

Technology Trend Topic: AI

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Current ITC Vehicles

Automated Contact Center Solutions 561422 (formerly SIN 132-20), Electronic Commerce 54151ECOM (formerly SIN 132-52), Earth Observation 541370GEO (formerly SIN 132-41), IT Professional Services 54151S (formerly SIN 132-51), Cloud 518210c (formerly SIN 132-40), Alliant 2, VETS 2, EIS

Vehicles to Watch

8(a) STARS III
NAICS 54151, 541511, 541330

Overview

“Agencies are tremendously interested in AI and other emerging technologies because people recognize the potential to transform and simplify the way Americans interact with their government.”

- Keith Nakasone

“The AI we generally see today falls into the narrow AI category -- applications that provide domain-specific expertise or task completion, and general AI referring to an application that exhibits intelligence comparable to a human, or beyond, across the range of contexts in which humans interact.” - Timothy Persons, GAO

AI means the full extent of Federal investments, to include: R&D of core AI techniques and technologies, AI prototype systems, application and adaptation of AI techniques, architectural and systems support for AI and cyberinfrastructure, data sets and standards for AI.

- EO Maintaining American Leadership in AI (13859)

Market Trends NEAR TERM

“GSA is ensuring it has solutions in place for AI and RPA (Robotic Process Automation) now and is building and engaging with communities of practice.” - Paul Bowen

ITC's Top 10 Leading Edge Technology Initiative will ensure ITC continuously anticipates market changes, adapts to customer needs, and evolves at the pace of technology evolution.

To effectively power AI in Government, you need to modernize your IT infrastructure. - GovLoop

DoD plans to allocate \$4B toward AI and ML R&D in FY20.
-Bloomberg Government

LONG TERM

AI promises to drive growth of the U.S. economy, enhance our economic and national security, and improve our quality of life.
-EO 13859

By 2030, companies that were early AI adopters could potentially double their cash flow... while nonadopters might experience around a 20% decline in cash flow. -McKinsey

AI could contribute \$15.7 trillion to the global economy by 2030.
-PricewaterhouseCoopers

Use Cases/Applications

Mobile phones, e-commerce tools, navigation systems and many other different sensors constantly gather data or images.

- **GSA** uses AI to automate the MAS proposal and modification review process (Acquisition Virtual Assistant) - **Michelle White**
- **GSA** uses AI to make sure agencies comply with Section 508 through its Solicitation Review Tool (SRT) - **Marina Fox DotGov Domain Services, OGP**
- **GSA's 18F** developed a chatbot, Mrs. Landingham, to enable an interactive and better user experience for on-boarding new hires
- **DoD** uses machine learning to predict Military readiness for deployment
- **DoD** uses service machine learning models to predict ability to deploy and return without issue. Models are expanding to assist suicide and substance abuse prevention programs.
- Under Secretary of Defense Comptroller (OUSD)

“Artificial Intelligence (AI) can and does mean different things to different people in large part due to many very specific problems and solutions AI can be used for.” - Keith Nakasone

Risks/Challenges NEAR TERM

When people hear artificial intelligence, their minds often wander to the realm of **science fiction**. AI is happening right now. -SAS Inst.

Workforce - Federal Government doesn't have a lot of employees trained in AI. We need to attract new hires and train existing employees in STEM skills as well as creativity, critical thinking, and lifelong learning.
-EO 13859

Data isn't always ready for AI. -GovLoop

Security - People are concerned about data privacy and protecting personal information. Federal agencies want to keep strategic competitors and foreign nations from acquiring AI technology and data. -EO 13859

Procurable - AI is not easily identifiable within the NAICS codes and largely funded under research initiatives. AI is not at a one size fits all stage right now. -ITC Strategic Initiatives Division

LONG TERM

Workforce disruption - By 2030, about 15% of the global workforce (400 million workers) could be displaced by automation - McKinsey

Algorithms may introduce new biases or **perpetuate and institutionalize existing social biases**. - Federal AI Adoption PSC

What You Should Read NOW

1. [Access to Innovation Made Easy: Bill Zielinski's Alliant 2 Blog Post](#)
2. [TechFAR Hub 8\(a\) Digital Service Initiative](#)
3. [GSA Announces New Contact Center Sch70 SIN Sept 2018](#)
4. [Executive Order 13589 Maintaining American Leadership in A.I. \(2019\)](#)
5. [AI.Gov](#)
6. [NIST AI Topics](#)
7. [AI Congressional Testimony from GSA's Keith Nakasone \(2018\)](#)
8. [AI for GSA's Citizen Services \(Oct 2016\)](#)

Related Technology Trends

RPA
Machine Learning
Cloud
Internet of Things
Big Data