers' roles?
* What could go wrong with this approach?
* How could this apply to acquisition processes?

**Case Study 1: Department of Veterans Affairs**

* Background: 24 million veterans, overwhelmed call centers
* Challenge Details: 45-minute average wait times, 80% routine questions
* AI Solution: Natural language chatbot with knowledge base integration
* Implementation: 6-month pilot, gradual rollout, human backup
* Results: 90% routine inquiry automation, 3-minute average
* Cost Impact: $50M annual savings in call center operations
* **Discussion Questions:** What made this successful? What could go wrong?

**Case Study 2: General Services Administration (GSA)**

* Background: Thousands of vendor proposals, manual review bottleneck
* Challenge Details: 6-week review cycles, inconsistent evaluation
* AI Solution: ML-powered compliance checking and capability matching
* Implementation: Pilot with 100 proposals, iterative improvement
* Results: 60% faster initial review, more thorough analysis
* Cost Impact: $20M in improved vendor selection outcomes
* **Discussion Questions:** How might this change the procurement officer's role?

**Case Study 3: Internal Revenue Service**

* Background: Millions of tax returns, sophisticated fraud schemes
* Challenge Details: Manual auditing catches <5% of fraud cases
* AI Solution: Pattern recognition across multiple data sources
* Implementation: Phased rollout with extensive testing
* Results: $6.7B additional revenue identified
* Cost Impact: 15:1 ROI on AI investment
* **Discussion Questions:** What ethical considerations arise?