Maryland AI Community of Practice (MDAI)

6/13/25

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Agenda

1. **Welcome and Intro to Maryland's AI Enablement team**

2. **CoP's Vision and Values** (Lauren Maffeo, AI Enablement)

3. **Debut [Maryland's Responsible AI Policy](#)** (Solomon Abiola, AI Enablement)

4. **DoIT's Enterprise AI Offerings** (Glenn Parham, AI Enablement, and Dr. Save Sloan, CIO, DHS)

5. **FAQs on Gemini's privacy** (Cat Pangilinan, State Chief Privacy Officer)

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)

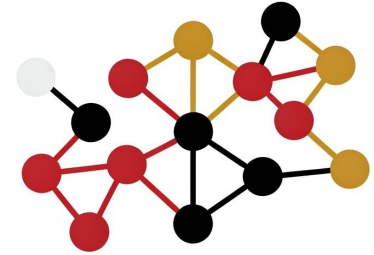➔ Bring an owner's mindset & participate!

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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.

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MDAI's Vision & Values

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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.

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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.

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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 Maryland to share new AI innovations.

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MDAI's Values

3) <u>Provide AI Updates in a Shared Space</u>

- 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.

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Responsible AI Use Policy

1) Shared with state IT/Privacy/Data leads on June 2nd, 2025.

2) Replaces Maryland's interim guidance on GenAI published in 2024.

3) Compliments Maryland's responsible AI implementation guidance.

4) Applies to all AI systems and use cases deployed by Maryland's Executive Branch agencies, and anyone who uses AI systems to do work for Maryland.

Responsible AI Use Policy

- Defines risk categories for AI use in Maryland.

- See Pages 8 - 10 of the responsible AI implementation guidance.

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AI Intake at Maryland

- Agencies can submit AI proposals to build or procure AI through DoIT's intake process.

- To do so, answer the following questions:

1. Is this an AI use case?

2. Have you read the [AI policy](#) and [implementation guidance](#)?

3. Have you answered all the questions in your AI intake ticket?
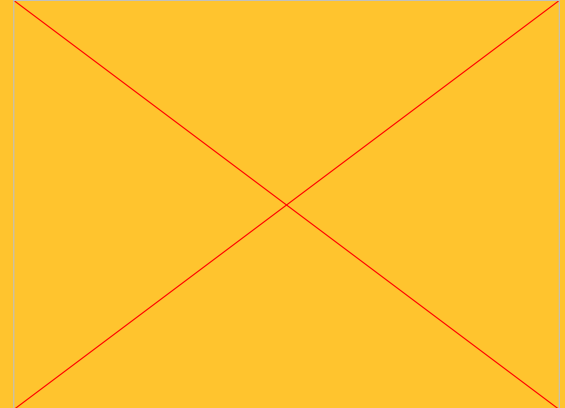
Image is royalty-free from Pixabay

How to Write Your AI Intake Ticket

In addition to answering the questions on the intake form, you should provide the following information in your ticket description:

- **AI Use Case**
- **Business Case**
- **Success Metrics**
- **Reference Materials**
- **Risk Classification**

Policy Pod

Generated using NotebookLM

Prompt: Generate a video explain how to submit an AI ticket to DoIT have the employee a Maryland Crab state: Hey I'm Maryland Crab and today I'm going to let you know that to submit an AI ticket is as simple as providing these fields: AI Use Case, Business Case, Success Metrics, and Risk Classification. And if you need help guess what you can use Gemini!
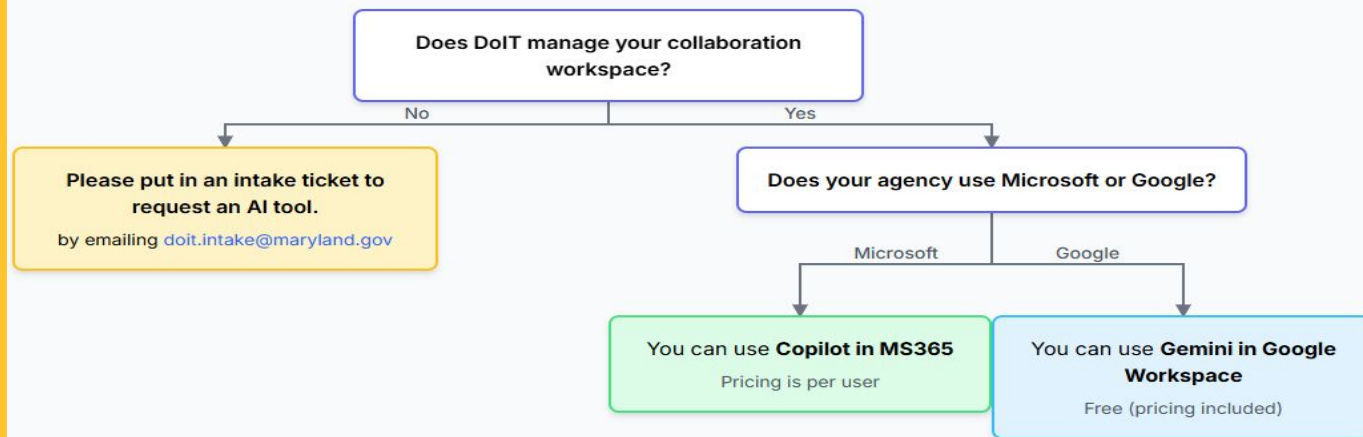
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DoIT's Enterprise AI Offerings

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DoIT's Enterprise AI Offerings

→ **DoIT can provide access to enterprise AI tools**

→ **Reduced agency procurement and management**

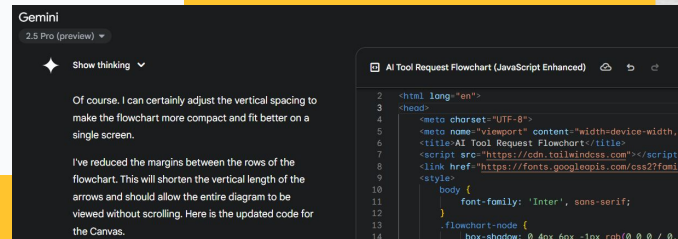→ **Preferred over public chat bots to reduce DLP**

→ **FedRAMP High security**

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Enterprise AI Tool Request Process

Does DoIT manage your collaboration workspace?

No → **Please put in an intake ticket to request an AI tool.** by emailing doit.intake@maryland.gov

Yes → **Does your agency use Microsoft or Google?**

Microsoft → **You can use Copilot in MS365** Pricing is per user

Google → **You can use Gemini in Google Workspace** Free (pricing included)

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

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

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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

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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

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Measuring Gemini usage across the state

Active Gemini users by Department

26 agencies are using or piloting Gemini

8,632 active Gemini users (~17% of the workforce)

Please share how you are using it in future CoP's!

https://fedscoop.com/ncis-fbi-officials-see-promise-artificial-intelligence-use-cases-business-side/

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Responsible and Productive Roll Out of Gemini at DHS

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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.

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FAQs on Gemini's Privacy

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Privacy Protection Basics

➔ Gemini is a closed system with built-in data loss prevention

➔ Refrain from recording meetings that contain PI

➔ Announce intent to record on agenda and at beginning of meeting

➔ Process "Public Ready" or "Protected Internal Only" data

➔ Check output to ensure accuracy and contains no PI

What's Next?

→ We'll meet each 2nd Friday per month

→ Forward the invite to any colleagues who wish to join

→ [Book MDAI Office Hours](#) on 6/16

→ Want to share your AI proof of concept at a future CoP? Email AI@Maryland.gov to get on the schedule!

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Why use AI in the public sector?

mini Pilot

Our Results

The Gemini pilot, designed to explore Gemini's capabilities and establish ethical protocols, yielded remarkable results captured through a standing survey that participants committed to completing at least three times a week. Over 2,000 surveys were submitted, showcasing significant improvements in productivity, creativity, literacy and human impact. Pilot participants reported the following:

- 74% experienced **increased productivity.**
- 69% felt **less stress** due to task and communication support.
- 73% were able to **focus on higher priority work.**
- 75% realized **enhanced creativity.**
- 25% felt **greater inclusion** and **less isolation.**
- 83% noticed **improved work quality.**
- 49% experienced **reduced work stress overall.**
- 70% had **more confidence** in their abilities.
- 31% freed up time to **upskill their capabilities.**

https://oit.colorado.gov/standards-policies-guides/guide-to-artificial-intelligence/case-study-google-gemini-pilot

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Why use AI in the public sector?

- We are at a point in time when a new technology is being introduced
- There have been shifts in the past e.g. computers, web, handheld devices which came with (and still have) security and privacy concerns

"When people talk about AI being dangerous, I think it sounds a lot like talking about your laptop computer being dangerous," said panelist Andrew Ng, Executive Chairman, LandingAI. "Absolutely, your laptop can be dangerous because someone can use your laptop to do awful things, just like someone could use AI to do awful things."

https://eightfold.ai/blog/my-top-takeaways-davos-chano-fernandez/

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Why use AI in the public sector?

Department for Science, Innovation & Technology

Government Digital Service

Microsoft 365 Copilot Experiment:

Cross-Government Findings Report

June 2025

1.2. Key Findings

Trial participants saved an average of 26 minutes a day when using M365 Copilot. Results were consistent across grades and professions, with differences observed in how the tool was used and where benefits were realised.

Over 70% of users agreed that M365 Copilot reduced time spent searching for information, performing mundane tasks, and increased time spent on more strategic activities.

Perceived concerns with security and the handling of sensitive data led to reduced benefits in a minority of cases. Limitations were observed when dealing with complex, nuanced, or data-heavy aspects of work.

User sentiment was overwhelmingly positive, with 82% expressing they would not want to return to their pre-Copilot working conditions.

https://assets.publishing.service.gov.uk/media/683db42bd23a62e5d32680d0/M365_Copilot_Experiment_Findings_Report.pdf

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<u>Why use AI in the public sector?</u>

https://www.turing.ac.uk/news/publications/mapping-potential-generative-ai-and-public-sector-work-using-time-use-data

Artificial intelligence (AI) in its varying forms is reconfiguring the operational landscape of government. From enabling new forms of civic engagement to supporting more robust fraud and error detection, AI and other automated technologies stand to transform the public sector. However, despite the promising opportunities presented by this technology, there remains much work to be done in terms of actually realising the benefits.

In this report, we aim to support robust AI adoption strategies by outlining the findings of a measurement exercise undertaken to assess the extent to which public sector activities are suited for generative AI use. Here, we draw on the data from the ONS Public Sector Time Use Survey (PSTUS) to map public sector work activities to current state-of-the-art generative AI capabilities, with the aim of identifying potential opportunity areas for adoption. We also make use estimates of average time spent executing these activities to provide a first estimate of how much worked time in the public sector is spent on activities that could make use of generative AI. According to our work, approximately 41% of public sector time is spent on activities that could be supported through the use of generative AI. This figure is varied across different areas of the public sector, ranging from a high of 49% in Education to a low of 33% in Healthcare. The figure is lower for frontline workers (38%) than it is for non-frontline workers (47%). These findings demonstrate the potential supporting role that generative AI could play in freeing up valuable public sector time.

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AI POCs

→ **What is an AI Proof of Concept (POC)**

→ **How to think about success metrics**

→ **Build or buy?**

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AI POCs

- The business problem should come first

- Followed by success metrics

- Then AI
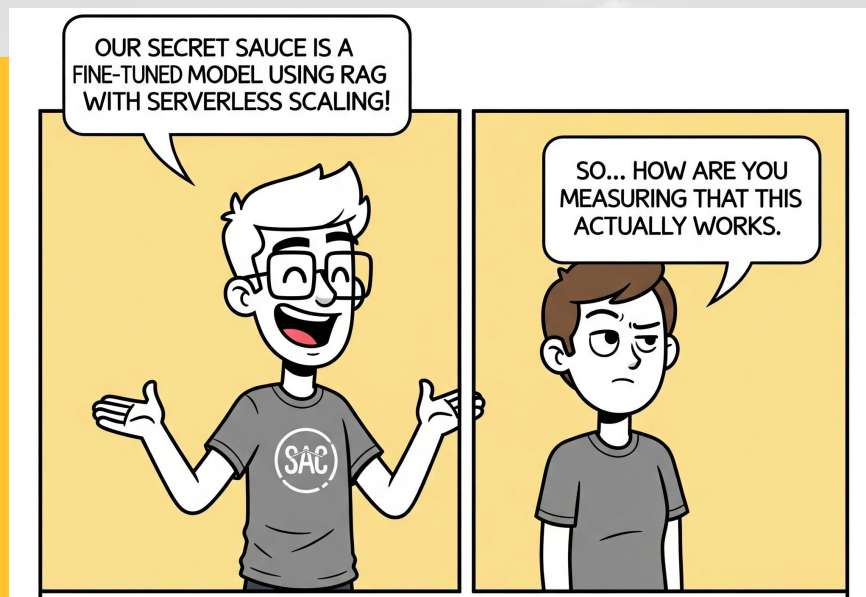
Prompt: A two-panel cartoon meme in a simple, modern art style with bold outlines.
Panel 1: A smug, overconfident tech bro with trendy glasses, wearing a startup t-shirt. He is gesturing enthusiastically with a huge grin. A speech bubble above him says: "Our secret sauce is a fine-tuned model using RAG with serverless scaling!"
Panel 2: A normal person, looking completely unimpressed and skeptical. They are raising an eyebrow and tilting their head. A speech bubble above them says: "So... how are you measuring that this actually works?"

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