

# Maryland AI Community of Practice (MDAI)


7/11/25

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# Agenda

1. **CoP's Vision and Values** (Lauren Maffeo, AI Enablement)
2. **AI Enablement Updates** (Lauren Maffeo, AI Enablement)
3. **Intro to AI Proofs of Concept** (Ray Bell, AI Enablement)
4. **Lunch n Learn: Using Gemini to Analyze Qualitative Data** (Syed Azeem, DoIT)
5. **Use AI to Automate Meeting Summaries** (Arshia Sethi-Snowdon, AIB)
6. **Q&A and What's Next** (Lauren Maffeo, AI Enablement)

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# CoP Etiquette

- Mics on Mute to prevent background noise
- Only the speaker should have their camera on to avoid visual distractions
- Add your questions to the Q&A section of our chat
- The AI Enablement Team will try and address questions in the chat
- Forward this meeting to peers who might benefit ([meet.google.com/wfx-xmcc-qbo](https://meet.google.com/wfx-xmcc-qbo))
- Bring an owner's mindset & participate!

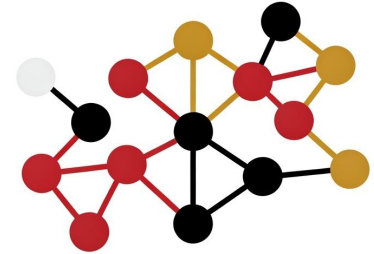
# AI Enablement Team

[Nishant Shah](#) (Senior Advisor for Responsible AI)

[Ray Bell](#) (AI/ML Product Director)

[Solomon Abiola](#) (Director of AI Governance)

[Lauren Maffeo](#) (Senior AI/ML Program Manager)



**MARYLAND**  
AI ENABLEMENT TEAM

Image generated by Gemini. 

Prompt: Logo for Maryland AI Enablement Team. Modern, minimalist, geometric, vector. Interconnected nodes, Maryland colors (red, white, black, gold). Clean, professional.





# MDAI's Vision & Values

# Maryland's Vision for AI

**The State of Maryland responsibly, ethically, and productively leverages AI/ML technologies to significantly improve constituent outcomes and reduce drudgery for the State workforce.**

# MDAI's Values

## 1) Collaborate Across Teams

- Meet regularly to share AI use cases, wins, struggles, questions, and best practices.
- Provide shared space for anyone in Maryland to learn how they can harness AI.
- Connect with peers who have the same issues or aspects of AI enablement as you do.

# MDAI's Values

## 2) Show, Don't Tell

- Host lunch n learns to show how Maryland's civil servants can use enterprise AI tools.
- Share AI proof of concepts to demo how your peers use AI.
- Highlight guest speakers from Maryland to share new AI innovations.



# MDAI's Values

## 3) Provide AI Updates in a Shared Space

- Share new AI policies, processes, guidance, etc. for state employees to use.
- Offer blueprints for anyone serving Maryland (city, county, state, etc.) to leverage AI.
- Provide Maryland's AIE team as a foundational source for where to start with AI.



# AI Enablement Updates

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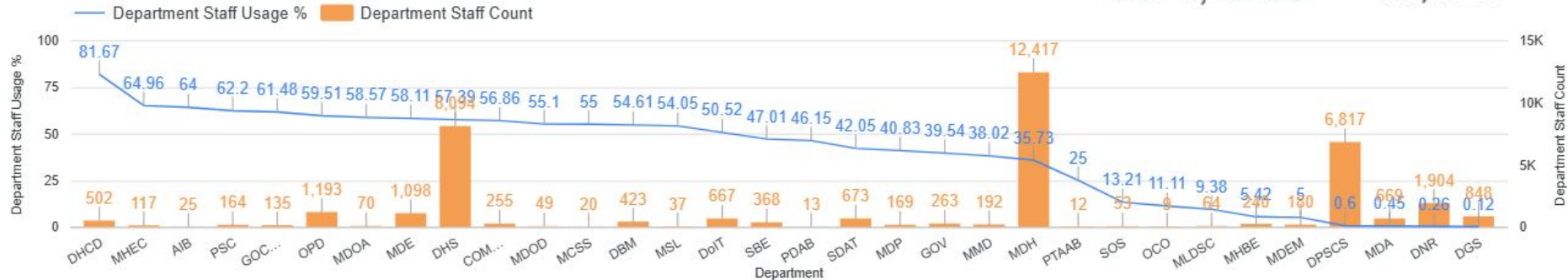
# Enterprise AI Tool Usage

(3) Build momentum around experimentation & adoption

Active Gemini users by Department

Last update  
Jul 7, 2025

Gemini user  
12,725



- 47% increase in active Gemini users across MD since early June '25
- [Email us](#) or [fill out our form](#) to share your pros and cons using Gemini

# DoIT's Enterprise AI Offerings

- DoIT can provide access to enterprise AI tools
- Reduced agency procurement and management
- Preferred over public chat bots to reduce DLP
- FedRAMP High security



# AI Office Hours

- You can contact us for any AI questions during office hours where we will meet with you individually or your team.
- [Book Time to Speak With Us Each Monday](#)



# What's an AI Proof of Concept?

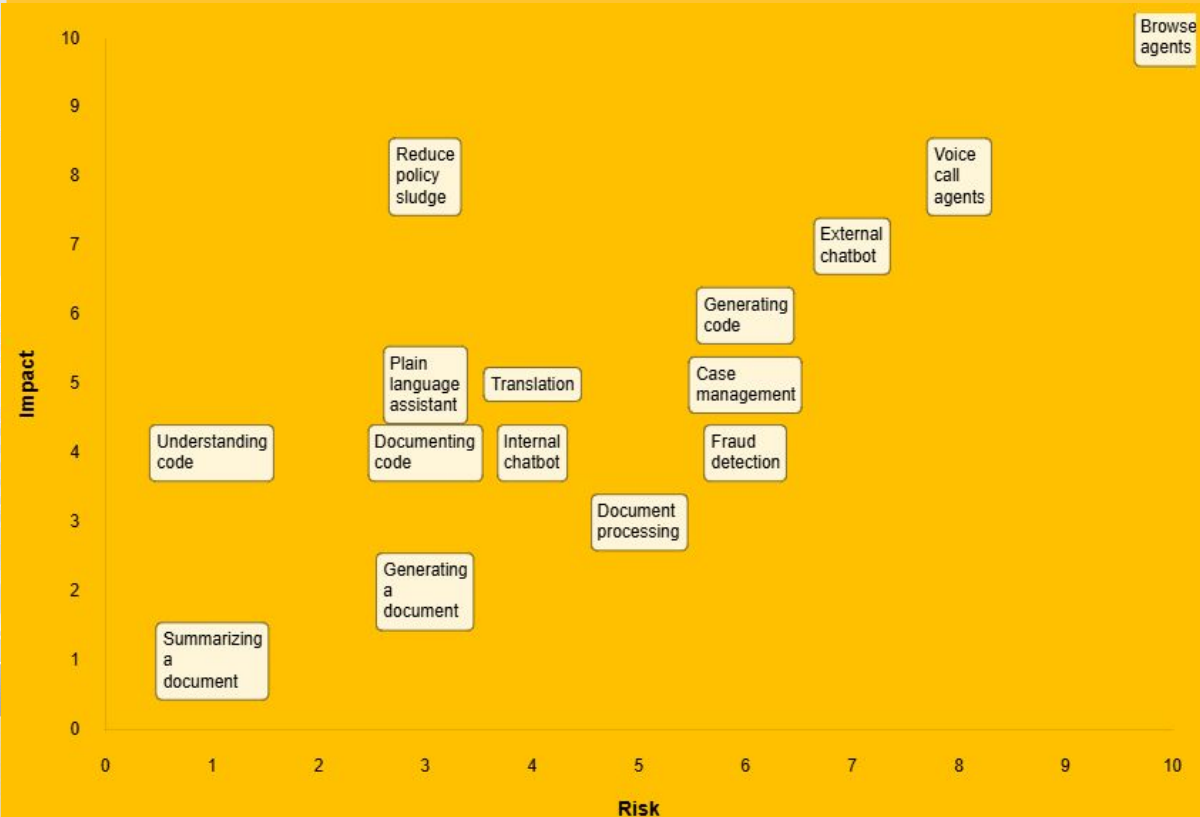
**Ray Bell, AI Enablement**

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# What's an AI Proof of Concept?

- An AI POC is a **small-scale, low-risk project designed to test the value of an AI solution** before committing to full-scale implementation.
- **Ex:** Maryland Dept. of the Environment (MDE) is working with a vendor to test AI's feasibility for digitizing public information data to improve Phase 1 of Maryland's permit application process.

# AI PoC Examples in Government



POLICY POLICY BRIEF

## Cleaning Up Policy Sludge: An AI Statutory Research System



ombegov / 2024-Federal-AI-Use-Case-Inventory

New Jersey & USDR, with support from Google.org, release LLM training materials to build AI translation assistants for public services

UK government harnesses Gemini to support faster planning decisions

DOIT.MARYLAND.GOV

Aruna Miller - Lt. Governor | Katie Savage - Secretary



# Steps for a Successful AI PoC

- Research the POC (has this been done before?)
- Try [Gemini's Deep Research](#)
- Consider which data you'll need: Is it clean, high quality, and AI-ready?
- Stay focussed on a tangible deliverable; don't start with a huge project
- Don't be afraid to fail fast; document your learnings and move on

# How to Execute AI POCs

- [Book office hours](#) with the AI Enablement team to review your use case
- [Ask your portfolio officer](#) for more advice and resources
- Explore [Gemini \(Google\)](#) and [CoPilot \(Microsoft\)](#) to see how you might use them
- Partner with no-cost/low-cost institutes like philanthropy and universities



# Lunch n Learn: Using Gemini's Deep Research to Analyze Qualitative Data

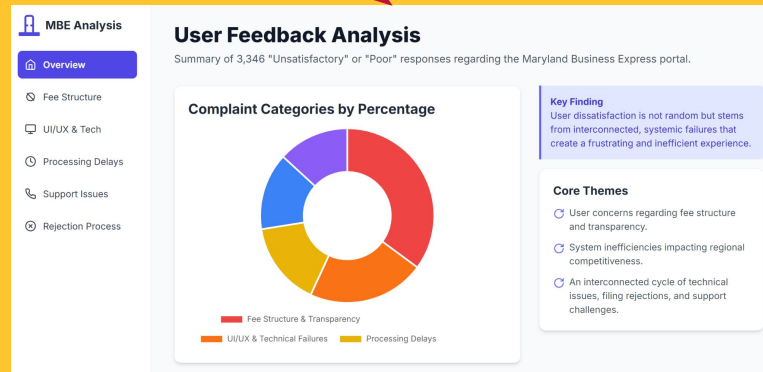
**Syed Azeem, DoIT**

## 5 years of user feedback data

## Identify recurring user complaints and issues

127,944 rows displayed

1	A	B	C	D	E	F	G	H
1	Date	How would you rate the overall quality of Maryland Business Express based on your visit today?	Design - How it looks	Design - Ease of use	Design - Reliability	Design - Speed	Design - Quality of the content	Open-Ended Response
33	6/30/2025	Unsatisfactory						
40	6/30/2025	Poor						
44	6/30/2025	Unsatisfactory	N/A					
130	6/26/2025	Unsatisfactory	Satisfactory	Unsatisfactory	Good	Satisfactory	Satisfactory	Using And before this took up when filing out forms
178	6/27/2025	Unsatisfactory	Good					Over an hour on hold and still waiting. Need some help
307	6/26/2025	Unsatisfactory	Excellent	Unsatisfactory	Good	Good	Unsatisfactory	Your site is confusing
340	6/25/2025	Poor	Poor	Poor	Poor	Poor	Poor	Too volatile sucks
360	6/26/2025	Poor	Satisfactory	Poor	Poor	N/A	Satisfactory	The link to download the document requested doesn't work. When I get the link (get sent to a page that says "Page Not Found"). There is a small pencil to correct the link. "Express" should be removed from the title since nothing could be better than the title.
413	6/25/2025	Poor						I have no idea if I did what is needed to register to submit a bid for a contract. There were several places that I clickt have the button asked for it the drop down menu asked what I was looking for. I have been trying to get through on the phone for several weeks and have been jumping around to different sites for just as long trying to figure this out.
421	6/24/2025	Unsatisfactory	Poor	Poor	Poor	Unsatisfactory	Unsatisfactory	The software doesn't connect around.
442	6/24/2025	Poor	Unsatisfactory	Unsatisfactory	Unsatisfactory	Unsatisfactory	Unsatisfactory	In the event of trying to navigate the site. It does not explain, what where you are. Then after taking my payment it's showing incomplete.
475	6/24/2025	Poor	Poor	Poor	Poor	Poor	Poor	I'm a 645 business day. I read me \$75.25. It seems a check it would have taken 6 weeks. "or not" after email mail-in and the \$2.25 convenience fee? "What convenience?" Should have written a check if I had a want going to get lost, and I'd have to wait for process at our again. The \$25 requested for a notepaper.
482	6/24/2025	Poor	Poor	Poor	Poor	Poor	Poor	Trying to load a pdf into the system was a nightmare. Then I went to the home page and the system was a mess. I had to wait 10 minutes for the system to load. I had to wait 10 minutes for the system to load. I had to wait 10 minutes for the system to load.
523	6/24/2025	Poor	Satisfactory	Poor	Unsatisfactory	Satisfactory	Unsatisfactory	The fact that I had to wait 10 minutes for the system to load is a huge issue. I had to wait 10 minutes for the system to load. I had to wait 10 minutes for the system to load.
648	6/22/2025	Unsatisfactory	Unsatisfactory	Poor	Unsatisfactory	Unsatisfactory	Unsatisfactory	I appreciate the website space information on the website and it is a lot better than the old one. I would say a lot of the questions are confusing or repetitive.
732	6/20/2025	Poor	Poor	Poor	Poor	Poor	Poor	My thing keeps getting rejected for using a non Maryland address. We used a Maryland address. The phone number never gets answered.
740	6/20/2025	Poor	Satisfactory	Poor	N/A	N/A	Satisfactory	If you can please have to separate the name making the purchase from the details needed to the agent for supporting address, phone number, and other information in the filing system. I have \$100.00.
763	6/19/2025	Poor	Satisfactory	Satisfactory	Poor	Poor	Satisfactory	You received on my accounts filing and then made me pay \$75. It was \$100.00.
858								It appears that multiple people are reviewing this without any discussion to follow. @ each one has comments regarding it.





# Methodology

- **Disclaimer:** Not a replacement for user research (talk to users, always)
- Clean up data and filter by complaints only
- Experiment with different prompting techniques
- Ensure Gemini is analyzing all relevant data
- Generate text report
- Custom prompt to create Infographic as a web page

# Links

- [Methodology](#)
- [Analysis Report](#)
- [Interactive Infographic](#)



# POC: AI to Automate Meeting Summaries

**Arshia Sethi-Snowdon, AIB**

# POC: Using AI to Summarize Meetings

- AIB hosts public meetings which can be up to four hours long
- There is a chance that notetakers might miss information
- We know AI can help with meeting transcriptions and wanted to explore how accurate the summaries are
- In the past we have used [otter.ai](https://otter.ai), which MD bans now due to lack of opt-out features
- Our meetings occur on Zoom, and we upload the recordings to YouTube



**AIB Regular Meeting - May 15, 2025**

Blueprint Accountability and Implementation Board

383 subscribers

Subscribe

1

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Clip

Save

English (auto-generated)

Live chat replay was turned off for this video.

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# Using AI to help with Meeting Summaries

- We wanted to extract transcripts and use prompt engineering to summarize meetings in our own way. AI would help, but
- The AI Enablement Team, DoIT partnered with us on this
- The tool can be used on any YouTube video such as all the videos from this years session

# AIB's custom AI meeting summarizer



```
pip install youtube-transcript-api
```

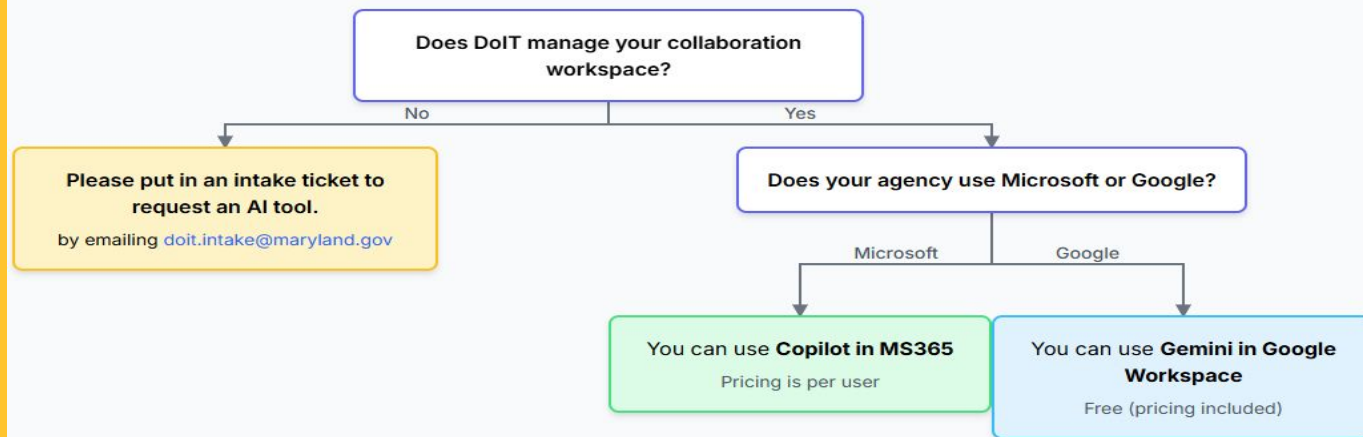
Summarize with custom instructions, such as spelling acronyms correctly



# What's Next?

- We meet each 2nd Friday per month
- Forward the invite to any colleagues who wish to join
- [Book MDAI Office Hours](#)
- Email [AI@Maryland.gov](mailto:AI@Maryland.gov) to share your AI work at a future CoP!
- [Email DOIT intake](#) to start AI PoCs

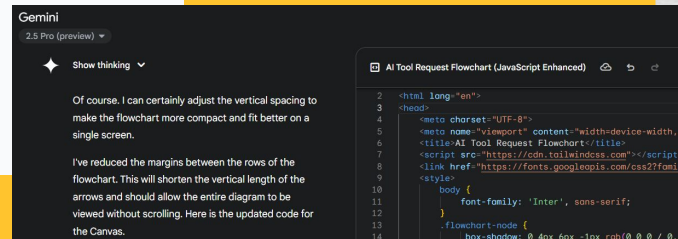
# Enterprise AI Tool Request Process



Department IT leads can request access to these enterprise AI tools for a pilot group or for all staff in their department.

Requests must be submitted to [Service.Desk@maryland.gov](mailto:Service.Desk@maryland.gov)

\*Flow chart generated by **Gemini** from a sketch using canvas





# Gemini in Google Workspace

- In March 2025 DoIT allowed the use of Gemini across the State.
- Department IT leads can decide if they want to trial with a pilot group or all staff in their agency
- DoIT also provided instructions for users to disable it if they had access and did not want to use the features

# Why Gemini in Google Workspace?

- Assessed for use by a tiger team at DoIT (Security, Privacy, Legal) over a period of four weeks
- Fulfilled a rollout plan using surveys, training and office hours
- See our [Lunch and Learn](#) and [AI Productivity Guide](#)

<https://cloud.google.com/blog/topics/public-sector/gemini-in-workspace-apps-and-the-gemini-app-are-first-to-achieve-fedramp-high-authorization>