

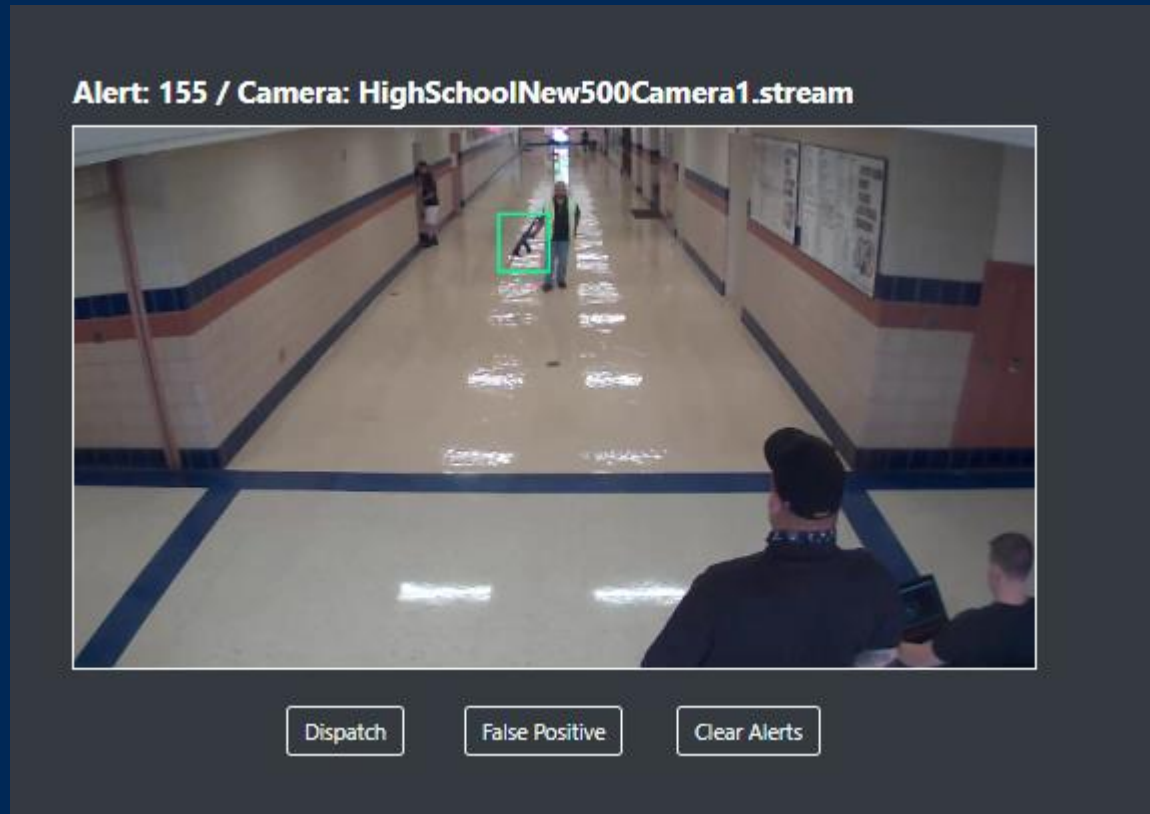
# Government: Get AI Right, or Fail, in a Postdigital Era

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# AI Continues to Emerge Across Government

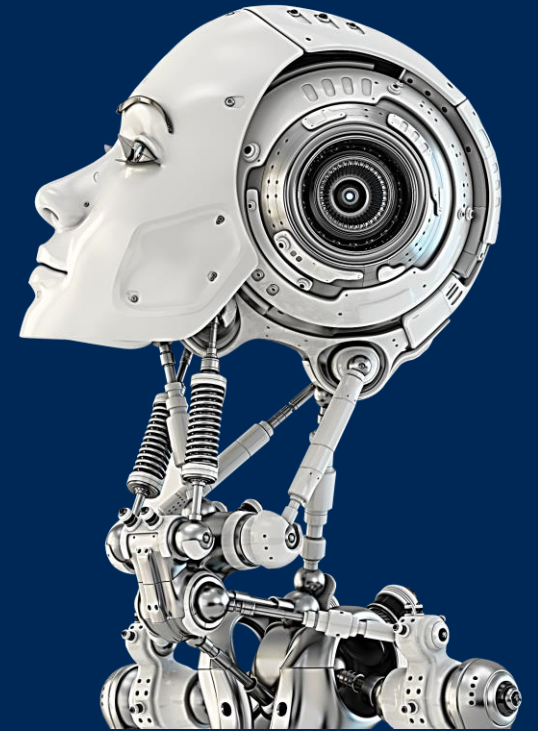
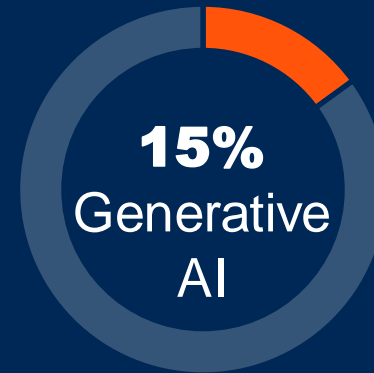
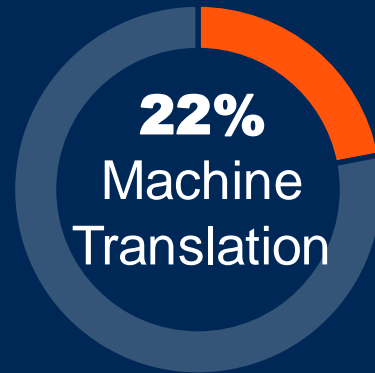
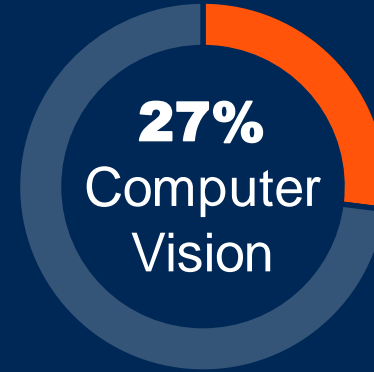
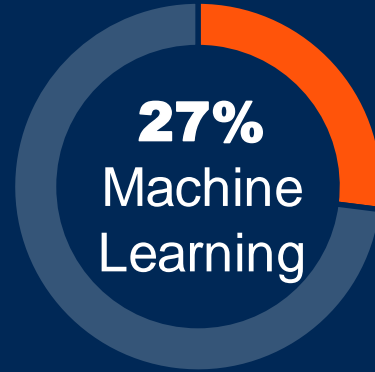
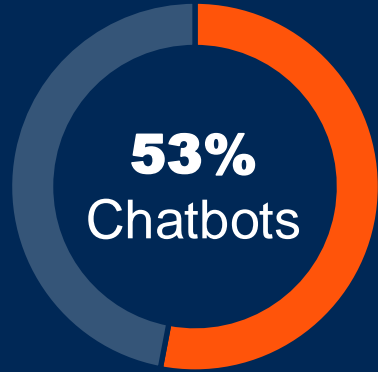




**Government AI success will not be measured by pilots but through **trusted, sustainable** adoption and **targeted mission impact.****

# Beyond the Hype — Government AI Adoption Today

## Already Deployed or Deploying AI This Year



n = 161  
Source: 2023 Gartner Transition to Digital Government Research





# Opportunity

## Risk

- Data Privacy
- Community Trust
- Political Resistance
- Workforce Uncertainty
- Accountability
- Predictability
- ...



# Focus on the Fundamentals to Combat Headwinds

Strategic Blueprint	Capability Roadmap	Tactical Path to Scaling	Visible Governance
<ul style="list-style-type: none"><li>• Establish a clear vision for impact &amp; measures that will evidence impact</li><li>• Adopt ethical principles based on community values</li><li>• Build a mission-focused business case for sustained funding</li></ul>	<ul style="list-style-type: none"><li>• Engage other agencies, industry and academic partners</li><li>• Establish COEs &amp; governmentwide CoP</li><li>• Create clear AI competency roadmap</li></ul>	<ul style="list-style-type: none"><li>• Identify tactical pilots with tangible visible impact</li><li>• Identify priority AI technologies and adoption approaches</li><li>• Build out pathway to effective AI operating model</li></ul>	<ul style="list-style-type: none"><li>• Define accountability for enforcing governance</li><li>• Adopt transparent processes for selecting AI use cases</li><li>• Implement a continuous oversight practices</li></ul>

A red marker is positioned in the lower right foreground, pointing towards a checklist on the left. The checklist consists of four square boxes, each containing a red checkmark. The top two boxes are slightly out of focus, while the third box is in sharp focus. The background is a plain, light-colored surface.

**Traditional engineering-based quality assurance processes **will not** address government risk factors.**

**Government AI oversight will be defined by continuous vigilance.**





# Questions Government AI Oversight Must Address

## How

will you know AI is  
doing something wrong?



## When

will you know?



## Who

is accountable?



# Continuous Vigilance: Government Contact Center



## AI in Action

- Enhanced Citizen-Facing Chatbot
- Call Triaging
- Next-Best Action Recommendation
- Multilingual Translation
- Transcriptions
- Sentiment Analysis



## Monitoring

- Real-Time Monitoring of Sentiment for Early Intervention
- Continuous Outlier Monitoring Based on Call Classification
- Assessing Anomalies Between Call Outcomes vs. Triaging



## Accountability

- Establish Process for Following Up on Problematic Experience or Advice

# Continuous Vigilance: Case Management



## AI in Action

- File Summarization
- Action Plan Drafting
- File Note Generation



## Monitoring

- Check for Bias in Summarization
- Compare Action Plan Outliers and the Lack of Exceptions
- Identify Anomalies in File Note Patterns
- Case Management Flagging



## Accountability

- Establish Clear Processes and Training to Ensure Case Management Oversight and Discretion
- Establish Review Processes for Outliers



# Continuous Vigilance: Monitoring and Response



## AI in Action

- Incident Identification
- Fraud Detection
- Regulatory Compliance Assessments



## Monitoring

- Use Synthetic Data to Scale Outlier Variation Testing at Scale
- Compare Actual Incident/Noncompliance Data to AI Results to Identify Patterns Over Time
- Use Quality Review Checking to Compare Results

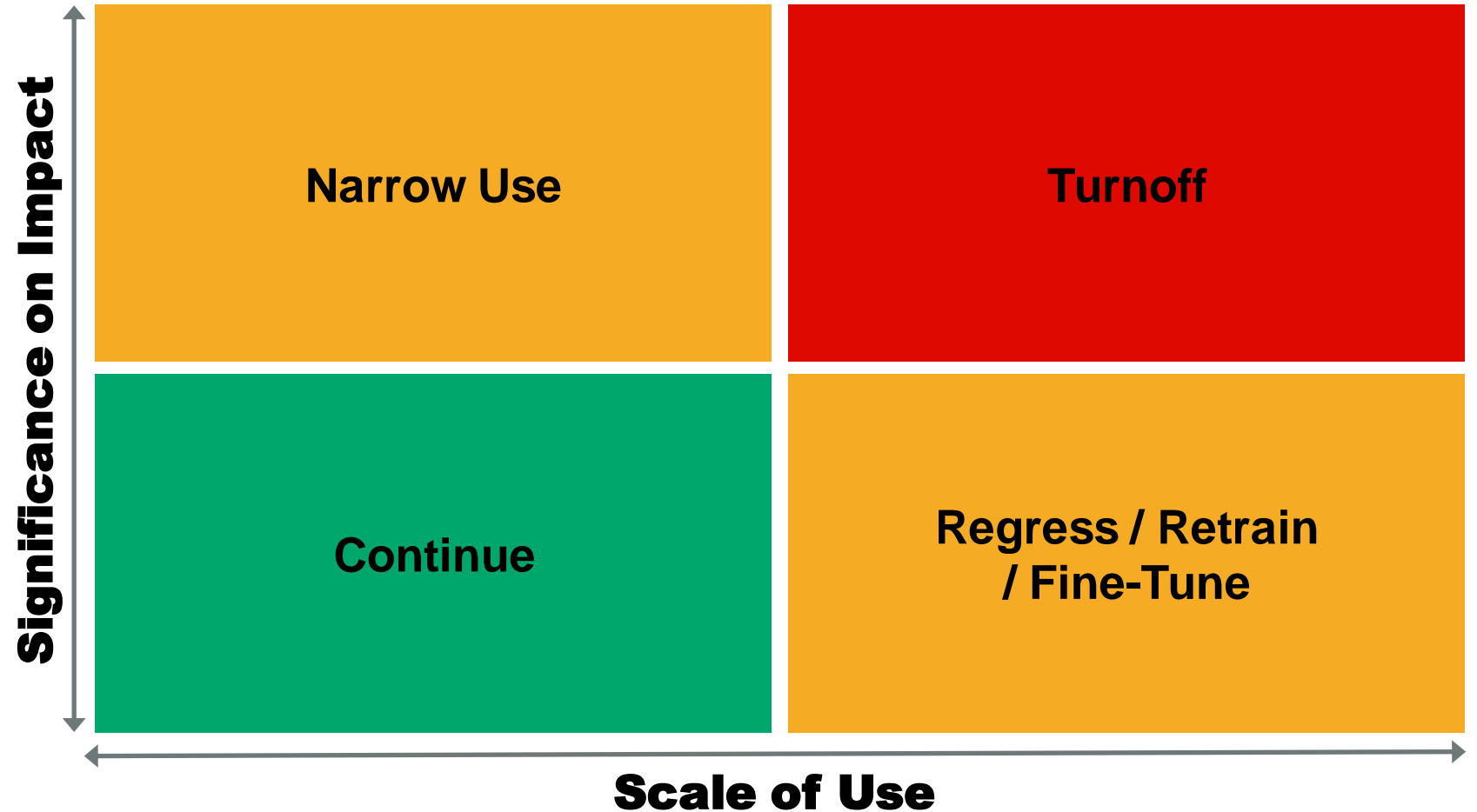


## Accountability

- Establish Clear Accountability for Scenario Identification
- Implement Retrospective Reviews Based on Improved Models

# AI Oversight — What Happens When AI Falls Outside of Acceptable Guardrails?

- Legislation Changes
- Outlier Scenario
- Incorrect Advice
- Inconsistent Support



# Action Plan for Government AI

- 1. Build** out your strategic blueprint for AI including responsible AI guidelines and metrics.
- 2. Develop** an AI capabilities roadmap that includes partners.
- 3. Map** out a tactical pathway to build understanding, confidence and momentum.
- 4. Develop** a plan for oversight and continuous vigilance in AI assurance.



# Recommended Gartner Research

- 🔍 [Hype Cycle for Artificial Intelligence, 2023](#)  
Afraz Jaffri
- 🔍 [Quick Answer: What Are the Implications of LLM Applications Such as ChatGPT for Government CIOs?](#)  
Ben Kaner and Dean Lacheca
- 🔍 [Postdigital Government: Rethinking Technology's Role in Government](#)  
Dean Lacheca, Bill Finnerty and Others