

# Maryland AI Community of Practice (MDAI)

8/8/25

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# Agenda

1. **Welcome Remarks** (Nishant Shah, AI Enablement)
2. **[Case Study] Rolling Out Gemini at DHS** (Dr. Save Sloan, DHS)
3. **[Lunch n Learn] Using Gemini's NotebookLM to Improve Accessibility** (Stephen Polcek & Daniel Coker, MDOD)
4. **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!

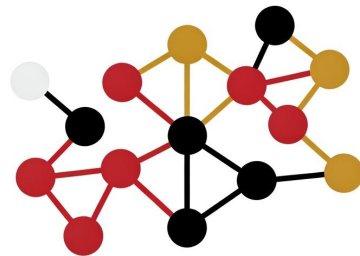
# AI Enablement Team

[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 beyond government 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.



# Case Study: Rolling Out Gemini at DHS

# Message

from Deputy Secretary  
Gloria Brown Burnett



#TeamDHS,

I am pleased to announce the upcoming rollout of **Google Gemini AI** across DHS, beginning on June 2nd. This new tool will help us work smarter and more efficiently, freeing up time from routine tasks to focus on more strategic and impactful work. Used appropriately, this technology will be a valuable asset in driving innovation and helping us better serve Maryland families.

I want to thank Chief Information Officer Dr. Dave Sloan and the OTHS team for moving this initiative forward with two successful pilots.

# Gemini Rollout to DHS

- Communications
- [Finalized AI Guidelines](#)
- [Integrated Training](#)
- [KB hosted Use Cases](#)
- Rollout Lead
- Help Desk Training
- Office Hours
- Metrics
- [User Surveys](#)



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# Responsible AI Guidelines

- NO AI use without human review
  - *“Generate/Copy/Paste/Send”*
- NO AI for decision making
  - *“Which of these customers should be granted an OHEP benefit?”*
- NO unauthorized AI
  - *“Swat Fireflies!”*

## AI Governance: Gemini **Dos** and **Don'ts**



### ■ Do use Gemini to help with everyday tasks:

Summarize information, draft content, brainstorm ideas, analyze data, and automate routine tasks.

### ■ Do be specific and provide context:

When communicating with Gemini, use full sentences and give detailed prompts to help Gemini understand what you need to deliver accurate work.

### ■ Do refine and try again:

If Gemini's initial work isn't quite right, try your prompt again with more detail and specificity.

### ■ Do follow DHS Artificial Intelligence (AI) Guidelines:

Follow our guidelines to protect sensitive, confidential, and Personally Identifiable Information (PII).

## Gemini **Dos:**



## Gemini **Don't's:**



### ■ Don't use Gemini to make decisions for you or your customers:

Gemini should not replace human judgment, critical thinking, or decision-making.

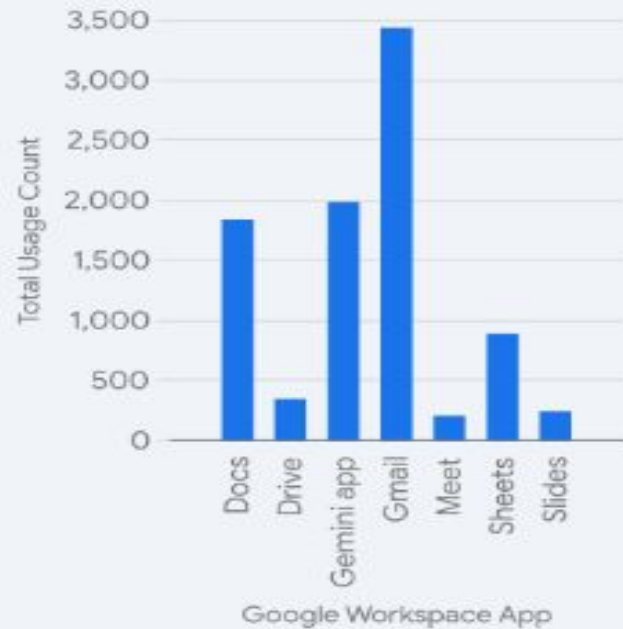
### ■ Don't assume Gemini's work is always accurate:

AI can make mistakes. Always double-check information from Gemini before sharing its work.

### ■ Don't use Gemini for malicious purposes:

Don't generate content that is harmful or illegal, such as hate speech, misinformation, or spam.

## Total Usage Count by Google Workspace App



## Distribution of Categories

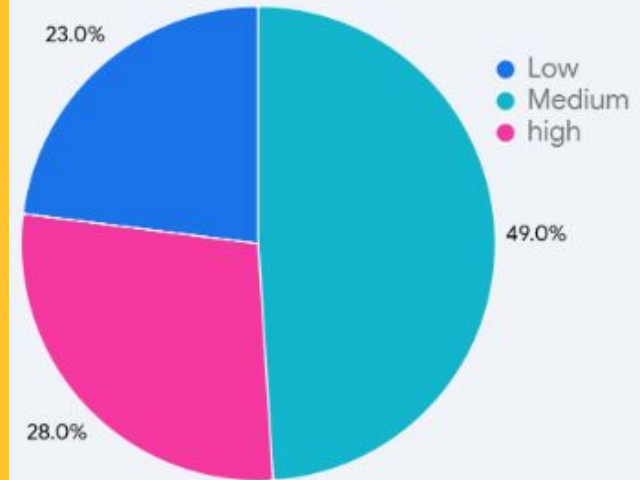




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# How We Started, How We're Doing



- Early May: OTHS pilot ~100 users
- Late May: 250 executive nominees
- June 2: Deployed DHS-wide > 8,000 users
- Over 1,500 daily DHS Gemini users
- > 60% of DHS has tried Gemini
- Almost 200,000 prompts in 2 months

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# **Lunch n Learn: Using Gemini's NotebookLM to Improve Accessibility by Stephen Polacek, MDOD**

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# What's Next?

- We'll meet each 2nd Friday per month
- Email [doit.intake@maryland.gov](mailto:doit.intake@maryland.gov) to turn on Google Gemini or Microsoft Copilot
- [Book MDAI Office Hours](#)
- Email [AI@Maryland.gov](mailto:AI@Maryland.gov) to show your team's AI work at a future CoP!